

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?

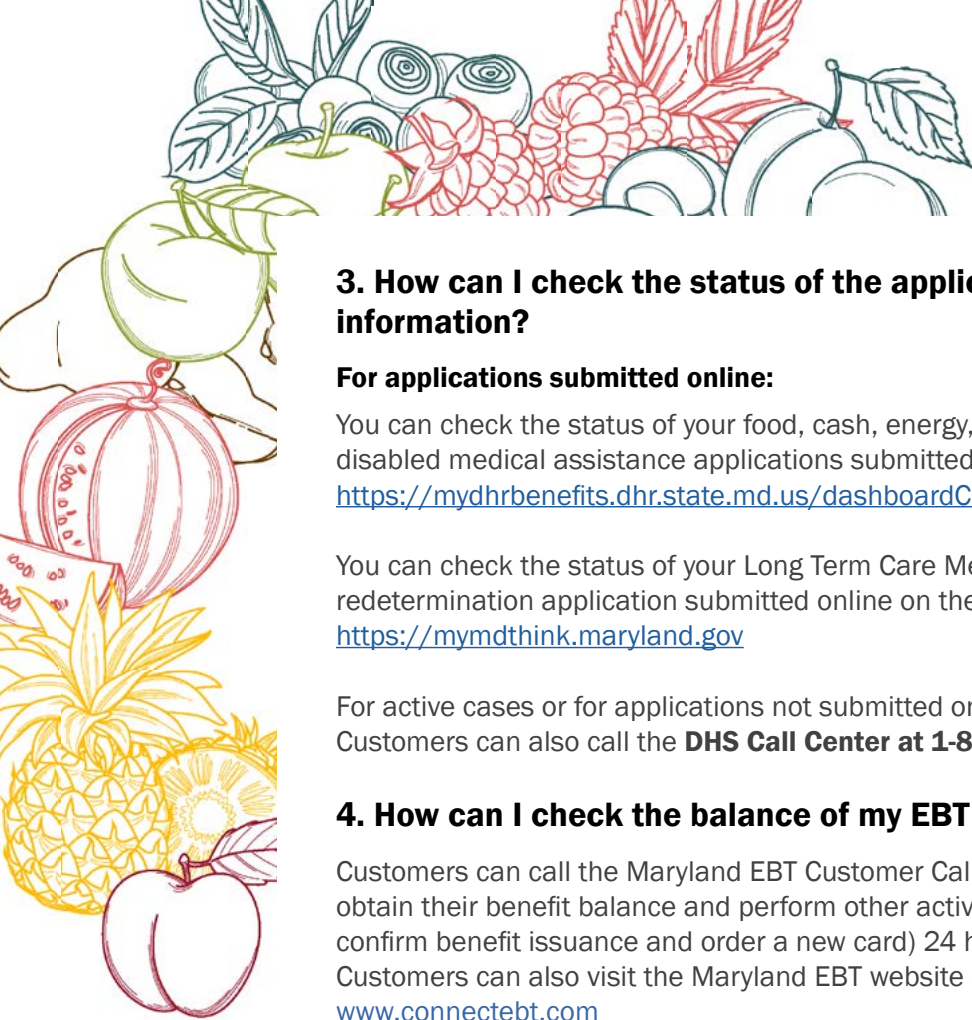
For quicker processing, customers are strongly encouraged to submit food, cash, energy, emergency, and aged/blind/disabled medical assistance applications online via either the Department of Human Services (DHS) website <http://dhs.maryland.gov/> or MyDHR portal: <https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>

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 is coming due in July?

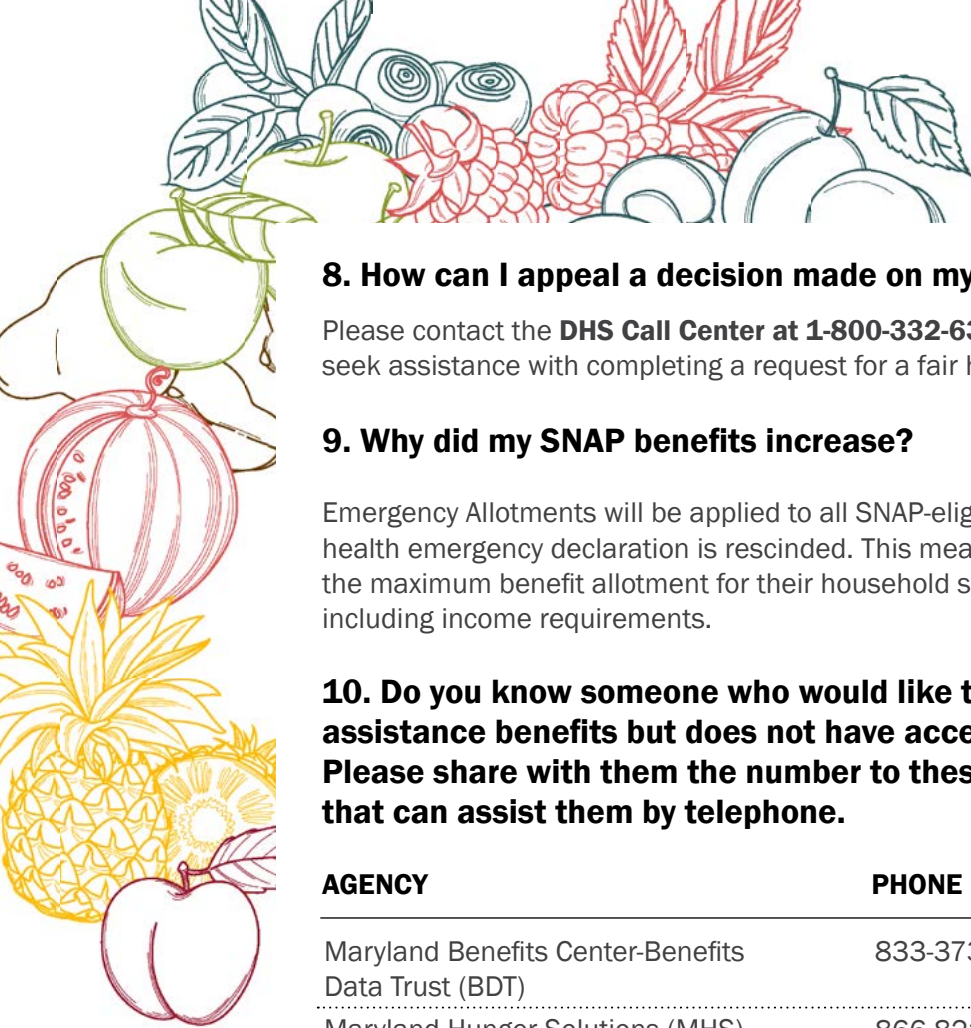
Effective June 5, 2020: If your case is due for redetermination in July, you are required to submit your redetermination packet at this time. Redetermination documents and verifications can be uploaded into the myDHR online portal <https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home> using the Interim Change section. **Be sure to upload your redet packet along with your verifications.** If any additional information is needed, you will be contacted. Work requirements remain waived at this time.

6. What should I do if I submitted an application but I didn't submit or upload my income, shelter, or other required verifications?

If you submitted an application and were unable to submit the requested verifications, we encourage you to upload outstanding verification online as an interim change on the myDHR website <https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>. A 90-day extension was provided for many requested or outstanding verifications **that are now coming due**. Please be advised that overpayments will be pursued if a benefit was received that the household was not eligible for.

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?

Emergency Allotments will be applied to all SNAP-eligible households until the federal public health emergency declaration is rescinded. This means approved SNAP households will receive the maximum benefit allotment for their household size. All SNAP eligibility requirements still apply including income requirements.

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
Community Outreach and Development	855-253-1007	Prince George’s county and surrounding area

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.

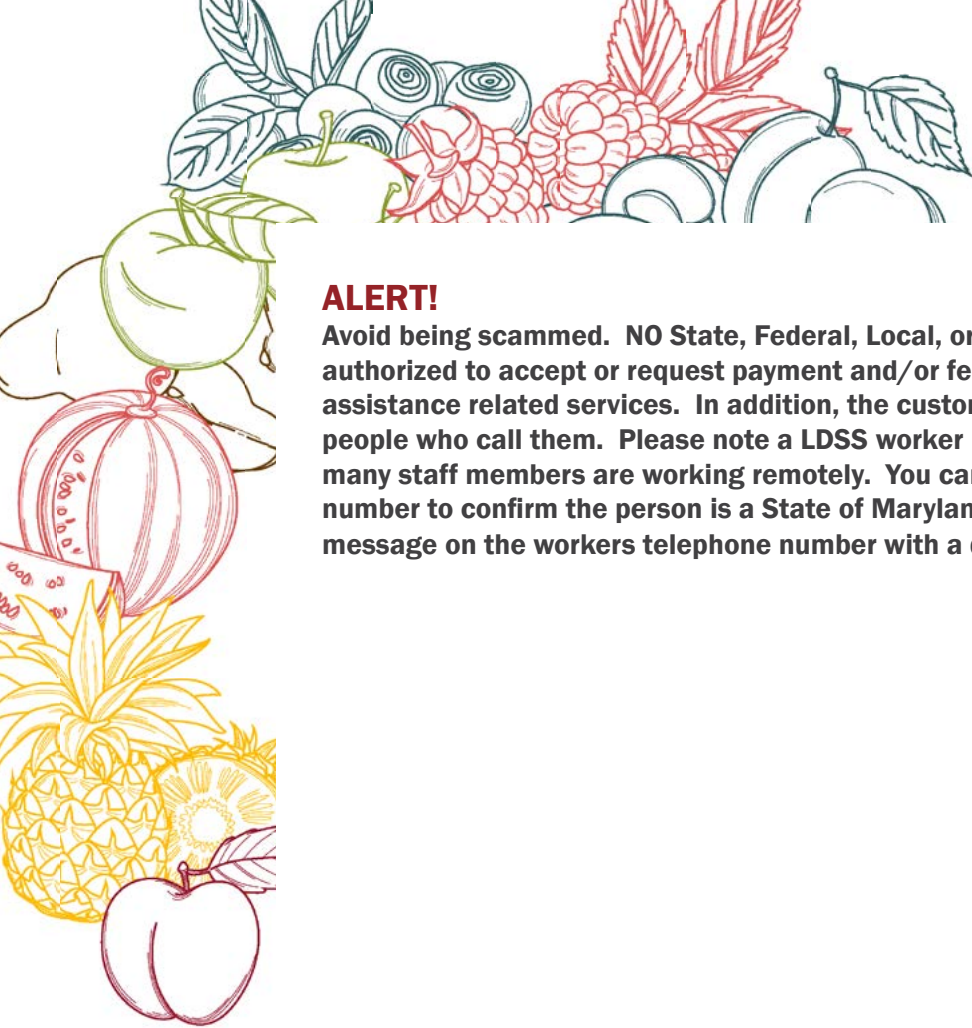
Food Program (SNAP): Issuance date the 4th thru 23rd based on the customer’s last name. You can confirm your issuance date by visiting:
<http://dhs.maryland.gov/food-supplement-program/food-supplement-benefits-schedule/>

Cash programs:

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

12. What do I do if I did not get my EBT Card?

If this is your first time applying for a program that will require an EBT card the initial EBT card will be mailed to you. If you have had an EBT card in the past but have had a break in coverage your previous card may be reused. However, if you have ever had an EBT card regardless of how long ago it was and you no longer have that card you must call the Maryland EBT Customer Call Center at 1-800-997-2222 to order a new card. Once a card is ordered, it will arrive in 7 to 10 business days.



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.

