

Family Investment Administration

Frequently Asked Questions

1. Can I visit my local department of social services office?

All local departments of social services (LDSS) offices were closed to the public effective noon, Wednesday, March 18, 2020. The LDSSs still have dedicated staff working diligently to process cases and address customers' concerns. Most LDSSs have secured lockboxes available for customers to drop off documentation and or applications. If the LDSS can verify your identity and the information you provided is not questionable, SNAP benefits may be provided without an interview. You will have 90 days to submit all required documents. We are conducting interviews by telephone when possible for Cash programs until further notice.

You can contact your LDSS by calling the **DHS Call Center at 1-800-332-6347**.

2. How do I apply for food, cash, medical, energy and emergency assistance?

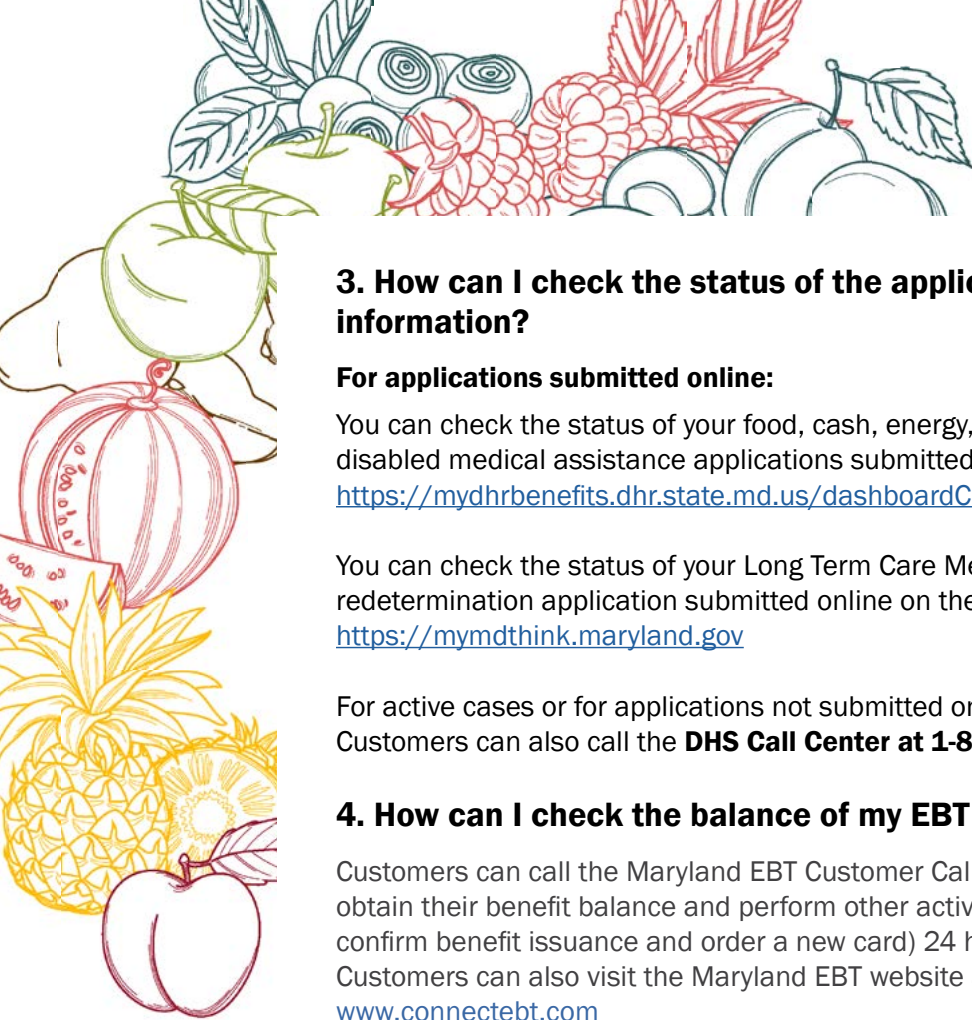
For quicker processing, customers are strongly encouraged to submit food, cash, energy, emergency, and aged/blind/disabled medical assistance applications online via either the Department of Human Services (DHS) website <http://dhs.maryland.gov/> or MyDHR portal: <https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>

Medical Assistance applications for Families, Children and Pregnant Women should be submitted by visiting the Maryland Health Connection website at <https://www.marylandhealthconnection.gov>.

For streamlined processing, Long Term Care Medical Assistance customers are strongly encouraged to submit applications, redetermination applications, and verifications via the E&E System Consumer portal: <https://mymdthink.maryland.gov>.

- Long Term Care Medical Assistance application can be downloaded and mailed to your LDSS: [https://mmcp.health.maryland.gov/longtermcare/SiteAssets/SitePages/Long%20Term%20Care%20Forms/LTC%20Application%20FINAL%207-1-11%20-2_508v5%20\(1\).pdf](https://mmcp.health.maryland.gov/longtermcare/SiteAssets/SitePages/Long%20Term%20Care%20Forms/LTC%20Application%20FINAL%207-1-11%20-2_508v5%20(1).pdf)
- Streamlined SSI recipient Long Term Care Medical Assistance Redetermination application can be downloaded and mailed to your LDSS: [https://mmcp.health.maryland.gov/longtermcare/SiteAssets/SitePages/Long%20Term%20Care%20Forms/SSI%20Streamlined%20Application%20Final%20Version_form-508v4.final_accessible%20\(1\)%20\(1\).pdf](https://mmcp.health.maryland.gov/longtermcare/SiteAssets/SitePages/Long%20Term%20Care%20Forms/SSI%20Streamlined%20Application%20Final%20Version_form-508v4.final_accessible%20(1)%20(1).pdf)

You can also call the **DHS Call Center at 1-800-332-6347** to request a paper application be mailed to your address. **Please note the processing of paper applications may be delayed.**



3. How can I check the status of the application or obtain case information?

For applications submitted online:

You can check the status of your food, cash, energy, emergency, and aged/blind/disabled medical assistance applications submitted online on the MyDHR website at: <https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>

You can check the status of your Long Term Care Medical Assistance application or redetermination application submitted online on the E&E System Consumer portal: <https://mymdthink.maryland.gov>

For active cases or for applications not submitted online:

Customers can also call the **DHS Call Center at 1-800-332-6347**.

4. How can I check the balance of my EBT card?

Customers can call the Maryland EBT Customer Call Center at 1-800-997-2222 to obtain their benefit balance and perform other activities (i.e. review transactions, confirm benefit issuance and order a new card) 24 hours a day, 7 days a week.

Customers can also visit the Maryland EBT website at:

www.connectebt.com

5. What do I do if my recertification period ended in March or is coming due in April or May?

No immediate action is needed. You do not have to complete your food or cash redetermination for March, April or May at this time. Below, please find the revised recertification extensions by the program.

- SNAP: Certification period-extended 6 months
- TCA: Certification period-extended 6 months
- TDAP: Certification period-extended 6 months
- MA: All MA recertifications ending March and April 2020 have been extended until May 31, 2020.

6. I submitted an application prior to the LDSS closure on March 18, 2020, however, I was unable to submit the requested verifications. What should I do?

While we strongly encourage you to submit outstanding verification online as an interim change on the myDHR website <https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>, no immediate action is needed. A 90-day extension has been given for any requested or outstanding verifications.

7. I am unable to complete my work activity. How do I let my case manager know?

No immediate action is needed. Programs with work requirements have been waived for 90 days. Please do NOT report to your work site.



8. How can I appeal a decision made on my case?

Please contact the **DHS Call Center at 1-800-332-6347** to initiate an appeals claim. You can also seek assistance with completing a request for a fair hearing form.

9. Why did my SNAP benefits increase?

During the months of April and May, you will see an increased benefit amount. All households will receive the maximum benefit for their household size, regardless of income.

10. Do you know someone who would like to apply for food or cash public assistance benefits but does not have access to a computer or a smartphone? Please share with them the number to these community-based organizations that can assist them by telephone.

AGENCY	PHONE NUMBER	REFERRAL SOURCES
Maryland Benefits Center-Benefits Data Trust (BDT)	833-373-5867	Statewide Referrals
Maryland Hunger Solutions (MHS)	866-821-5552	Statewide Referrals
LifeStyles of Southern Maryland	866-293-0623	Southern Maryland Referrals

11. When will I receive my food and cash benefits?

Benefits are issued by the last name. There have been no changes to this process.

Food Program (SNAP): Issuance date the 4th thru 23rd based on the customer’s last name.

You can confirm your issuance date by visiting:

<http://dhs.maryland.gov/food-supplement-program/food-supplement-benefits-schedule/>

Cash programs:

A-F - Issuance date the 2nd, **G-P** - Issuance date the 3rd, **Q-Z** - Issuance date the 4th



ALERT!

Avoid being scammed. NO State, Federal, Local, or Community-Based Organization is authorized to accept or request payment and/or fees for assisting customers with public assistance related services. In addition, the customer should not give out their full SSN to people who call them. Please note a LDSS worker may call you from a blocked number as many staff members are working remotely. You can ask the worker for their work telephone number to confirm the person is a State of Maryland employee. You can leave a voice message on the workers telephone number with a date and time you prefer they call you back.