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CNMHC FORMAL APPEAL PROCEDURE

Clients may appeal denial of service in the following manner:

1. After the client has received a denial of service letter they can begin the appeal process by either calling CNMHC at 505-345-4949 or by going to our website at www.centralnmhousing.org where the appeal process and request for appeal form is available to be completed and submitted on-line. The Intake Manager can assist the client with this form by calling 505-345-4949.
2. The Client appeal MUST be received within 3 business days of receipt of the denial of service letter a sample Denial of Service Letter is attached.
3. If the Client calls the CNMHC office the Intake Manager will take down the required information from the client:
 - a. Clients Name
 - b. Address
 - c. Phone Number
 - d. Reason for Denial – from the denial letter
 - f. Date & Time of the Appeal form being completed and received by CNMHC staff
Intake Manager will sign the form
 - g. The Client file with the Appeal form will be forwarded to the Executive Director
If the form is submitted through the website, the client will need to fill out steps a through d. and send it through the website steps f – g will be completed when the form has been electronically received by CNMHC staff
4. The Executive Director will review the client's application and the appeal form and make a final determination on the client's appeal.
5. The Executive Director will notify the client by mail as to the final determination on the client's appeal within 4 days of receiving the required information.