

State Emergency Operations Center
State of Louisiana
Joint Information Center

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FOR IMMEDIATE RELEASE

August 30, 2016

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FEMA: Read Denial Letters Carefully

Baton Rouge, LA (August 30) – The Governor’s Office of Homeland Security and Emergency Preparedness (GOHSEP) and the Federal Emergency Management Agency (FEMA) encourage you to carefully read letters indicating denial of flood assistance. So far, FEMA has approved more than \$315 million for home repairs, temporary housing and other needs assistance. Survivors who have received a letter from FEMA saying they are “ineligible” should make sure to read the letter all the way through to the end to find out why.

“Some applicants are only missing a portion of the necessary information to continue the process,” said GOHSEP Director Jim Waskom. “There may be an easy fix if someone did not sign a document or if your application is missing a necessary insurance form. Don’t give up on the process. Follow up with FEMA and file an appeal.”

Here are recommendations from FEMA for those who receive a denial letter:

If you disagree with the decision letter you received, you can follow the below guidance to appeal the decision.

Read the letter carefully to find out why the decision was made.

Do you need to provide additional information?

- Insurance determination letter.
- Proof of occupancy or ownership.
- Proof of ID.
- Applicant’s signature.

Common reasons for the initial decision:

- The damage was to a secondary home or a rental property, not a primary residence.
- Someone else in the household applied and received assistance.
- Disaster-related losses could not be verified.
- Insurance covered all losses.

Contact FEMA for help with filing an appeal or any questions.

Call

- 800-621-3362 (711 or Video Relay Service available)
- 800-462-7585 (TTY)

File a written appeal.

- Explain why you think the decision was not correct.
- Provide supporting information and documents.
- Include your FEMA registration number on all documents.
- Sign the letter.

Mail or fax your appeal within 60 days of the decision letter date, or drop it off at one of the Disaster Recovery Center.

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We urge everyone to continue to use caution in areas where floodwaters remain. Monitor. DOTD's www.511la.org website for updated road closure information. Look for advisories from your local authorities and emergency managers. You can find the latest information on the state's response at www.emergency.la.gov. GOHSEP also provides information on Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. You can also download the Louisiana Emergency Preparedness Guide and find other information at www.getagameplan.org.