

General Information Memorandum

ISD GI 16-55

TO: ISD Employees
FROM: Sean Pearson, Deputy Secretary, Income Support Division 
RE: LIHEAP Auto Denials
DATE: September 14, 2016

Effective October 1, 2016, any LIHEAP application pending more than 30 calendar days will auto-deny in ASPEN 8.150.110.10A NMAC. Except those cases where an extension has been requested.

The auto-denial reason to be printed on the HSD 1220 Notice of Case Action for LIHEAP will be:

- In English
“The Department cannot determine if you can get benefits. Please contact the Income Support Division (ISD) at (800) 283-4465 for more information.”
- In Spanish
“El Departamento no puede determinar si puede obtener beneficios. Por favor comuníquese con la Income Support Division (ISD) al (800) 283-4465 para más information.”

If you have any questions or comments, feel free to contact Sharon Rivera at 505-827-7267 or by email at Sharonm.Rivera@state.nm.us.