

#13976, (eff 5-23-24)

**Readopt with amendment He-W 704.05, effective 11-25-14 (Document #10729), to read as follows:**

He-W 704.05 Electronic Account Access.

(a) Electronic accounts that contain the casehead's electronic notices of decisions (NODs), as defined in He-W 701.02, and other confidential case information, shall be activated through the department's eligibility web portal by:

- (1) The case head;
- (2) The casehead's guardian, conservator, or protective payee;
- (3) An authorized representative (AR) or power of attorney chosen by the casehead; or
- (4) An organization acting as the caseheads's guardian, conservator, protective payee, AR, or power of attorney.

(b) If an organization acting as the casehead's guardian, conservator, protective payee, AR, or power of attorney chooses to access a casehead's electronic account, the organization shall:

- (1) Obtain the casehead's permission to access the electronic account; and
- (2) Register with the department by providing the following information:
  - a. The organization's name, phone number, both physical and mailing addresses, and email address;
  - b. The name of a designated administrator for the organization who is responsible for maintaining confidentiality for the entire organization;
  - c. A 4-digit pin, chosen by the administrator, for security purposes; and
  - d. The administrator's dated signature signifying an agreement to abide by confidentiality and disclosure policies, pursuant to RSA 167:31, RSA 167:32, and 7 CFR 272.1(c).

(c) A casehead shall not have access to an electronic account through the department's eligibility web portal once the casehead has given permission to an organization to access the casehead's electronic account.

(d) If the organization chooses to only access NODs electronically, with no paper NOD sent via the United States Postal Service (USPS), the organization shall be responsible for the security and validity of the email account information provided to the department.

(e) All information included in paper NODs shall also be included in electronic NODs.

(f) If the organization prefers to reestablish paper NODs sent via the USPS, and chooses not to use the department's eligibility web portal to make this change, the organization shall submit a written request to the department and include the following information:

#13976, (eff 5-23-24)

- (1) The casehead’s printed name;
- (2) The request to reestablish paper NODs sent via the USPS;
- (3) The case number or recipient identification number, if known, assigned to the casehead;
- (4) The organization’s name, phone number, both physical and mailing addresses, and email address; and
- (5) The printed name and dated signature of the AR for the organization.

**APPENDIX**

<b><u>Rule</u></b>	<b><u>Specific State or Federal Statute or Regulations the Rule Implements</u></b>
He-W 704.05	RSA 161:4-a, IV; RSA 167:31; RSA 167: 32; RSA 167:83, II(b); 7 CFR 273.2; 7 CFR 273.13(a); 7 CFR 272.1(c)