



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Sidonie Squier, Secretary
Marilyn Martinez, Acting Director

General Information Memorandum

ISD-GI 14-31

TO: ISD Employees

FROM:  Marilyn Martinez, Acting Director, Income Support Division

RE: Attachment to paper applications

DATE: May 30, 2014

In order to notify all applicants of the current backlog in processing applications, this notice must be attached to the following paper applications immediately.

HSD 100 Spanish and English
ISD 122 Spanish and English
MAD 608

This is a temporary action until the backlog is cleared.
Please use the attached notice.

If you have any questions regarding this GI, please contact Carolyn Craven, Quality Assessment Bureau Chief, at 505-827-7224, or at Carolyn.craven@state.nm.us.

Attachment

NOTICE
Aviso

You applied for benefits from the New Mexico Human Services Department for yourself and/or the people in your household. We are currently experiencing a backlog of applications. We apologize for the delay and are striving to ensure applications are processed within the Federal timelines of 30 days for SNAP and 45 days for Medical Assistance.

To find out more details of your case, you can get information online at www.yes.state.nm.us under "Check my Benefits" or call the ISD Information Line available 24/7 at 1-855-309-3766 or call the Customer Service Center at 1-800-283-4465.

Actualmente tenemos una acumulación de solicitudes y re-certificaciones pendientes. Pedimos disculpas por el retraso y nos estamos esforzando para garantizar que las solicitudes se procesen dentro de los plazos Federales de 30 días para SNAP y 45 días para Asistencia Médica.

Para más información sobre su caso, favor de buscar en línea en www.yes.state.nm.us y haga clic en Revisar Mis Beneficios, o llame a la Línea de Información del ISD, disponible 24/7, al 1-855-309-3766. También puede comunicarse con nuestro Centro de Servicio al Cliente al 1-800-283-4465.

RESCINDED