



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

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Office of Procedures

POLICY BULLETIN #17-82-ELI

HURRICANE HARVEY AND HURRICANE IRMA EVACUEES

Date: September 28, 2017	Subtopic(s): SNAP
<p>See PD #14-13-OPE for the SNAP expedited processing procedure.</p>	<p>The purpose of this policy bulletin is to inform Job Center and Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff how to handle households applying for SNAP benefits who identify themselves as evacuees of either Hurricane Harvey or Hurricane Irma.</p> <p>The United States Department of Agriculture (USDA) offered states various options for treating households applying for SNAP benefits who identify themselves as evacuees of either Hurricane Harvey or Hurricane Irma.</p> <p>The New York State Office of Temporary and Disability Assistance (OTDA) selected the option to treat the evacuees according to regular SNAP eligibility rules, but to automatically confer eligibility for expedited processing of their SNAP application. However, only evacuees who apply for SNAP benefits <u>prior to October 1, 2017</u>, will be automatically eligible for expedited processing of their SNAP application.</p> <p>Households who identify themselves as evacuees of either Hurricane Harvey or Hurricane Irma and who apply for SNAP benefits in New York <u>on or after October 1, 2017</u>, are to be evaluated for expedited processing eligibility based on regular criteria.</p> <p>Applications for SNAP benefits from Hurricane Harvey or Hurricane Irma evacuees must be screened for duplicate participation prior to the issuance of any SNAP benefits for these households.</p> <p>To screen for SNAP participation in Florida for Hurricane Irma evacuees, send an e-mail to SNR.D11CallCenter@myfamilies.com</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

To screen for SNAP participation in Texas for Hurricane Harvey evacuees, call **1-877-541-7905**, then select the following options from the Interactive Voice Response System:

- Option 1 for English;
- Option 2 for Your Texas benefit information;
- Option 1 for Medicaid, SNAP, and TANF information;
- Option 1 to enter the Social Security number for someone on your case;
- Option 2 to enter your case number; or
- Option 3 if information is unknown or for help with YourTexasBenefits.com website; (caller will be routed to the next available agent)

To screen for SNAP participation for Hurricane Harvey or Hurricane Irma evacuees from states other than Texas or Florida, please see the attached National Directory of Contacts (**Attachment A**).

If the screening for SNAP participation in another state reveals that the household was previously issued SNAP benefits for September 2017, staff will need to obtain information from that state regarding if and when SNAP benefits will be terminated for the household.

See [PB #15-67-SYS](#) for the PAM procedure.

SNAP benefit applications received prior to October 1, 2017 from evacuees of Hurricane Harvey or Hurricane Irma that qualify for a SNAP benefit issuance under the expedited processing criteria of deferred documentation, but who do not meet the regular expedited processing criteria, are to have their SNAP benefits issued through the Paperless Alternate Module (PAM). A detailed case comment (including a reference to this procedure) must be entered in POS regarding the issuance of SNAP benefits through PAM for evacuees of Hurricane Harvey or Hurricane Irma.

A list of the number of evacuees (persons and households) and the amount of any SNAP benefits issued under this procedure for SNAP applications filed prior to October 1, 2017, must be submitted to the Regional Office.

Instructions for evacuees from Hurricane Maria have not yet been received.

Effective Immediately

Reference:

[GIS 17 TA/DC037](#)

Related Items:

[PD #14-13-OPE](#)

Expedited SNAP Processing Rules


[PB #15-67-SYS](#)

Revision to the Paperless Alternate Module (PAM)

Attachment:

Attachment A

National Directory of Contacts

 Please use Print on Demand to obtain copies of forms.

NATIONAL DIRECTORY OF CONTACTS

Use these contacts to verify duplicate participation, or obtain verification for SNAP Benefits. This directory is intended for use by authorized personnel in the administration of the SNAP Program.

Please DO NOT provide these contact numbers to clients

Revision Date: 5-18-17

ALABAMA	ALASKA
<p>SNAP Participation: Email contact preferred to: fs@dhr.alabama.gov</p> <p>For other participation questions: Betty S. White, Program Supervisor Alabama Dept. of Human Resources 50 Ripley St, S. Gordon Persons Bldg. Montgomery, AL 36130-4000 Email: Betty.White@dhr.alabama.gov Phone: 334-242-1745; Fax: 334-353-1363</p> <p>Medical Benefits: Phone (334) 242-5010 Email: PIDParis@medicaid.alabama.gov</p> <p>TANF/FIP: No TANF information given over the phone. Email: DHR_PA_Helpdesk@dhr.alabama.gov FAX number for TANF inquiries: (334) 242-0513.</p> <p>Claims: Email contact preferred to: Geraldine Turner: Geraldine.turner@dhr.alabama.gov Same address as above Phone: 251-450-7544; Fax: 251- 450-7544</p> <p>WEB: www.dhr.alabama.gov</p>	<p>Alaska Dept of Health & Social Services Division of Public Assistance Contact the office from which the client last received benefits. A list of offices can be found at: http://dhss.alaska.gov/dpa/Pages/features/org/dpado.aspx</p> <p>If location of office is unknown, contact Director's Office/Policy Section at DPApolicy@alaska.gov Phone: (907) 465-3347 Address: PO Box 110640, Juneau, AK 99811-0640</p> <p>WEB: http://www.hss.state.ak.us/dpa/</p> <p>The State would prefer a FAX sent to (907) 465-5254.</p>
<p>ARIZONA</p> <p>Dept. of Economic Security Communication Center Emails are preferred over faxing requests.</p> <p>Email requests to: Azstateinquiries@Azdes.gov</p> <p>FAX: 602-353-5746 Phone number for status request messages can be left at: (602) 771-2047</p> <p>WEB: www.des.az.gov</p>	<p>ARKANSAS</p> <p>Beverly Stewart-Coleman Administrative Specialist II Customer Assistance Unit PO Box 1437, Slot S-341 Little Rock, Arkansas 72203-1437</p> <p>Phone: (501) 682-8993 Toll Free: 1-800-482-8988</p> <p>If neither of the above work: 501-682-8290 Email: beverly.stewart-coleman@dhs.arkansas.gov</p> <p>WEB: www.arkansas.gov/dhhs</p>

<p style="text-align: center;">CALIFORNIA</p> <p>California Department of Social Services 744 P Street, MS 8-4-23 Sacramento, CA 95814-6400</p> <p>OUT OF STATE INQUIRIES <u>The city and/or county in which the client resided in California must be provided in order to provide a referral to one of the 58 counties for verification of benefits.</u> Telephone number: (916)651-8848; press 1, then press 7 OR FAX number: (916)651-8866 OR http://www.cdss.ca.gov/cdssweb/entres/pdf/CountyCentralIndexListing.pdf to get a Central County Index Listing.</p>	<p style="text-align: center;">COLORADO</p> <p>Preferred method of contact is email: Outofstateinquiries@state.co.us</p> <p>Contact phone number: 1-800-536-5298</p> <p>Colorado Department of Human Services 1575 Sherman St. 3rd Fl Denver, CO 80203</p> <p>Fraud Hotline: 1-877-934-6361 recording PARIS: 1-800-359-1991</p> <p>WEB: www.cdhs.state.co.us</p>
<p style="text-align: center;">CONNECTICUT</p> <p>Department of Social Service 55 Farmington Ave. Hartford, CT 06105-3725</p> <p><u>For SNAP/Medicaid/Cash benefits other than TANF:</u> Please send an email from you State or County email account on your agency's letter head to: TPI.EU@ct.gov. Requests must include names, dates of birth and last 4 digits of SSN for each individual for whom verifications are being sought. Also include what programs you need verified and the application address in your state. Allow 3 to 5 working days for a response. Telephone: 1-860-424-5030</p> <p><u>For TANF:</u> Telephone: 1-860-424-5540 Fax request on your Agency's Letterhead to 1-860-424-4886 Allow 3 to 5 days for a response</p>	<p style="text-align: center;">DELAWARE</p> <p><u>FOR SNAP/TANF/CHILDCARE/MEDICAID</u> Delaware Division of Social Services PO Box 906, New Castle, DE 19720 Phone: 302-571-4900</p> <p>To verify public assistance benefit status in Delaware for dual participation alerts, please send an email from your STATE or COUNTY email account to: Email: DHSS_DSS_Outofstate@state.de.us</p> <p>Web: http://www.dhss.delaware.gov/dhss/dss</p>
<p style="text-align: center;">DISTRICT OF COLUMBIA</p> <p>Vivessia Avent, Program Analyst Eligibility Review and Investigations District of Columbia Department of Human Services Office of Program Review, Monitoring and Investigation 64 New York Avenue, N.E. – 6th Floor Washington, D.C. 20002 Office : (202) 535-1145 Fax: (202) 671-4409 Email: Vivesia.Avent@dc.gov Web: www.dhs.dc.gov</p>	<p style="text-align: center;">FLORIDA</p> <p><u>Out of State inquiries:</u> Miami Call Center <u>PREFERRED METHOD:</u> Email to: SNR.D11.SFL.CallCenter@myflfamilies.com (You should hear back from them within 5 business days) Dept. of Children & Families 1317 Winewood Blvd., Bldg. 3, Room 435 Tallahassee, FL 32399-0700 Phone: 866-762-2237 WEB: www.dcf.state.fl.us/ess/</p>
<p style="text-align: center;">GEORGIA</p> <p>DFCS Customer Service Operations 2 Peachtree Street, Suite 8-268 Atlanta, Georgia 30303 Phone: 1-877-423-4746; Fax: 1-888-740-9355.</p> <p><u>Email inquiry is the preferred method:</u> Send requests for out-of-State verification to: ▪ DHS-OIG Out-of-State Inquiry mailbox: ga.paris@dhs.ga.gov</p>	<p style="text-align: center;">GUAM</p> <p>Maria Cindy F. Malanum, Social Services Supervisor I Bureau of Economic Security Division of Public Welfare Department of Public Health and Social Services 123 Chalan Kareta Mangilao, Guam 96913</p> <p>Email: mariacindy.malanum@dphss.guam.gov Contact No. (671) 735-7288/7237 Fax: (671) 734-7092 WEB: http://dphss.guam.gov</p>

<p style="text-align: center;">HAWAII</p> <p>Department of Human Services State Office Administrative Assistant (FSP & TANF) Benefit, Employment & Support Services Division 820 Mililani Street, Suite 606 Honolulu, Hi 96813</p> <p>Phone: (808) 586-5720 (SNAP) Phone: (808) 586-5732 (TANF)</p> <p>If unable to get through, please call (808) 586-5735 for both SNAP/TANF.</p> <p>WEB: http://hawaii.gov/dhs</p>	<p style="text-align: center;">IDAHO</p> <p>Idaho Department of Health & Welfare Division of Welfare, 2nd Floor P.O. Box 83720 Boise, ID 83720-0036</p> <p>Contact information to verify benefit status for applicants in your state coming from Idaho: Phone: (208) 334-5815 Fax: (208) 334-5817 or 1-866-434-8278 Email: mybenefits@dhw.idaho.gov To verify benefit status in Idaho for clients already active on benefits in your state (dual participation alerts & investigations, PARIS matches, etc.), please contact the Fraud Unit via e-mail at: welfraud@dhw.idaho.gov. WEB: http://www.healthandwelfare.idaho.gov/</p>
<p style="text-align: center;">ILLINOIS</p> <p>Illinois Department of Human Services Bureau of Customer and Support Services 600 East Ash St., Bld. 500 Springfield, IL 62703</p> <p>For a convenient and faster response e-mail us at: DHS.OUTOFSTATE@ILLINOIS.GOV (Please choose Out of State tab and follow prompts) Allow 3-5 Business days for a response.</p> <p>Phone: (217) 524-4174 WEB: www.dhs.state.il.us/contactus</p>	<p style="text-align: center;">INDIANA</p> <p>Indiana Family and Social Services Administration P.O. Box 1810 Marion, IN 46952</p> <p>Indiana no longer accepts faxed/telephone inquiries. Out of state inquires for SNAP/TANF/Medicaid should be submitted to INoutofstate.inquiries@fssa.IN.gov. Requests must include names, dates of birth and last 4 digits of SSN for each individual for whom verifications are being sought. Also include what programs you need verified.</p> <p>WEB: www.in.gov/fssa/</p>
<p style="text-align: center;">IOWA</p> <p>Integrated Claims Recovery Unit PO Box 36570 Des Moines, IA 50315 <u>To verify benefits and/or TANF months:</u> Call Integrated Claims Recovery Unit at: Phone: 1-877-855-0021; OR Fax: 515-564-4095 OR Email: ICRU@dhs.state.ia.us <u>To have an active Iowa case closed:</u> Clients can call Customer Service Call Center at 1-877-347-5678 OR Email: IMCustomerSC@dhs.state.ia.us Website: www.dhs.state.ia.us</p>	<p style="text-align: center;">KANSAS</p> <p>Kansas Department for Children and Families Economic and Employment Services 555 S Kansas Avenue, 4th Floor Topeka, KS 66603</p> <p>Kansas no longer accepts faxed inquires. All SNAP and TANF out-of-state inquiries must be emailed to: DCF.EBTMAIL@ks.gov For all Medical inquiries, contact Kansas Department of Health and Environment at: 800-792-4884 WEB: www.dcf.ks.gov</p>
<p style="text-align: center;">KENTUCKY</p> <p>Send OUT OF STATE INQUIRIES For SNAP, MEDICAID and TANF - Email: Outofstateinquiries@ky.gov</p> <p>Phone: (502) 564-3440</p> <p>WEB: http://cfc.ky.gov</p>	<p style="text-align: center;">LOUISIANA</p> <p>Cara (Yvette) Shields, Program Specialist Louisiana Department of Children and Family Services Bureau of Communications & Governmental Affairs 627 North 4th Street, 8th Floor Baton Rouge, Louisiana 70802 Phone: (225) 342-2342; FAX: (225) 342-9833 Email: cara.shields@la.gov</p> <p>To inquire about Medicaid benefits; call 225-342-9860 or fax: 225-389-8100 or email OOS@la.gov WEB: www.dcf.louisiana.gov</p>

<p style="text-align: center;">MAINE</p> <p><u>A signed release is required to obtain the verification Out-of-State Inquiries</u></p> <p>ACES Help Desk – Eligibility Specialists Department of Health and Human Services Office for Family Independence 19 Union Street, SHS#11 Augusta, ME 04333 Phone: (207)-624-4130 Fax: (207) 287-3455 E-Mail: DESK.ACESHELP@Maine.gov</p> <p>WEB: http://www.maine.gov/dhhs/ofi/index.html</p>	<p style="text-align: center;">MARYLAND</p> <p>Maryland Department of Human Resources 311 W. Saratoga St. Baltimore, MD 21201</p> <p>For out of state inquiries for all programs or PARIS matches, forward your request to: Email: dhf.outofstateinquiry@maryland.gov OR Contact: Tanisha Williams Email: tanisha.williams@maryland.gov Telephone: 410-767-7928</p>
<p style="text-align: center;">MASSACHUSETTS</p> <p>MA Department of Transitional Assistance Data Matching Unit 600 Washington Street, 5th Floor Boston, MA 02111</p> <p>MAIL or FAX REQUEST ON AGENCY LETTERHEAD: FAX # 617-889-7847</p> <p>WEB: www.state.ma.us/DTA</p>	<p style="text-align: center;">MICHIGAN</p> <p>Current Benefit Information: Dept of Human Services PO Box 30037 235 S. Grand Ave. Lansing, MI 48909</p> <p><u>Out-of-State Inquiries by Professional Staff only:</u> 1-517-373-3908</p> <p><u>General SNAP Inquires by clients :</u> 1-855-ASK-MICH FAX: 1-517-335-6054 Email: DHS-ICU-Customer-Service@michigan.gov (Require client's new address before they will close case in MI (if sending request via fax or email))</p> <p>WEB: www.michigan.gov/dhs</p>
<p style="text-align: center;">MINNESOTA</p> <p>Minnesota Department of Human Services Economic Assistance and Employment Services Division PO Box 64951 St. Paul, MN 55164-0951</p> <p>Out of State Inquiries for case status of SNAP and TANF programs and the number of TANF months expended are provided through an automated web service. Go to the website by clicking on this link:</p> <p><u>Minnesota SNAP and TANF Verification Web Site</u> Or type the web site address into your browser address bar: https://mn.gov/snap-tanf-benefit-verification/</p> <p>At the web site home page, complete the required fields for self- registration. In the code field, enter the word guest. After accepting the Oath, click the Next button which brings up the client information page. When all the client information has been entered, click the submit button which generates the request. A secure email response will be sent to the requestor with the results of the benefit verification. <u>No other means for requesting this information is offered.</u></p>	<p style="text-align: center;">MISSISSIPPI</p> <p>Department of Human Services Division of Field Operations P.O. Box 352 Jackson, MS 39205 Phone: 1-800-948-3050</p> <p>OUT OF STATE INQUIRES: Email: ea.CustomerService@mdhs.ms.gov <u>This is preferred method for requests:</u> Please include email address, agency telephone number and mailing address. Also include case member's name, date of birth, SSN, current mailing address and brief description of verification that is needed.</p> <p>FAX: 601-359-4550 (Not preferred)</p> <p>WEB: www.mdhs.state.ms.us</p>

<p style="text-align: center;">MISSOURI</p> <p>Correspondence and Information Unit Family Support Division Department of Social Services P.O. Box 2320, Jefferson City, MO 65102-2320 Interactive Voice Response: 1-800-392-1261 Email: Cole.CoXIX@dss.mo.gov WEB: http://www.dss.mo.gov OR <u>Out-of-State line:</u> The Family Support Division Information Center at 855-FSD-INFO or 855-373-4636, Option 3.</p>	<p style="text-align: center;">MONTANA</p> <p>Mollye Gauer Department of Public Health & Human Services Human & Community Services Division PO Box 202925, Helena, MT 59620-2925 Phone: (406) 444-9401; FAX: (406)444-2770 OR Email: mgauer@mt.gov</p> <p>WEB: http://www.dphhs.mt.gov/</p> <p><u>For TANF months verification ONLY:</u></p> <p>Maria Jimenez Gonzalez, TANF Program Coordinator 111 N. Jackson, Helena, MT 59601 Phone: (406)444-0676; FAX: (406)444-2770 OR Email: mjimenezgonzalez@mt.gov</p>
<p style="text-align: center;">NEBRASKA</p> <p><u>Customer Service Center</u></p> <p>Economic Assistance Customer Service Center Toll-free: 1-800- 383-4278 WEB: www.accessnebraska.ne.gov</p> <p>For verification of TANF months: Email: DHHS.EconomicAssistancePolicyQuestions@nebraska.gov <u>ov</u></p> <p>Medicaid inquiries: Email at DHHS.MedicaidPolicyQuestions@nebraska.gov</p>	<p style="text-align: center;">NEVADA</p> <p>Dept of Health & Human Services Division of Welfare and Supportive Services 1470 College Parkway Carson City, NV 89706</p> <p>Out of State Inquiries: Email: WELFOOSINQUIRIES@DWSS.NV.GOV</p> <p>Nevada requires requests to be sent on agency letterhead. Please include clients; Name, Date of Birth; the SSN or the last 4 of the SSN; and a listing of all household members who are applying for assistance in your state. Also be sure to include the return information (your name, phone, and fax #'s). Please allow 3 – 5 business days for a response.</p> <p>WEB: http://dwss.nv.gov</p>
<p style="text-align: center;">NEW HAMPSHIRE</p> <p>Client Services/SOP_Brown Department of Health & Human Services Division of Client Services 129 Pleasant St, Concord, NH 03301</p> <p>Contact: Katy Halvorsen Tel: 603-444-0348 Email: outofstateinquiries@dhhs.state.nh.us</p> <p>Client Services #: 603-271-9700. In-state 800#: 1-800-852-3345 x 9700 FAX: (603)-271-4230</p> <p>WEB: http://www.dhhs.nh.gov/</p>	<p style="text-align: center;">NEW JERSEY</p> <p>Department of Human Services Division of Family Development Program Assessment and Integrity Unit P.O. Box 716, Trenton, NJ 08625-0716</p> <p>NJ no longer accepts faxed requests. The request must be e-mailed to dfd.paiu@dhs.state.nj.us. It is also required that the individual's name, DOB and last 4 numbers of their SSN be included.</p> <p>If you need additional assistance, please call PAIU at (609) 588-2283.</p> <p>State Eligibility Policy Liaison for Medicaid: Stephen Myers; Phone: (609)588-7758; Email address: Stephen.myers@dhs.state.nj.us.</p> <p>WEB: www.state.nj.us/humanservices/dfd/index.html</p>

<p style="text-align: center;">NEW MEXICO</p> <p>Preferred methods of contact is by:</p> <p>Email: outofstate.inquiry@state.nm.us</p> <p>Phone: 505-827-7250</p> <p>Fax: 505-827-7203</p> <p>Customer Service Phone: 1-800-283-4465</p> <p>Medical Assistance Division: 1-888-997-2583 Restitution Division: 1-800-431-4593 EBT Cards: 1-800-843-8303 Fraud Division: 1-800-228-4802</p> <p>New Mexico Human Services Department Income Support Division P.O.B 2348 2009 S Pacheco Street Santa Fe, NM 87504 WEB: www.hsd.state.nm.us</p>	<p style="text-align: center;">NEW YORK</p> <p><u>TO VERIFY CURRENT STATUS/CLOSING DATE OF MEDICAID, SNAP BENEFITS OR TANF ASSISTANCE OR TANF MONTHS:</u> FAX Request on your AGENCY'S LETTERHEAD to the OUT-OF-STATE INQUIRY UNIT at 518-474-8090. Be sure to include correct return FAX number. No Email/Phone. Include customer's full name, DOB and last 4 digits of SS# - Please include customer's new address. If names of all household members are not included, response may not be completely accurate. If you have not received a response in 5 business days please direct an email to: wendy.buell@otda.ny.gov or call 518-486-3460.</p> <p>FOR FRAUD ISSUES ONLY: DO NOT SUBMIT VERIFICATION REQUESTS TO MR. BACH Stephen Bach, Director Program Integrity, Audit & Quality Improvement NYS OTDA, Riverview Center 4th Floor, 40 N Pearl St, Albany, NY 12243 Phone 518-402-0117 Email: Stephen.Bach@otda.ny.gov WEB: http://www.dfa.state.ny.us</p> <p>WEB: http://www.dfa.state.ny.us</p>
<p style="text-align: center;">NORTH CAROLINA</p> <p>North Carolina Department of Health & Human Services Division of Social Services <u>Out of State Inquiries for SNAP and TANF:</u> Mail: DHHS (EBT) Call Center P. O. Box 190 Everetts, NC 27829 Fax: (252) 789-5395 Phone: 1-866-719-0141 Email: ebt.csc.leads@dhhs.nc.gov</p> <p>NOTE: When forwarding request to the DHHS Call Center, include your agency's name, mailing address, telephone number, and fax number if not already indicated in your request. Due to NC security requirements with SSNs, if your original e-mail contained a full SSN, it will be edited so that only the last four digits remain.</p> <p>WEB: www.ncdhhs.gov/dss</p>	<p style="text-align: center;">NORTH DAKOTA</p> <p><u>Out of State Inquiries for SNAP, TANF and Medicaid:</u></p> <p>Call or send a secure E-mail request with client's name, full SSN, and DOB on your Agency's Letterhead to: PHONE: 701-328-2332 or 701-328-3513 EMAIL: dhseap@nd.gov Please allow 1 to 3 business days for a response.</p> <p>Website: www.nd.gov/dhs/services</p>
<p style="text-align: center;">OHIO</p> <p>Office of Family Assistance Ohio Department of Job & Family Services P.O. Box 183204, Columbus, Ohio 43218-3204 Phone: 614-466-4815 option 2, 1 FAX: 614-466-1767 <u>Food Assistance/TANF Out of State Inquiries</u> Our Staff cannot provide benefit information. Because Ohio is a state supervised, county administered state, any eligibility information must be provided by the county agency. Please FAX request w/clients name, SSN, DOB, & the County they lived in Ohio on your Agency letterhead. To receive direct contact information for each county agency, see attached.</p> <p>WEB: www.jfs.ohio.gov/</p>	<p style="text-align: center;">OKLAHOMA</p> <p>Out-of-State Inquiry contact information:</p> <p>SNAP inquiries: SNAP@okdhs.org FAX: 405-521-4158 Phone: 405-521-3444 or 1-866-411-1877</p> <p>Medical inquiries: eligibility@OKHCA.org WEB: www.okdhs.org</p>

OREGON**Oregon requires States to fax their request:**

TO VERIFY RECEIPT OF SNAP, MEDICAL, AND/OR TANF BENEFITS:
FAX request w/**client's name, SSN & DOB** on your Agency's Letterhead to **(503) 373-7032**.

Oregon Department of Human Services
500 Summer St. NE, E-48
Salem, OR 97301-1066
Phone: (503) 945-5600
Fax: (503) 373-7032 or 503-581-6198

Web:
<http://www.oregon.gov/DHS/assistance/index.shtml>

PENNSYLVANIA

Use this contact first:
Division of Hotline and Correspondence
Pennsylvania Department of Human Services
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: (717) 787-3119
Fax: (717) 705-0040
Email: ra-dpwoimnet@pa.gov

Web: www.DHS.state.pa.us

Please send out-of-state requests by fax or secure e-mail on your state's letterhead and include the following:

- (1) Name of the household members who are applying for benefits
- (2) Each members date of birth and last 4 of their social security number
- (3) The client's new address.

Allow 3 to 5 business days for a response.

RHODE ISLAND

Rhode Island Department of Human Services
57 Howard Ave
Louis Pastore Building
Cranston, RI 02920

Requests for verification of participation must be in writing and faxed to:
Rhode Island IEVS Unit
Fax: 401-415-8563
Unit will respond to you by FAX. Please provide your fax number when submitting your request.

For PARIS Match:
Fax: 401-462-2175

FRAUD DETECTION & PREVENTION UNIT
State of Rhode Island and Providence Plantations,
Department of Administration
Office of Internal Audits
One Capitol Hill – 4th Floor
Providence, RI 02908
Telephone: 401-574-8175
Fax number: 401-574-9255

WEB: <http://www.dhs.ri.gov/>

PUERTO RICO – See last page**SOUTH CAROLINA**

South Carolina Department of Social Services
Office of Economic Services
P.O. Box 1520
Columbia, SC 29202-1520

Please email all out of state inquiries for SNAP and/or TANF to: ClientServices@dss.sc.gov

Subject line should read: 'Out of State Inquiry from 'name of state'.

We will be unable to process your request without the following information:

1. Individual's name, SS#, and current address
- OR
2. Individual's name, last four digits of the SS#, date of birth, and current address .

If unable to email, please fax inquires to 803-898-1222, ATTN: Client Services.

Fraud and PARIS matches: Send to Mrs. Angela Clark at angela.clark@dss.sc.gov.

Medicaid Inquiries: Contact SC Dept. of Health and Human Services at **888-549-0820**. Press #1 for English, #1 for caseworker feedback and #2 to speak with a rep.

SOUTH DAKOTA

Department of Social Services
700 Governors Drive
Pierre, South Dakota 57501-2291
Phone: 1-877-999-5612 (toll free) or
1-605-773-4678 (direct)

Email: SNAP@state.sd.us

WEB: <http://dss.sd.gov/economicassistance/snap/>

TENNESSEE

Supplemental Nutrition Assistance Program (SNAP) Policy
Department of Human Services
Citizen Plaza Bldg, 8th Floor
400 Deaderick Street
Nashville, TN 37243-7200

For Out-of-State Inquiries and PARIS Matches :

Must send a Fax to: (615) 687-5535

ON STATE LETTERHEAD, PLEASE INCLUDE THE FOLLOWING REQUESTED INFORMATION:

1. Your Name, Agency Name and Address, phone number and fax number
2. Names of household members applying for benefits in your State
3. Complete Social Security Numbers
4. A Current Address so that closure notices can be sent to the client

WEB: www.tn.gov/humanservices

TEXAS

Texas Health and Human Services Commission
Fax: 1-877-447-2839 (Please submit one inquiry per page and fax each inquiry separately on agency letterhead.)

OR

Phone: 1-877-541-7905 , *then select the following options from the Interactive Voice Response System:*

- *Option 1 for English;*
- *Option 2 for Your Texas benefit information;*
- *Option 1 for Medicaid, SNAP and TANF information;*
- *Option 1 to enter Social Security number for someone on your case; –OR–*
- *Option 2 to enter your case number –OR–*
- *Option 3 if information is unknown or help with the YourTexasBenefits.com website; (caller will be routed to the next available agent)*

Note: Inquiries regarding TANF countable months are required via Fax.

UTAH

Department of Workforce Services
Eligibility Services Division
P.O. Box 143245
Salt Lake City, UT 84114-3245

Phone: 866-435-7414
Press Option 5 for Out-of- State inquiries.

WEB: www.jobs.utah.gov

<p style="text-align: center;">VERMONT</p> <p>Call Center Economic Services Benefits Service Center 103 South Main St Waterbury, VT 05671-1201</p> <p>Preferred: Toll-free: 1-800- 479-6151. If 800# is not working, call (802) 828-6896</p> <p>WEB: www.mybenefits.vt.gov (this site can be used, but not preferred).</p>	<p style="text-align: center;">VIRGINIA</p> <p>Virginia Department of Social Services Division of Benefit Programs – 9th Floor 801 East Main Street Richmond, VA 23219-2901 WEB: http://www.dss.virginia.gov/benefit/foodstamp.cgi</p> <p>PARIS Matches: Please use the contact information provided in the match.</p> <p>Out of State Inquiries: Include the following:</p> <ul style="list-style-type: none"> • Client’s name, DOB, SSN (if last four only, you must provide entire DOB), and current address • All household members who are applying for assistance in your state <p>Choose only one method to submit the inquiry: EMAIL: vaoutofstateverifications@dss.virginia.gov OR FAX: 804-819-7185 or 804-819-7186</p>
<p style="text-align: center;">VIRGIN ISLANDS</p> <p>Emmanueline Archer Department of Human Services Division of Family Assistance 1303 Hospital Ground, STE 1 St. Thomas, VI 00801-6722 Phone (340-774-0930 ext. 4309 or (340) 774-2399 Fax (340) 777-5449 Email: emmanueline.archer@dhs.vi.gov</p>	<p style="text-align: center;">WASHINGTON</p> <p>STATE OF WASHINGTON - Direct <u>out-of-state inquiries for SNAP, Medicaid and TANF and PARIS inquiries to:</u> (Preferred): - FAX #: 1-888-212-2319 Please provide the following information:</p> <ol style="list-style-type: none"> 1.) Name of the worker requesting the information 2.) Direct contact information for the worker requesting information 3.) Name, SSN, DOB of all household members who applied in your state 4.) Current mailing address for the client(s) 5.) Date/programs applied for in the other state <p><u>Mailing Address:</u> Department of Social and Health Services Division of Program Integrity Attn: PARIS Unit PO Box 45410 Olympia, WA 98504-5410 Toll-free # 1-855-927-2747 (1-855-WAPARIS)</p>
<p style="text-align: center;">WEST VIRGINIA</p> <p>Department of Health & Human Resources Division of Family Assistance 350 Capitol St., Room B-18 Charleston, WV 25301-3705 Phone: (304) 356-4619 (Request to speak to the Worker of the Day)</p> <p>Email: DHHRbcfbenefitver@wv.gov WEB: www.dhhr.wv.gov</p>	<p style="text-align: center;">WISCONSIN</p> <p>SNAP and HealthCare (MA): WI Department of Health & Family Services 1 W Wilson St, Madison, WI 53703 Phone: (608) 261-6378--Option 3 Fax: (608) 267-2269 Email: DHSCARESCallCenter@wisconsin.gov Applicant/Members should contact the county agency. To get the phone number of the agency, call 1-800-362-3002 or go to dhs.wisconsin.gov/em/customerhelp.</p> <p>PARIS-Related SNAP and HealthCare (MA): 1. DHSOIGPARIS@dhs.wisconsin.gov or 2. (608) 267-0470</p> <p>TANF: Phone: (608) 422-7900 Fax: (608) 327-6125 Email: DCFV2TANFVerify@wisconsin.gov</p> <p>PARIS-Related TANF: 1. DCFOIG@wisconsin.gov or 2. 608-422-7100</p> <p>WEB: http://dhs.wisconsin.gov/</p>

WYOMING

For SNAP and TANE:

Annette Jones, Administrative Specialist
Department of Family Services
2300 Capitol Ave., Hathaway Bldg, Third Fl.
Cheyenne, WY 82002-0490
Phone: 1-307-777-5846 Fax: (307) 777-6276
Email: annette.jones@wyo.gov

For verification of Medicaid benefits ONLY:

Email: wesapplications@wyo.gov

WEB: <http://dfsweb.state.wy.us/foodstampinfo.html>

**See below for Puerto Rico information and an email address to send revisions to the directory.
Thank you!**

***Puerto Rico** – For SNAP - Removed from National Directory of Contacts because they run an entirely separate Program from SNAP, called Nutrition Assistance Program (NAP). Duplicate participation is not a concern if a household is still receiving NAP benefits from Puerto Rico, as NAP benefits cannot be accessed in the US. Although 25% of Puerto Rico's NAP benefits are issued in a form readily converted to cash, the benefit cannot be converted to cash in mainland Automatic Teller Machines (ATMs). It is considered to be inaccessible for the SNAP eligibility process. Therefore, it is not necessary to verify NAP benefits or case closure for customers who were previously participating in Puerto Rico.

For TANE, contact Jeanette Rivera Escalera, 800 Ave. Ponce de León, Capitol Office Building, Miramar, PR 00907, PO Box 8000, San Juan, PR 00910-0800. **Telephone:** (787) 289-7600, Ext. 2408; **FAX:** (787) 289-7614/7621, Ext. 2408; **email:** communityrelations@adsef.pr.gov; or Jeanetterivera@adsef.pr.gov. **Please include the physical address on all emails.**

Web: www.adsef.gobierno.pr

Please send needed revisions to Kathie Herrman at Kathie.herrman@fns.usda.gov
Revisions are sent out quarterly