



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

FIA INFORMATION MEMO

Control Number: 15-12

Effective Date: Upon Receipt

Issuance Date: November 7, 2014

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

FROM: ROSEMARY MALONE, EXECUTIVE DIRECTOR

RE: OUT-OF-STATE CONTACTS LIST

PROGRAMS AFFECTED: FOOD SUPPLEMENT PROGRAM (FSP)

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

This Information Memo provides an updated contact list for the Food Supplement Program in other states. Case managers can obtain information on benefits received from another state by contacting the individual or website listed for the state.

REMINDERS

- Case managers **cannot** request that an applicant provide a closing letter from another state prior to processing the customer's application. It is our responsibility to make the call to verify case closure.
- Residents of Puerto Rico do not receive Food Supplement Program (FSP) or Supplemental Nutrition Assistance Program (SNAP) benefits. Puerto Rico operates the Nutrition Assistance Program (NAP). Customers can not access NAP benefits in the U.S. For that reason, customers moving to the U.S. from Puerto Rico can receive FSP benefits in the same month they received NAP benefits. There is no dual participation. However, we do want to contact Puerto Rico to advise them their customer moved here so they can close the case or remove the customer from benefits there.

INQUIRIES

Please direct FSP questions to Rick McClendon at 410-767-7307 or rick.mcclendon@maryland.gov.

Attachment

cc: DHR Executive Staff
FIA Management Staff

Constituent Services
DHR Help Desk

NATIONAL DIRECTORY OF CONTACTS

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.

Revised: 11-7-14

| ALABAMA | ALASKA |
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| <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 PIDParis@medicaid.alabama.gov Phone: 334-242-1745; Fax: 334-353-1363 Medical Benefits: Phone (334) 242-5010 TANF/FIP: (334) 242-0531</p> <p>Claims: Email contact preferred to: Felecia Powell Felecia.Powell@dhr.alabama.gov For other claims questions: Felecia Powell Same address as above Phone: 334-353-3118; Fax: 334-353-1363</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>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></p> <p>Telephone number: (916)651-8848; press 1, then press 7 OR FAX number: (916)651-886 OR http://www.cdss.ca.gov/cdssweb/entres/pdf/CountyCentralIndexListing.pdf to get a Central County Index Listing.</p> | <p>COLORADO</p> <p>Patrick Lopez, Program Assistant Food Assistance-Food Stamps, Dept of Human Services 1575 Sherman St, 3rd Fl Denver, CO 80203 Phone: (303) 866-3122 Fax: (303) 866-5098 Email: patrick.lopez@state.co.us</p> <p>Fraud Hotline: 1-877-934-6361 recording</p> <p>WEB: www.cdhs.state.co.us</p> |

CONNECTICUT

Department of Social Service
Office of Public Affairs
55 Farmington Ave.
Hartford, CT 06105-3725

For SNAP:

FAX Request on your AGENCY'S
LETTERHEAD to 860-566-2022.

Allow 3 to 5 working days for a response.

For TANF:

Contact Elaine Davis
Telephone: 1-860-566-2022 or Email:
Elaine.Davis@ct.gov

DELAWARE

FOR SNAP

Yvonne Smith-Rahama
Delaware Division of Social Services
PO Box 906,
New Castle, DE 19720
Phone: 302-255-9659
Email: DHSS_DSS_Outofstate@state.de.us
Web: <http://www.dhss.delaware.gov/dhss/dss>

FOR ALL OTHER PROGRAMS

Delaware Department of Health and Social Services
Audit & Recovery Management Services (ARMS)
1901 N. DuPont Highway, New Castle, DE 19720

Effective May 1, 2012, Delaware will no longer respond to fax requests for PARIS matches. To verify public assistance benefit status in Delaware for dual participation alerts & investigations, PARIS matches, etc., please send an email from your STATE or COUNTY email account to:

DE_PARIS-ARMS@state.de.us

with the following information*:

“Out-of-State Inquiry” in the subject line

1. Your Name, Title, Agency Name, Address, phone number and fax number in the body of the email
2. **Name(s) and date(s) of birth** for the household member(s) applying for, or receiving, benefits in your State
3. **The last four digits of each member(s) Social Security Number**
4. **A current address for the household member(s) and the date it was reported to your state so that request for contact letter(s) and/or closure notice(s) can be sent to the client**

(if your email address is not recognized as a State or County agency you may be required to verify your identity in another manner)

Responses to your request will be sent via email within 5 business days.

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| <p style="text-align: center;">DISTRICT OF COLUMBIA</p> <p>Penny Boyd DC Department of Human Services Economic Security Administration 64 New York Avenue, N.E. – 5th Floor Washington, D.C. 20002 Phone: (202) 535-1441 Fax #: (202) 535-1455 Email: Penny.Boyd@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 PREFERRED METHOD: Email to: D11_SFL_CallCenter@dcf.state.fl.us (You should hear back from them within 5 business days)</p> <p>Dept. of Children & Families 1317 Winewood Blvd., Bldg. 3, Room 435 Tallahassee, FL 32399-0700 Phone: 866-762-2237 Fax: 1-866 658 4135 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. <u>Email inquiry is the preferred method:</u> Send requests for out-of-State verification to: advocate@dhr.state.ga.us WEB: www.dhr.state.ga.us</p> | <p style="text-align: center;">GUAM</p> <p>Annie Gozum-Soto, Administrator Bureau of Economic Security, Division of Public Welfare Department of Public Health and Social Services 123 Chalan Kareta Mangilao, Guam 96913-6304 Email: annie.soto@dphss.guam.gov Contact number: 671-735-7354 FAX: (671) 734-5910 WEB: http://dphss.guam.gov</p> |
| <p style="text-align: center;">HAWAII</p> <p>Department of Human Services State Office Administrative Assistant (FSP & TANF) 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</p> <p>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</p> <p>WEB: http://www.healthandwelfare.idaho.gov/</p> |

ILLINOIS

Illinois Department of Human Services
Bureau of Customer Support and Services
2nd Floor Harris I,
100 South Grand Ave E
Springfield, IL 62762
Email: DHS.WebBits@Illinois.gov
(Please note "Out of State Inquiry" in the subject
line of all emails.)
Phone: (217) 524-4174
Fax 217-557-1370

WEB: www.dhs.state.il.us

INDIANA

Indiana Family & Social Services Administration
P.O. Box 1810
Marion, IN 46952

CALL CENTER:
(Note: The numbers are intended to be the same)
Phone: 1-800-403-0864
Fax: 1-800-403-0864
(Include SSN, DOB and full name)

WEB: www.in.gov/fssa/

IOWA

Integrated Claims Recovery Unit
PO Box 36570
Des Moines, IA 50315
To verify benefits and/or TANF months:
Call Integrated Claims Recovery Unit at:
Phone: 1-877-855-0021; or Fax: 515-564-4095
or Email: ICRU@dhs.state.ia.us
To have an active Iowa case closed:
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

KANSAS

Kansas Department for Children and Families
Economic and Employment Services
915 SW Harrison, Suite 580
Topeka, KS 66612

Out-of-State Inquiries for SNAP and
TANF: ebtmail@dcf.ks.gov

Customer Service Assistance: 1-888-369-4777

WEB: www.dcf.ks.gov

KENTUCKY

Send OUT OF STATE INQUIRIES
For SNAP, MEDICAID and TANF to

Email: Outofstateinquiries@ky.gov

Phone: (502) 564-3440

WEB: <http://cfc.ky.gov>

LOUISIANA

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

WEB: www.dcf.louisiana.gov

MAINE

A signed release is required to obtain the verification

Out of State Inquiries Joanna Dall or Paula Casoria
Eligibility Specialists
Payment Accuracy Team
Department of Health and Human Services
Office for Family Independence
19 Union Street, SHS#11
Augusta, ME 04333
Phone: (207)-624-4146 or (207)-624-4144
Fax: (207) 287-3455
E-Mail: Joanna.Dall@maine.gov
OR Paula.Casoria@maine.gov
WEB:
www.maine.gov/dhhs/OIAS/foodstamps/index.html

MARYLAND

Maryland Department of Human Resources
311 W. Saratoga St.
Baltimore, MD 21201

For out of state inquiries for all programs or PARIS matches, forward your request to:
Email: dhr.outofstateinquiry@maryland.gov

MASSACHUSETTS

MA Department of Transitional Assistance
Data Matching Unit
600 Washington Street, 5th Floor
Boston, MA 02111

MAIL or FAX REQUEST ON AGENCY LETTERHEAD:
FAX # 617-889-7847

WEB: www.state.ma.us/DTA

MICHIGAN

Current Benefit Information:

Dept of Human Services
PO Box 30037
235 S. Grand Ave.
Lansing, MI 48909

Out-of-State Inquiries by Professional Staff only: 1-517-373-3908

General SNAP Inquires by clients : 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)

WEB: www.michigan.gov/dhs

MINNESOTA

Minnesota Department of Human Services
Economic Assistance and Employment Services
Division
PO Box 64951
St. Paul, MN 55164-0951

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:
[Minnesota SNAP and TANF Verification Web Site](#)

Or type the web site address into your browser address bar:

<https://mn.gov/snap-tanf-benefit-verification/>

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. **No other means for requesting this information is offered.**

MISSISSIPPI

Department of Human Services
Division of Field Operations
P.O. Box 352
Jackson, MS 39205
Phone: 1-800-948-3050

OUT OF STATE INQUIRIES:

Email:

ea.CustomerService@mdhs.ms.gov

WEB: **www.mdhs.state.ms.us**

MISSOURI

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

Out-of-State line: The Family Support Division
 Information Center at 855-FSD-INFO
 or 855-373-4636, Option 3.

MONTANA**Mollye Gauer**

Department of Public Health & Human Services
 Human & Community Services Division
 PO Box 202925,
 Helena, MT 59620-2925
 Phone: (406) 444-9401;
 Email: mgauer@mt.gov
 WEB: <http://www.dphhs.mt.gov/>

For TANF months verification ONLY:

Pam Barragato, TANF Program Officer
 111 N. Jackson,
 Helena, MT 59601
 Phone: (406)444-4139; FAX: (406)444-0617
OR Email: PBarragato@mt.gov

NEBRASKA**Customer Service Center**

Economic Assistance Customer Service Center
 Toll-free: 1-800- 383-4278
 WEB: www.accessnebraska.gov

For verification of TANF months:

Email:
DHHS.EconomicAssistancePolicyQuestions@nebraska.gov

Medicaid inquiries:

Email:
DHHS.MedicaidPolicyQuestions@nebraska.gov

NEVADA

Dept of Health & Human Services
 Division of Welfare and Supportive Services
 1470 College Parkway
 Carson City, NV 89706

Out of State Inquiries:

Email: WELFOOSINQUIRIES@DWSS.NV.GOV
 (Prefer)

or

Fax: 775-684-0680

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.

WEB: <http://dwss.nv.gov>

NEW HAMPSHIRE

Barbara Farrell
Family Service/SOP_Brown
Department of Health & Human Services
Division of Family Assistance
Client Services
129 Pleasant St, Concord, NH 03301

Client Services #: 603-271-9700.
In-state 800#: 1-800-852-3345 x
9700 FAX: (603)-271-4230

WEB: <http://www.dhhs.nh.gov>

NEW JERSEY

Department of Human Services Division
of Family Development Program
Assessment and Integrity Unit
P.O. Box 716
Trenton, NJ 08625-0716

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.

Contact Robert Clayborne, Supervisor, 609-631-4552, if you need any assistance.

WEB: www.state.nj.us/humanservices/dfd/index.html

NEW MEXICO

FOR OUT-OF-STATE BENEFIT INQUIRIES, PLEASE: FAX your request (on Agency's letterhead or with Client's signed Release) to: (505) 827-7203

Or you may CALL: (505) 827-7250
EMAIL: Carrie McCabe at carrie.mccabe@state.nm.us

New Mexico Human Services
Department Income Support Division
P.O. Box 2348
Santa Fe, NM 87504-2348
(505) 827-7250

WEB: www.hsd.state.nm.us

NEW YORK

TO VERIFY RECEIPT OF SNAP BENEFITS OR TANF ASSISTANCE OR TANF MONTHS: FAX Request on your AGENCY'S LETTERHEAD to the OUT-OF-STATE INQUIRY UNIT at 518-474-8090. No Email/Phone.

FOR FRAUD ISSUES ONLY: DO NOT SUBMIT VERIFICATION REQUESTS TO MR. PITTZ

Larry Pittz, Director
Program Integrity, Audit & Quality Improvement
NYS OTDA, Riverview Center
4th Floor, 40 N Pearl St., Albany, NY 12243

Phone (518) 402-0125; Fax (518) 402-0121 Email: Larry.Pittz@otda.state.ny.us

WEB: <http://www.dfa.state.ny.us>

NORTH CAROLINA

North Carolina Department of Health & Human Services Division of Social Services

Out of State Inquiries for SNAP and TANF:

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

Please list your phone and fax number on each request.

WEB: www.ncdhhs.gov/dss

NORTH DAKOTA

Department of Human Services
600 East Boulevard Ave, Dept 325
Bismarck ND 58505-0250

Out of State Inquiries for SNAP and TANF:

Fax or send a secure e-mail request with client's name, SSN, and DOB on your Agency's Letterhead to:

Fax: 701-328-1060

Email:

dhseap@nd.gov

Phone: Nadine Philp (701) 328-2332

Emily Schumacher (701) 328-3513

Please allow 1 to 3 business days for a response

Out of State Inquiries for Medicaid:

Fax or send a secure email request with client's name, SSN and DOB on your Agency's Letterhead to:

Fax: 701-328-5406

Email: jhelbling@nd.gov

Phone: Janet Helbling (701) 328-1065

Website: www.nd.gov/dhs/services

OHIO

Office of Family Assistance
Ohio Department of Job & Family Services
P.O. Box 183204
Columbus, Ohio 43218-3204

Food Assistance/TANF Out of State Inquiries

Contact Information: You can contact the Office of Family Assistance at (614) 466-4815 but staff cannot provide benefit information. Because Ohio is a state supervised, county administered state any eligibility information must be given by the county agency.

To receive direct contact information for each county agency, Email: Inquiries@jfs.ohio.gov

OKLAHOMA

Out-of-State Inquiry contact information:

SNAP inquiries: SNAP@okdhs.org

LIHEAP inquiries:

liheap2@okdhs.org

Phone: 405-521-3444

Kathie Wright

Program Manager, Family Support Services Division
Oklahoma Department of Human Services

Sequoyah Memorial Office Building,

2400 N. Lincoln Blvd., Oklahoma City, OK 73105

P.O. Box 25352, Oklahoma City, OK 73125

Phone: (405) 521-3444 Fax: (405) 521-4158

Email: Kathie.wright@okdhs.org

WEB: www.okdhs.org

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.html>

PENNSYLVANIA

Use this contact first:

Division of Hotline and Correspondence
Pennsylvania Department of Public Welfare
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: (717) 787-3119
Fax: (717) 705-0040
Email: ra-dpwoimnet@pa.gov
Web: www.dpw.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.

**PUERTO RICO
SEE LAST PAGE**

RHODE ISLAND

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

Requests for verification must be in writing and faxed to:

Rhode Island IEVS Unit
Fax: 401-462-0866

Unit will respond to you by FAX. Please provide your fax number when submitting your request.

WEB: www.dhs.state.ri.us

SOUTH CAROLINA

South Carolina Department of Social Services Division of Family Assistance
P.O. Box 1520
Columbia, SC 29202-1520

Please email all out of state inquiries for SNAP and/or TANF to:

FIPolicyMonitors@dss.sc.gov

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

Unable to process your request without the following information:

- 1- Individual's name, SSN, 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 Call: 803-898-0996
OR Fax: 803-898-7156

SOUTH DAKOTA

Department of Social Services
700 Governors Drive
Pierre, South Dakota 57501-2291
Phone: 1-877-999-5612 (toll free)
or
1-605-773-3493 (direct)

Email: SNAP@state.sd.us

WEB: <http://dss.sd.gov/foodstamps>

TENNESSEE

Food Stamp Policy
Department of Human Services
Citizen Plaza Bldg, 12th Floor
400 Deaderick Street
Nashville, TN 37248-7200

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:

Your Name, Agency Name and Address, phone
number and fax number

- 1) Names of household members applying for
benefits in your State
- 2) Complete Social Security Numbers
- 3) A Current Address so that closure notices can be
sent to the client

WEB: www.state.tn.us/humanserv

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 Head of household (HOH) Social Security number; **-OR-**
 Option 3 if HOH information is unknown; Option 4 for other information;
 Option 2 for change status (caller will be routed to the next available agent); **-OR-**
 Option 3 to hear benefit status information (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 inquires.

WEB: www.jobs.utah.gov

WEB: www.dhs.utah.gov
(Dept. of Human Services)

VERMONT

Call Center
Economic Services Benefits Service Center
103 South Main St
Waterbury, VT 05671-1201
Preferred: Toll-free: 1-800- 479-6151.
If 800# is not working, call (802) 828-6896

WEB: www.mybenefits.vt.gov
(this site can be used, but not preferred).

VIRGINIA

Westine Vauters
Virginia Department of Social Services
Division of Benefit Programs – 9th Floor
801 East Main Street
Richmond, VA 23219-2901
Phone: (804) 726-7380; Fax: (804) 726-7357 Email:

Westine.vauters@dss.virginia.gov

Maryellen O’Hare
maryellen.ohare@dss.virginia.gov

Phone: (804) 726-7378; Fax: (804) 726-7669

WEB:
<http://www.dss.virginia.gov/benefit/foodstamp.cgi>

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| <p style="text-align: center;">VIRGIN ISLANDS</p> <p>Ms. Linnea Hector Department of Human Services Division of Family Assistance 3011 Golden Rock Christiansted, VI 00820 Phone: 340-692-9975; Fax: 340-692-9871 Email: lhector@dhs.gov.vi</p> | <p style="text-align: center;">WASHINGTON</p> <p>STATE OF WASHINGTON – Direct <u>out-of-state inquiries for SNAP, Medicaid and TANF</u> and <u>PARIS inquiries</u> to: Toll-free # (Preferred): 1-855-927-2747 or (1-855-WAPARIS) FAX #: 1-888-212-2319</p> <p><u>Mailing Address:</u> Department of Social and Health Services Office of Program Integrity & Quality Assurance Attn: PARIS Unit PO Box 45410 Olympia, WA 98504-5410</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</p> <p>Phone: (304) 356-4619 (Request to speak to the Worker of the Day)</p> <p>Email: DHHRbcbenefitver@wv.gov</p> <p>WEB: www.dhhr.wv.gov</p> | <p style="text-align: center;">WISCONSIN</p> <p>Out-of-State Inquires should be directed to: <u>SNAP and HealthCare (MA):</u> 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</p> <p>Applicant/Members should contact the county agency. To get the phone number of the agency, call 1-800-362-3002 or go to www.dhs.wi.gov/em/customerhelp WEB: http://dhs.wisconsin.gov/ TANF: Phone: (608) 264-1656 Fax: (608) 327-6125 Email: dcfw2helpdesk@wisconsin.gov WEB: dcf.wisconsin.gov/w2/callcenter/default.htm</p> |
| <p style="text-align: center;">WYOMING</p> <p style="text-align: center;">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 WEB: http://dfsweb.state.wy.us/foodstampinfo.html</p> | |

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

PUERTO RICO

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

Web: www.adsef.gobierno.pr