

# Family Investment Administration

## ***Frequently Asked Questions***

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### **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. No onsite interviews will be conducted. However, we are conducting all interviews by telephone when possible.

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

### **2. How do I apply for food, cash, emergency, and aged/blind/disabled or long term care medical assistance?**

Customers are strongly encouraged to submit applications online via either the Department of Human Services (DHS) website or MyDHR portal:

**<https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>**.

At this time, paper applications are not available from your local department of social service or library due to state buildings being closed to the public. A paper application may also be downloaded from the DHS website and mailed or faxed to your local department of social services office. 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 I submitted online?**

You can check the status of your application submitted online on the MyDHR website at:

**<https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>**.

### **4. How can I get information about my case?**

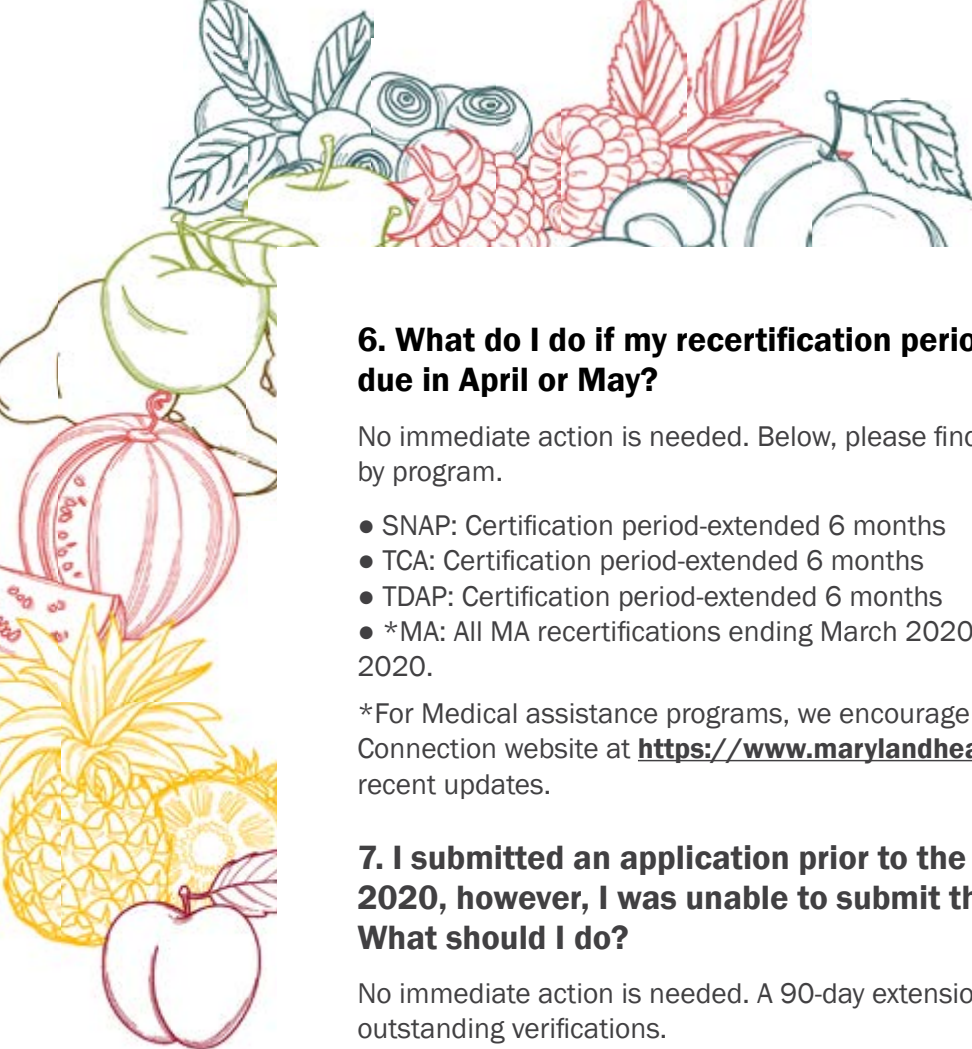
Customers can secure information regarding applications submitted online by logging into their MyDHR account on the myDHR website at:

**<https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>**.

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

### **5. 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](http://www.connectebt.com)**



## **6. What do I do if my recertification period ends in March or is coming due in April or May?**

No immediate action is needed. Below, please find the revised recertification extensions by 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 2020 have been extended until April 30, 2020.

\*For Medical assistance programs, we encourage you to visit the Maryland Health Connection website at <https://www.marylandhealthconnection.gov> for the most recent updates.

## **7. 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?**

No immediate action is needed. A 90-day extension has been given for any requested or outstanding verifications.

## **8. 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.

## **9. How can I appeal a decision made on my case?**

Please contact the **DHS Call Center at 1-800-332-6347** to contact your LDSS to resolve the matter. You can also seek assistance with completing a request for a fair hearing form.

**For quicker processing, customers are strongly encouraged to submit applications online via either the Department of Human Services (DHS) website or MyDHR portal: <https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home>.**



### **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. Refer to <https://www.fns.usda.gov/snap/scam-alerts> for the USDA's list of SNAP-related scam alerts.**