





Incoming Toll Free Numbers

**::Language Menu::**  
 [500] Welcome to the Maryland Department of Human Resources automated information system.  
 [501] Para continuar en Espanol,  
 <Oprima 2>  
 ::001.M01.XXX.XXX::

Continue script in Spanish

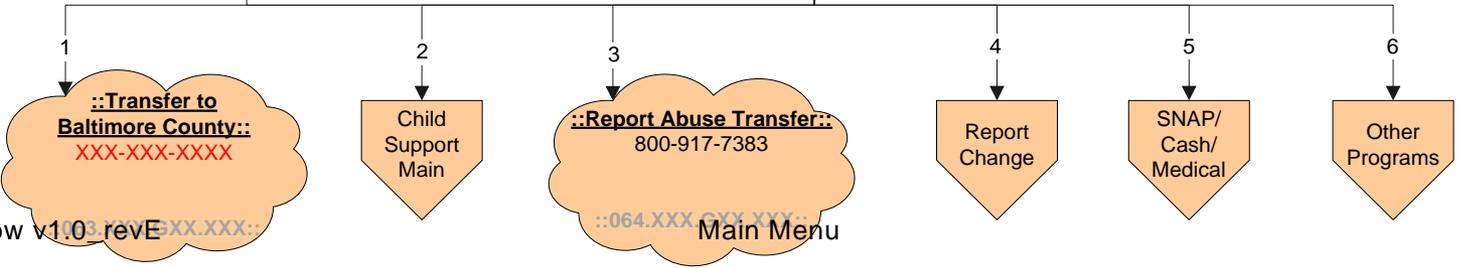
Temp Message On?

**::Temp Message1::**  
 [900] Please listen carefully as the menu options have recently changed.  
 ::002.XXX.XXX.XXX::

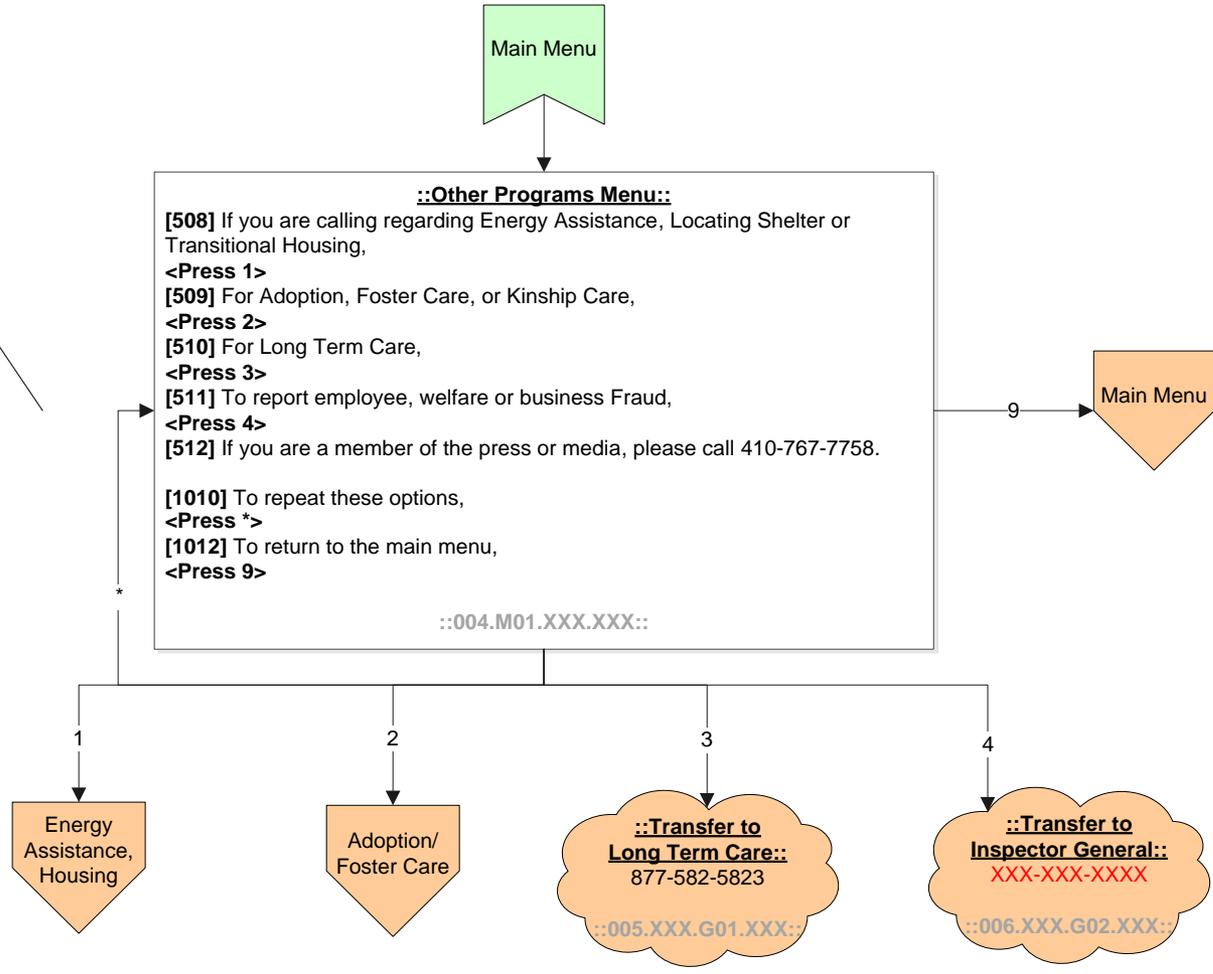
All Main Menu Returns

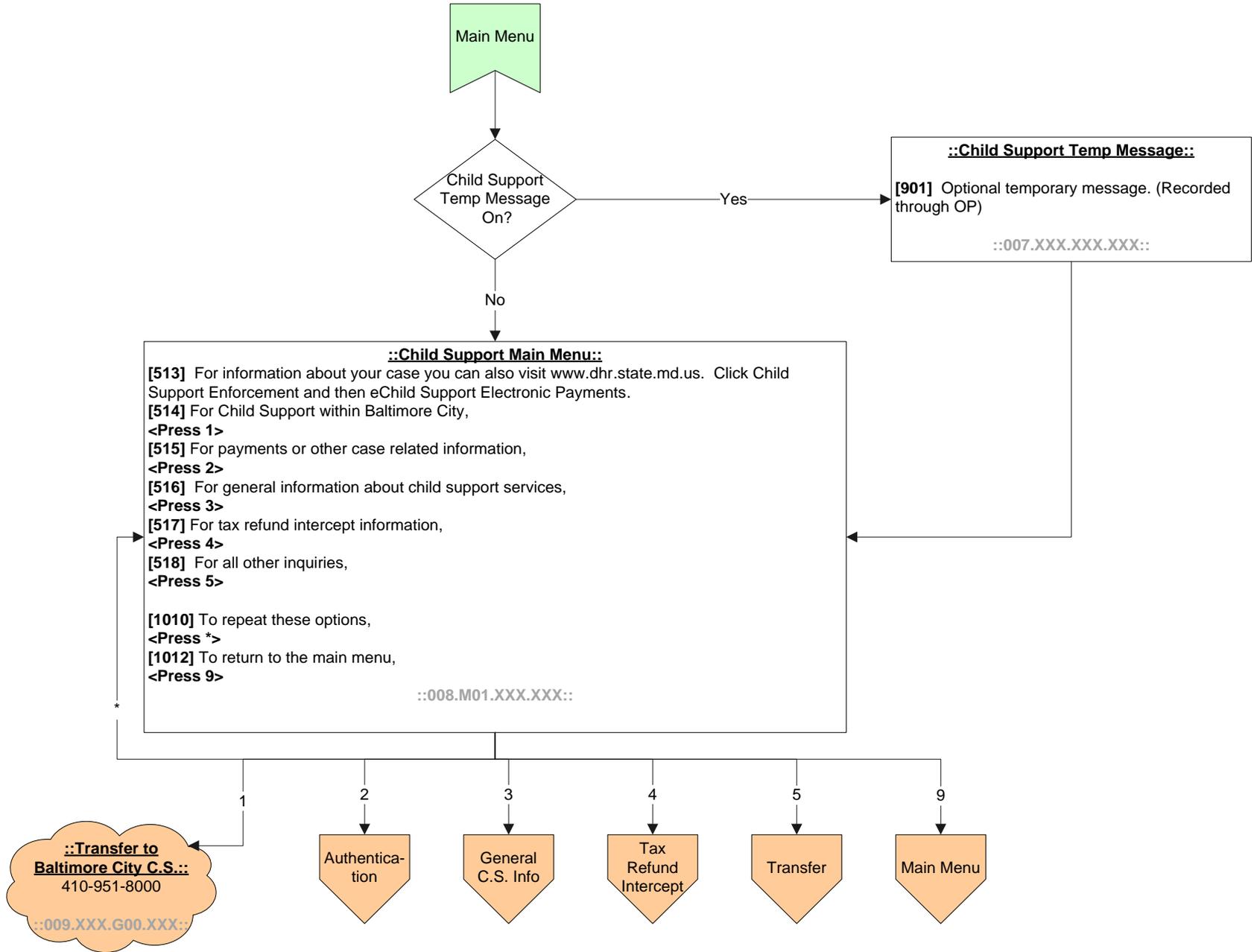
**::Main DHR Menu::**  
 [616] For Baltimore County...  
 <Press 1>  
 [502] For information on the Child Support Program,  
 <Press 2>  
 [503] To report abuse or neglect of a child or adult,  
 <Press 3>  
 [504] To report a change such as income, address, or qualifying events,  
 <Press 4>  
 [505] For SNAP or Food Stamps, Cash Assistance, or Medical Assistance Cash,  
 <Press 5>  
 [506] For additional programs and services,  
 <Press 6>  
 [1010] To repeat these options,  
 <Press \*>  
 ::003.M01.XXX.XXX::

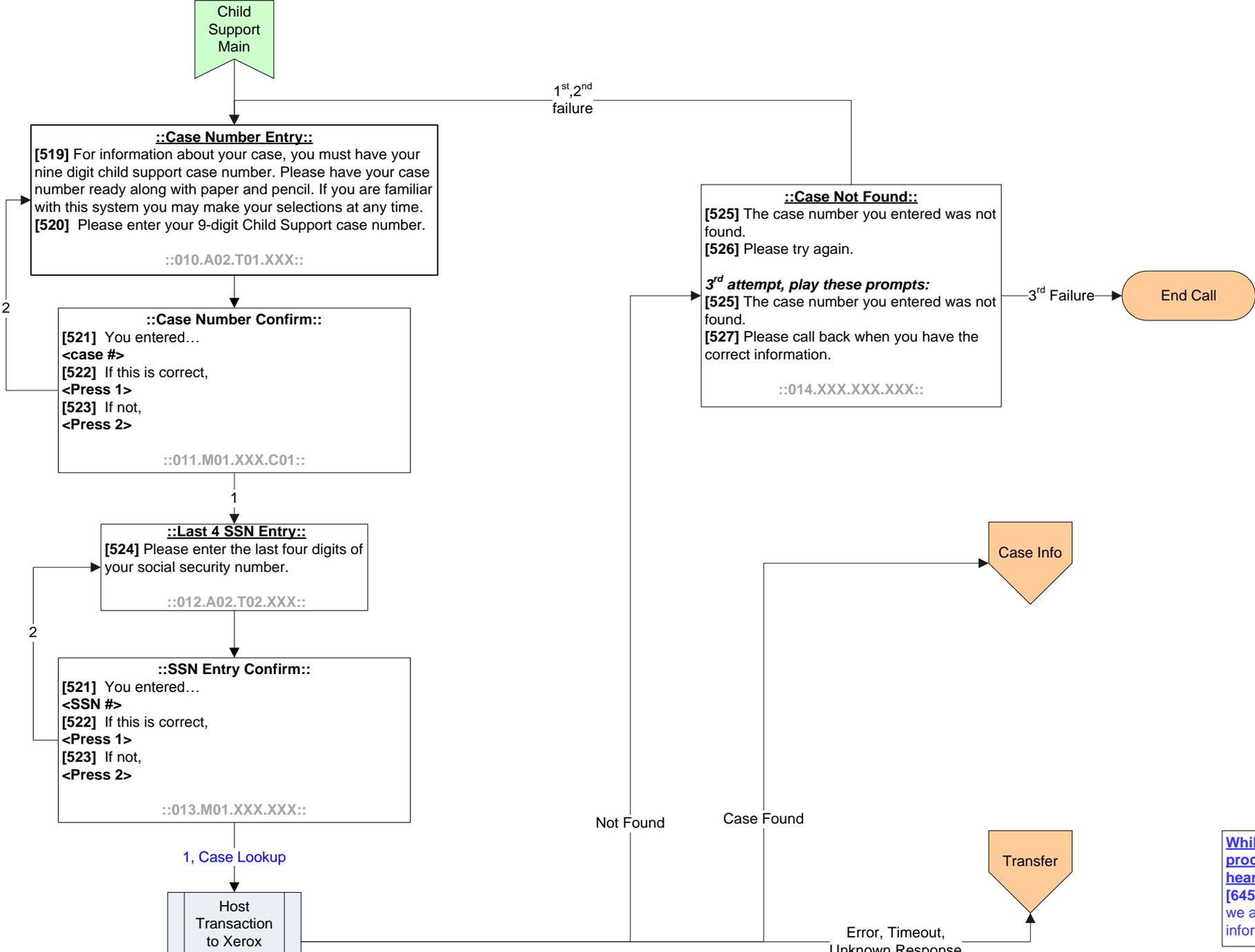
**AppData Logging Col5:**  
 Option 1: Baltimore County Xfer  
 Option 2: Child Support  
 Option 3: Abuse/Neglect  
 Option 4: Report Change  
 Option 5: SNAP/Cash Assistance



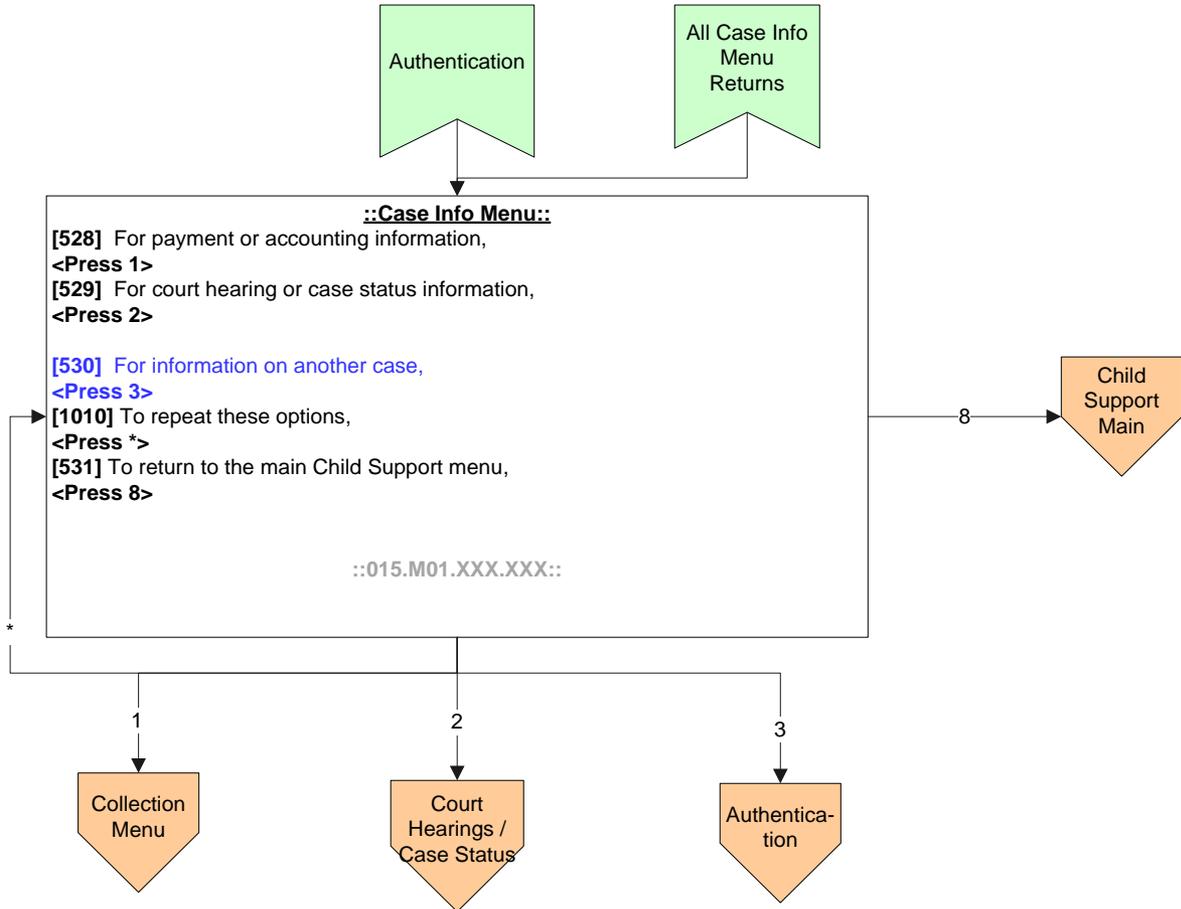
**AppData Logging Col5:**  
Option 1: Energy Assistance  
Option 2: Adoption/Foster Care  
Option 3: Long Term Care  
Option 4: Report Fraud

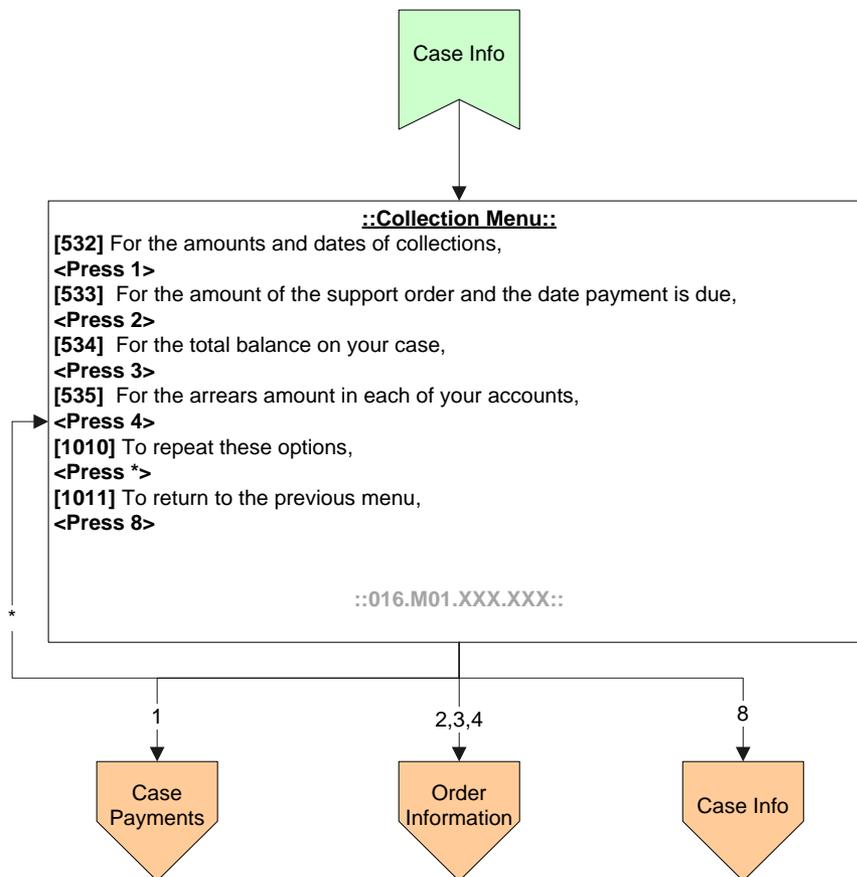


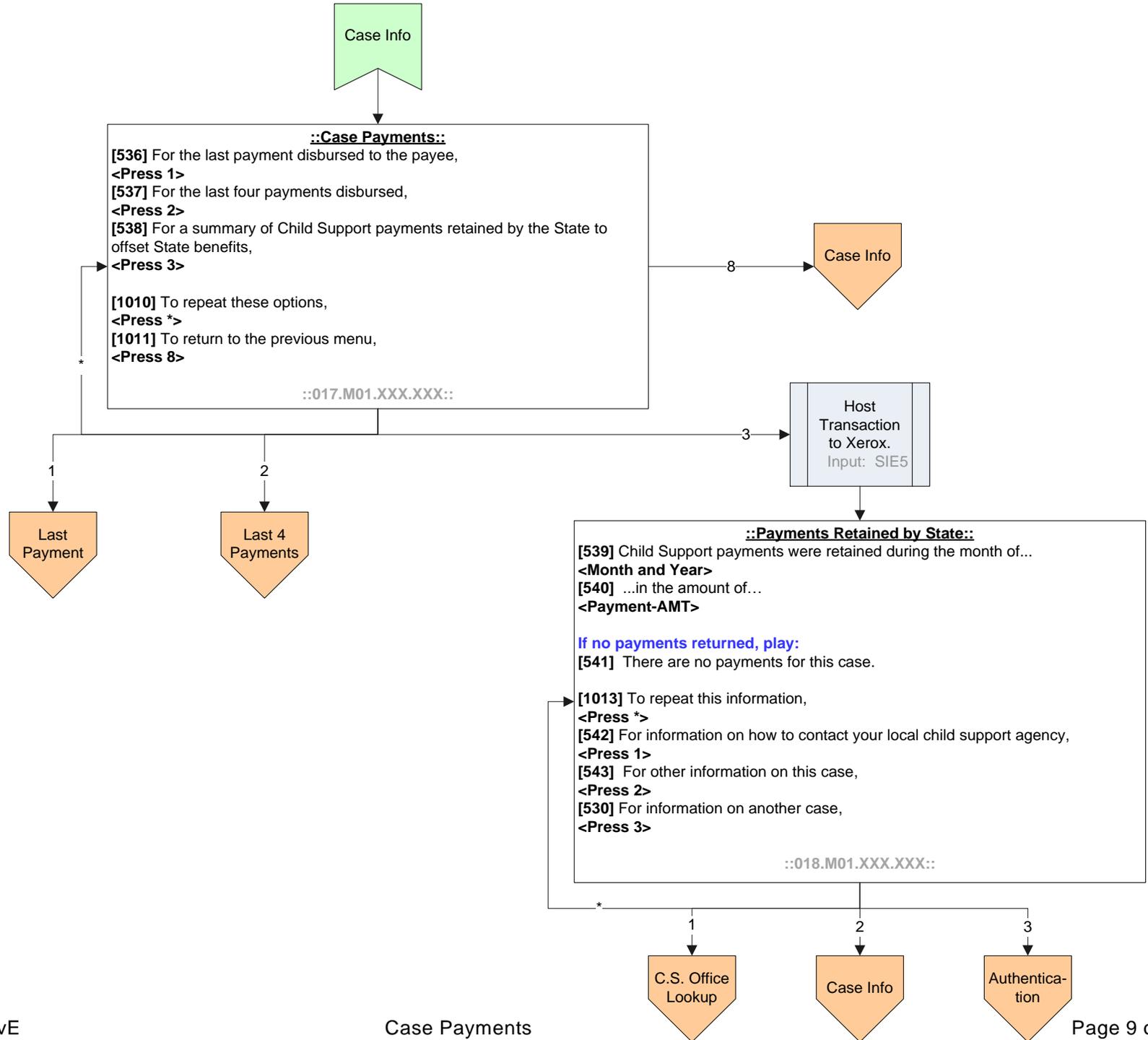


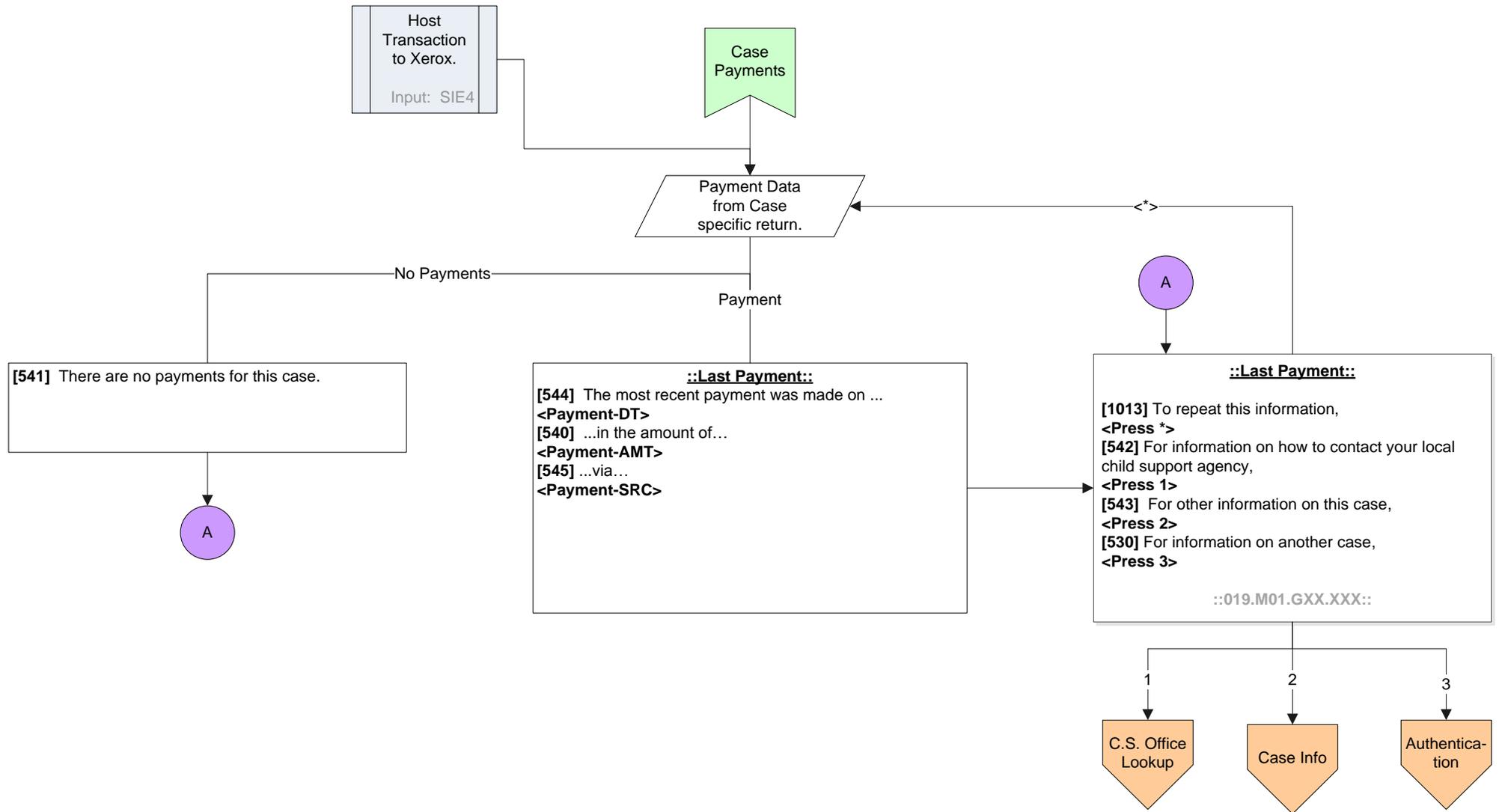


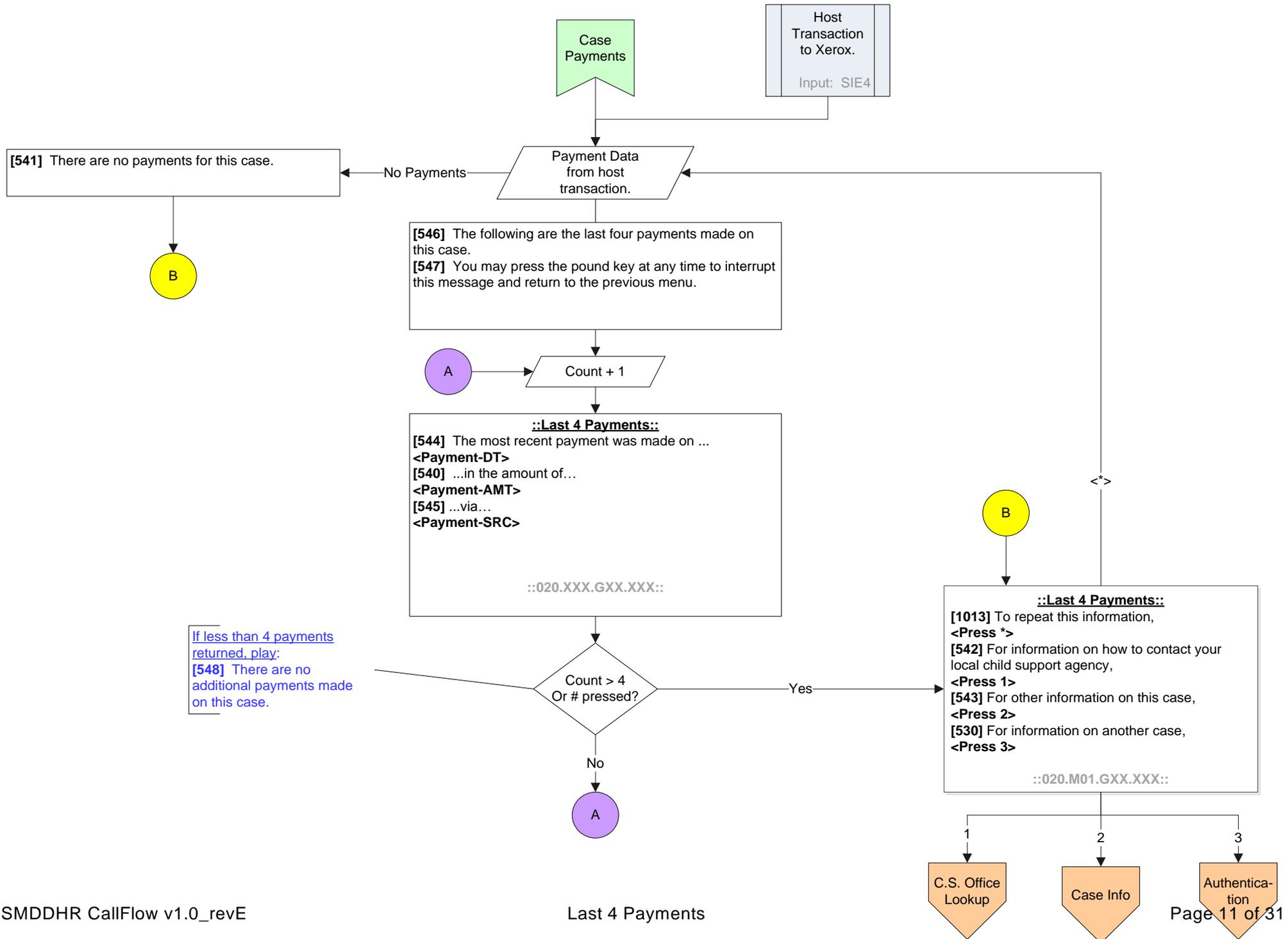
**While transaction is processing, callers will hear:**  
 [645] Please hold while we access your information.

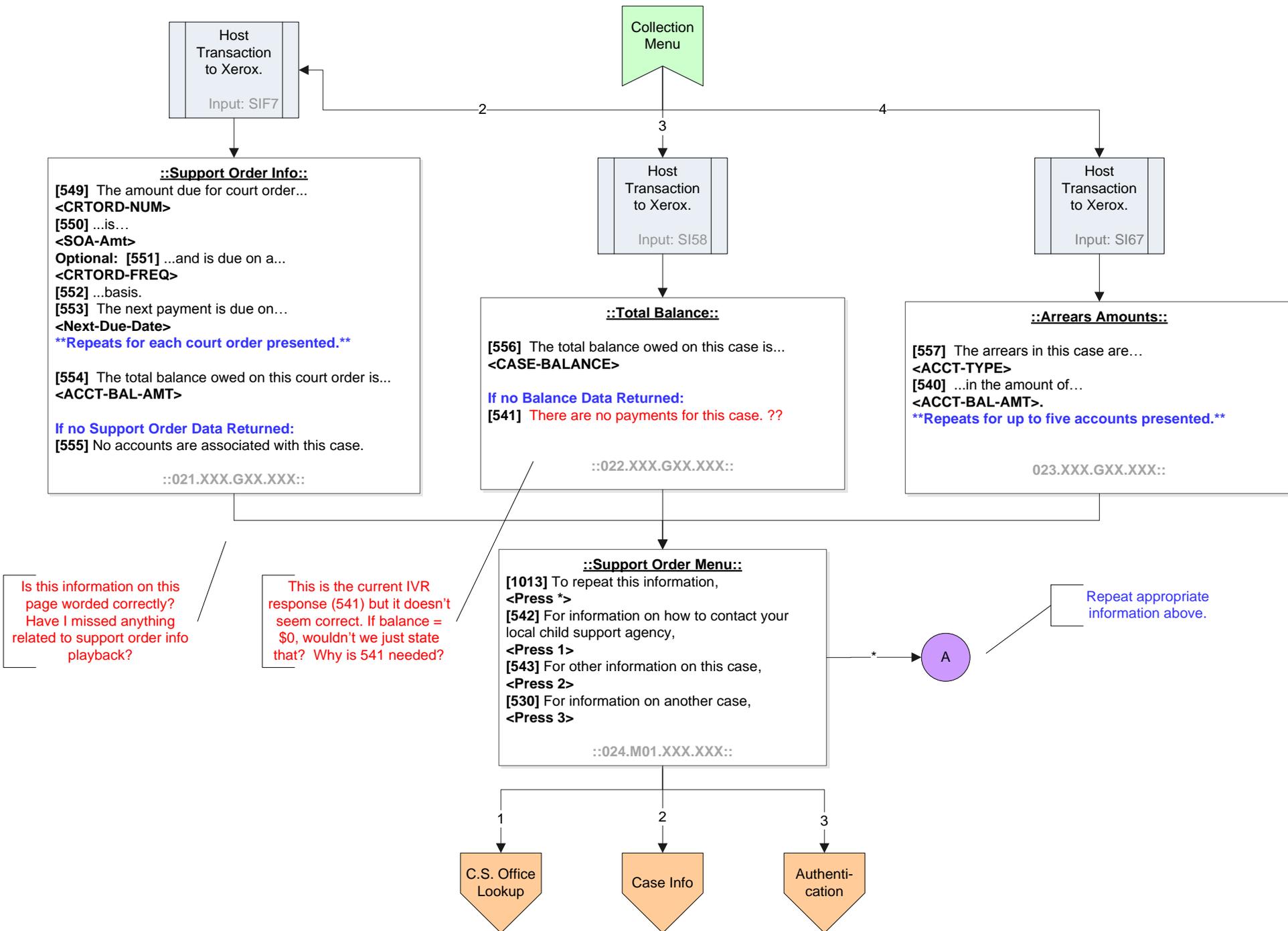


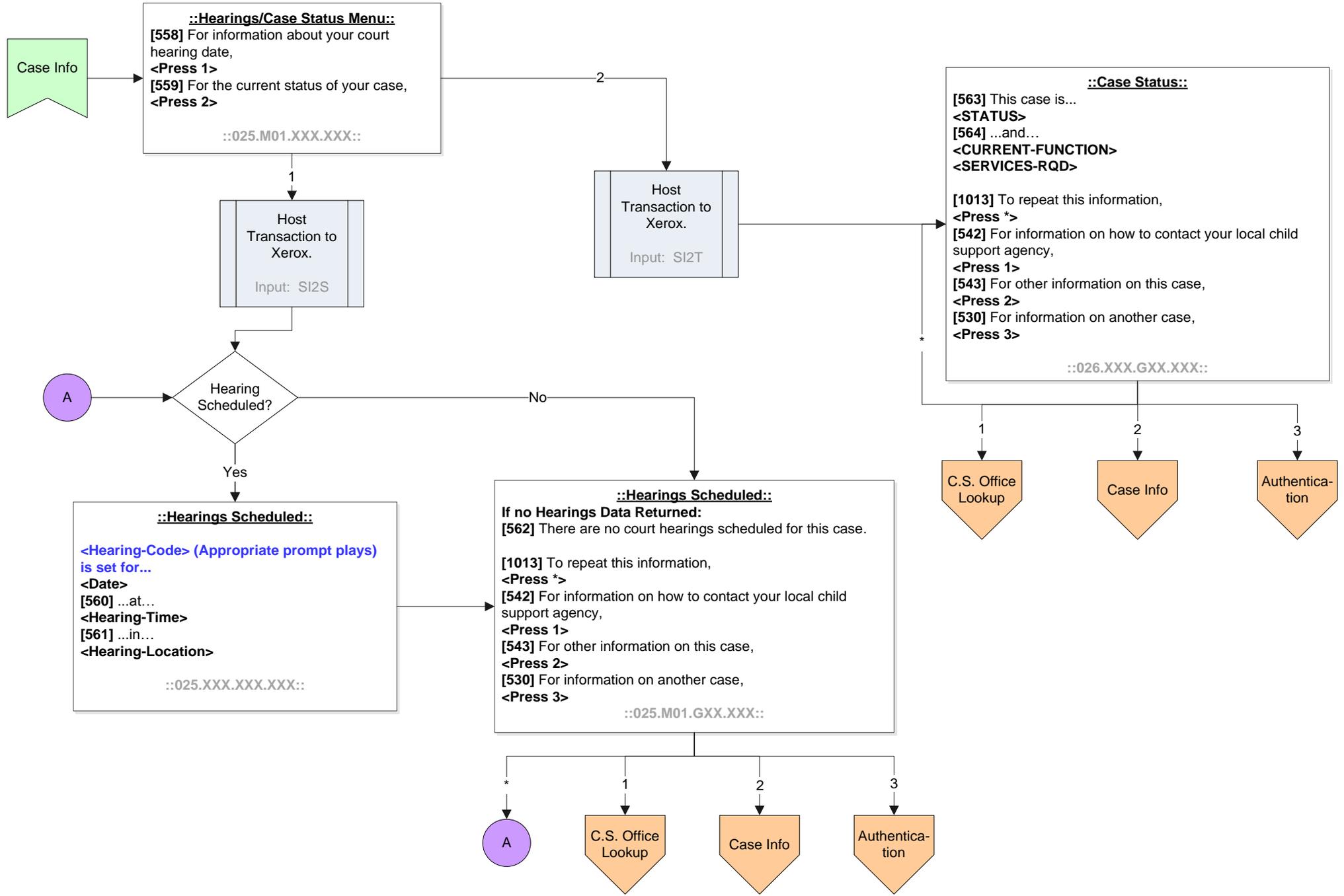


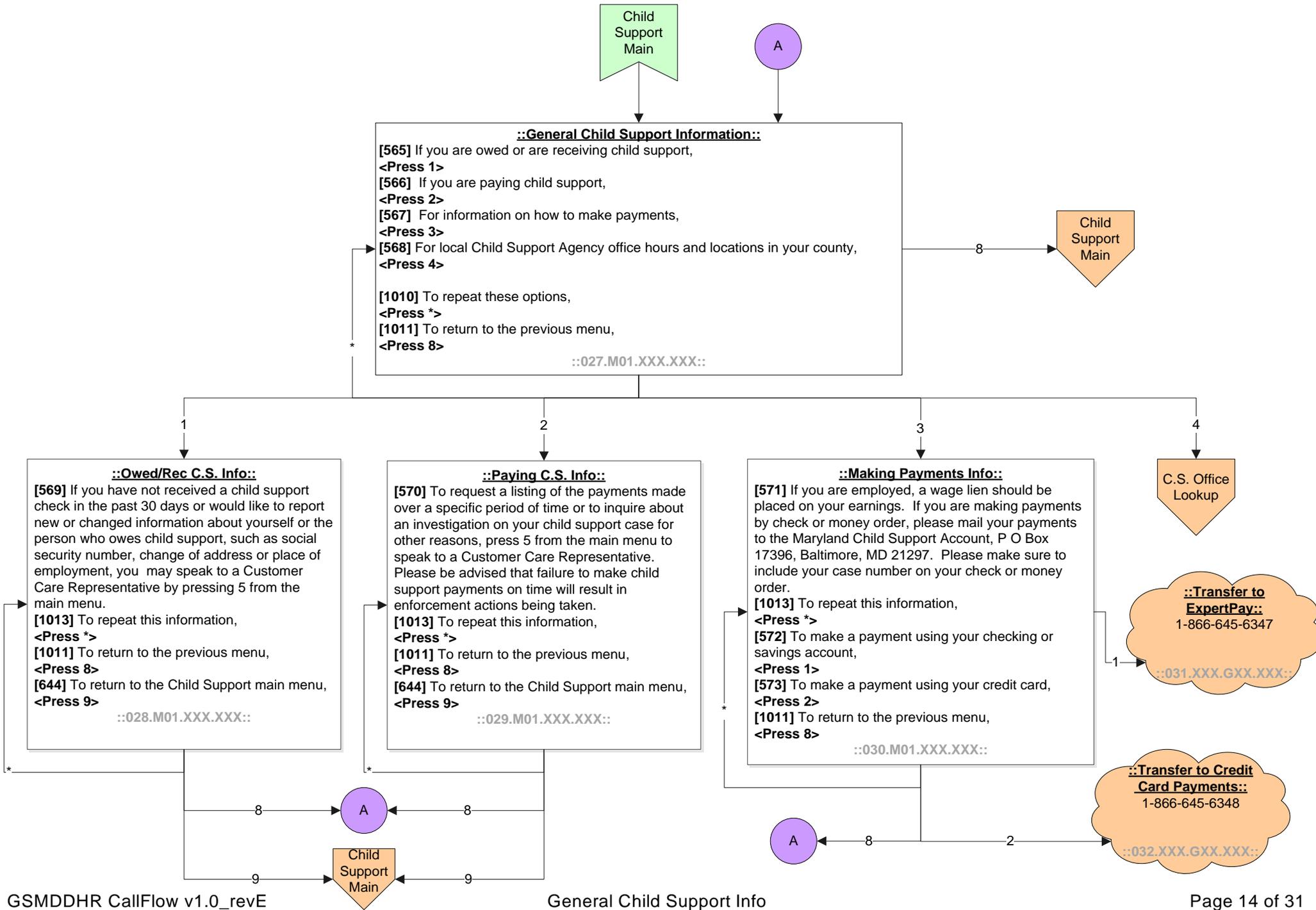


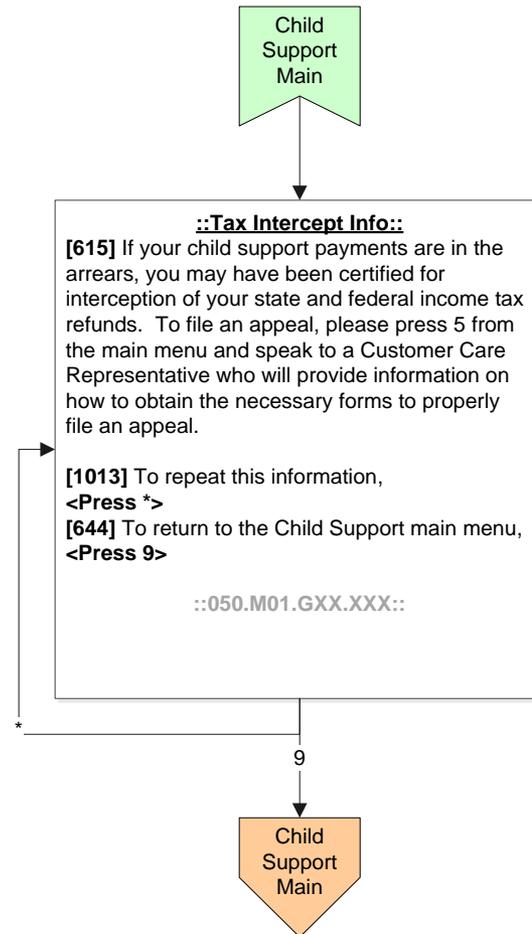


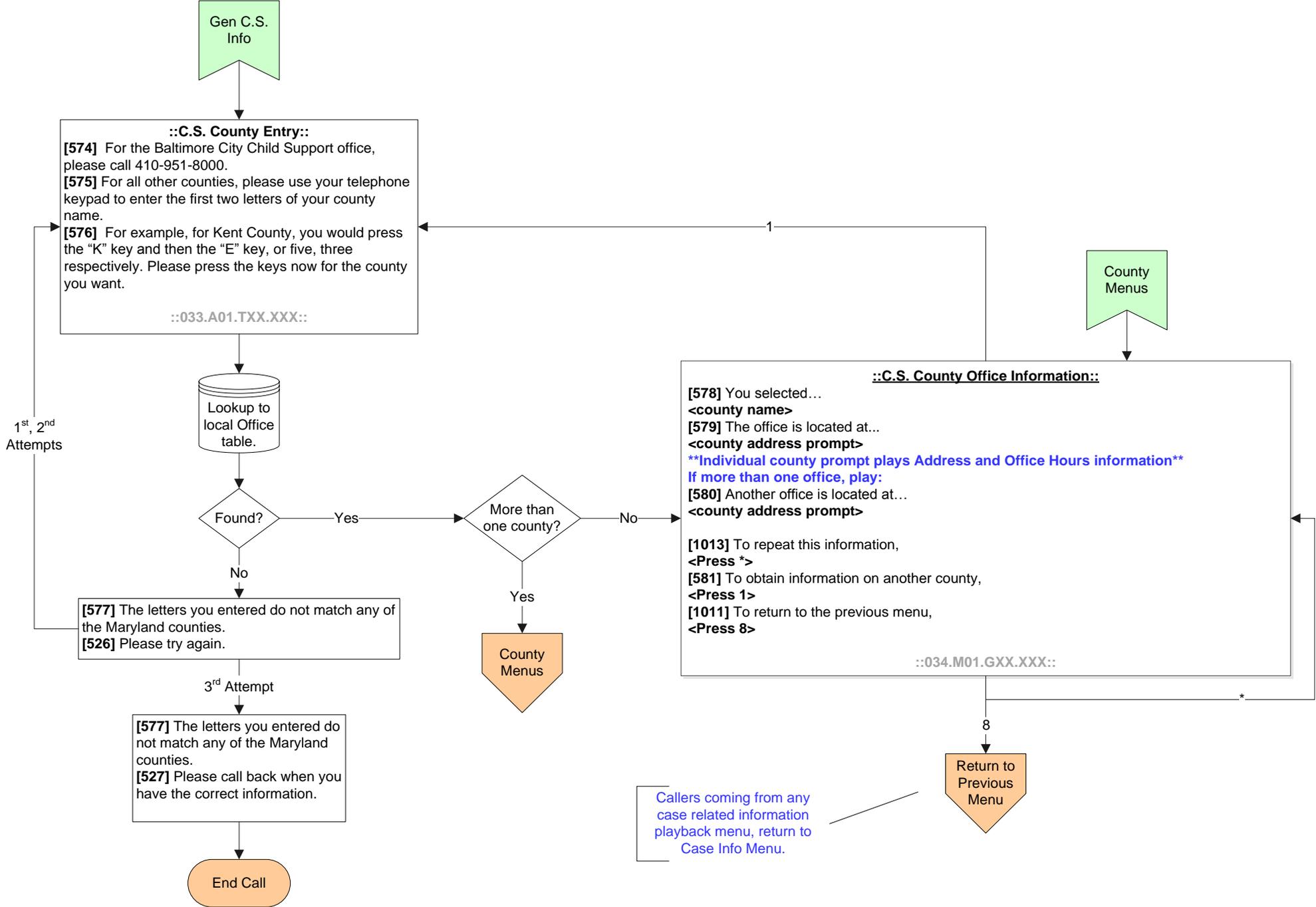


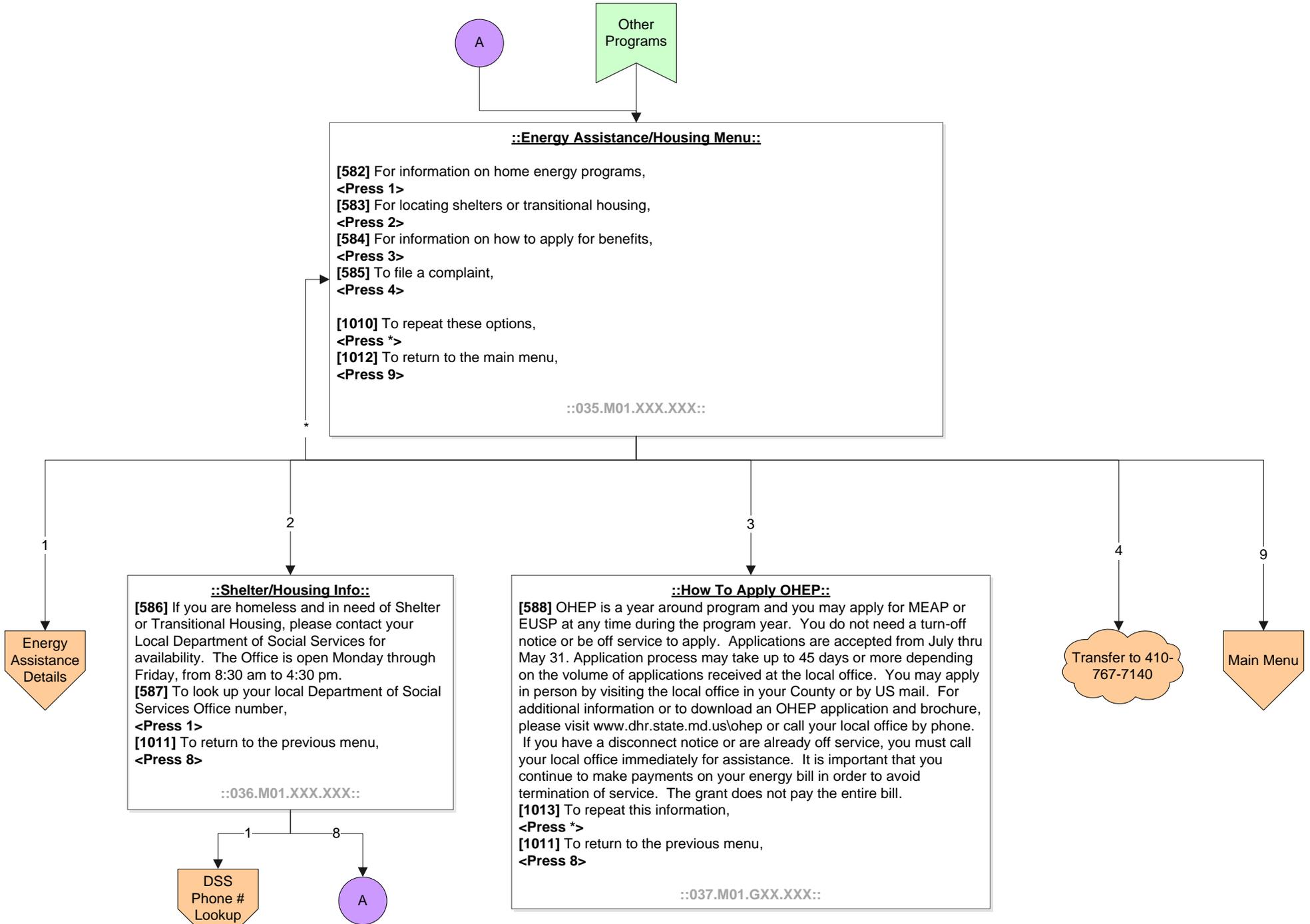


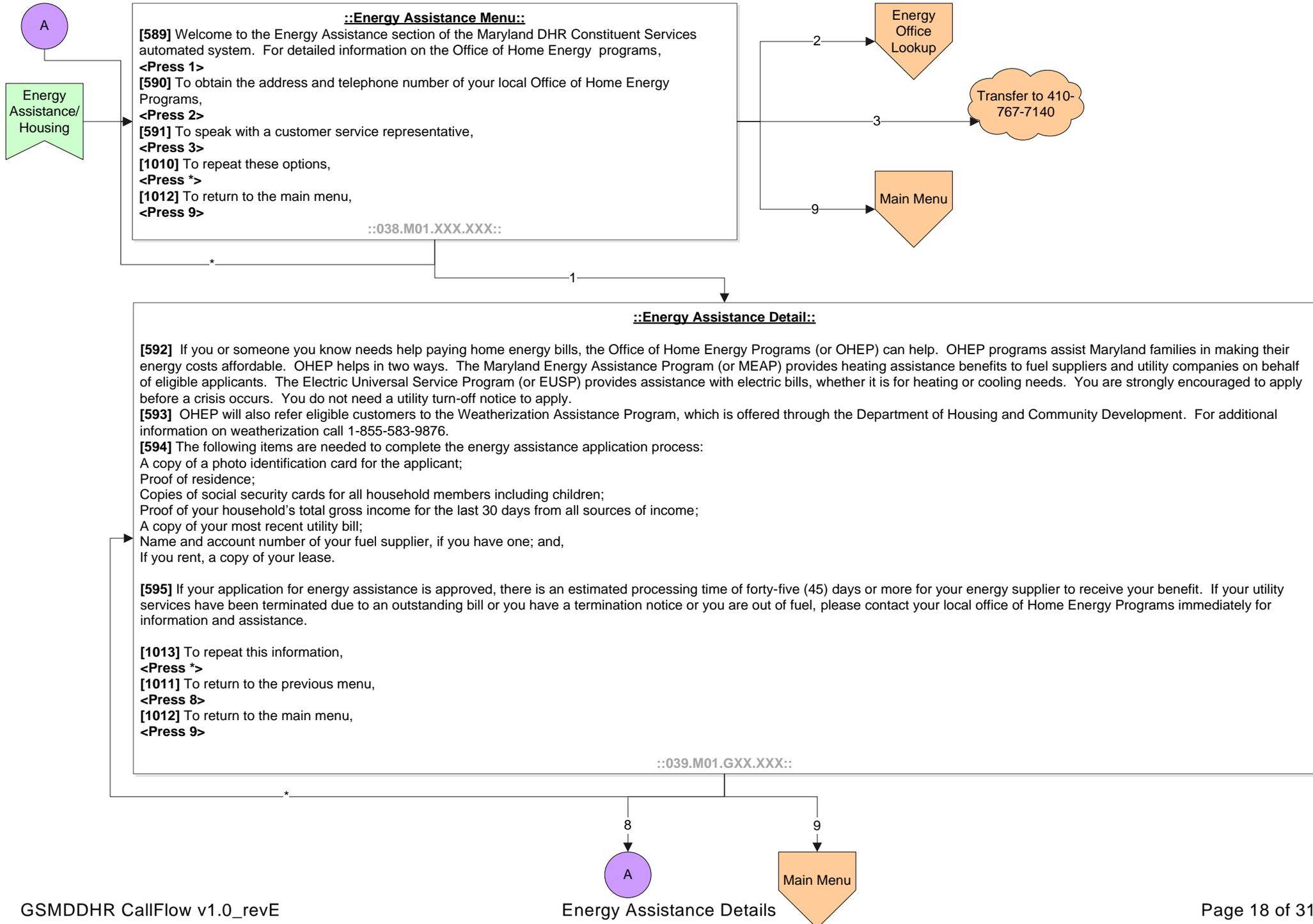


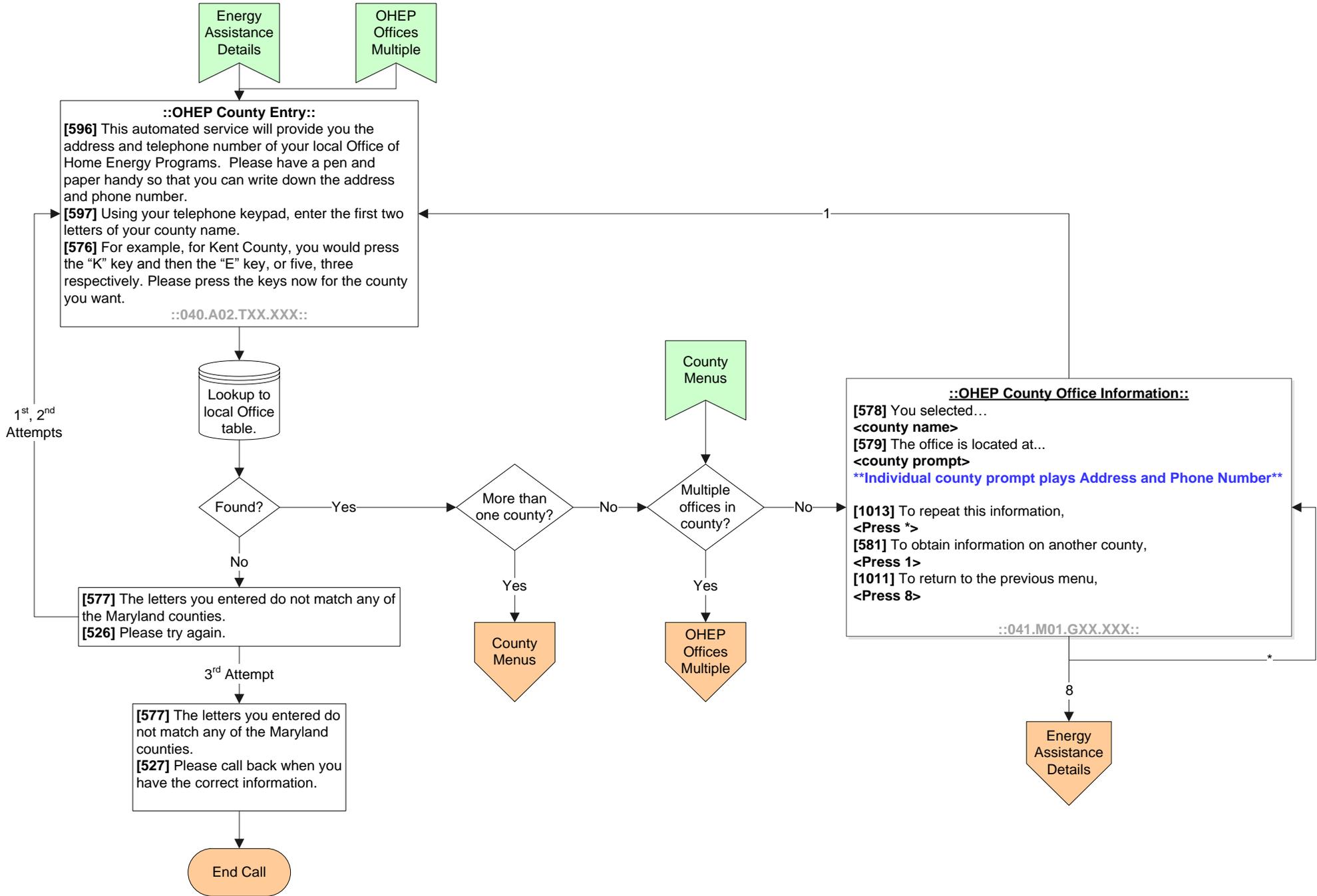


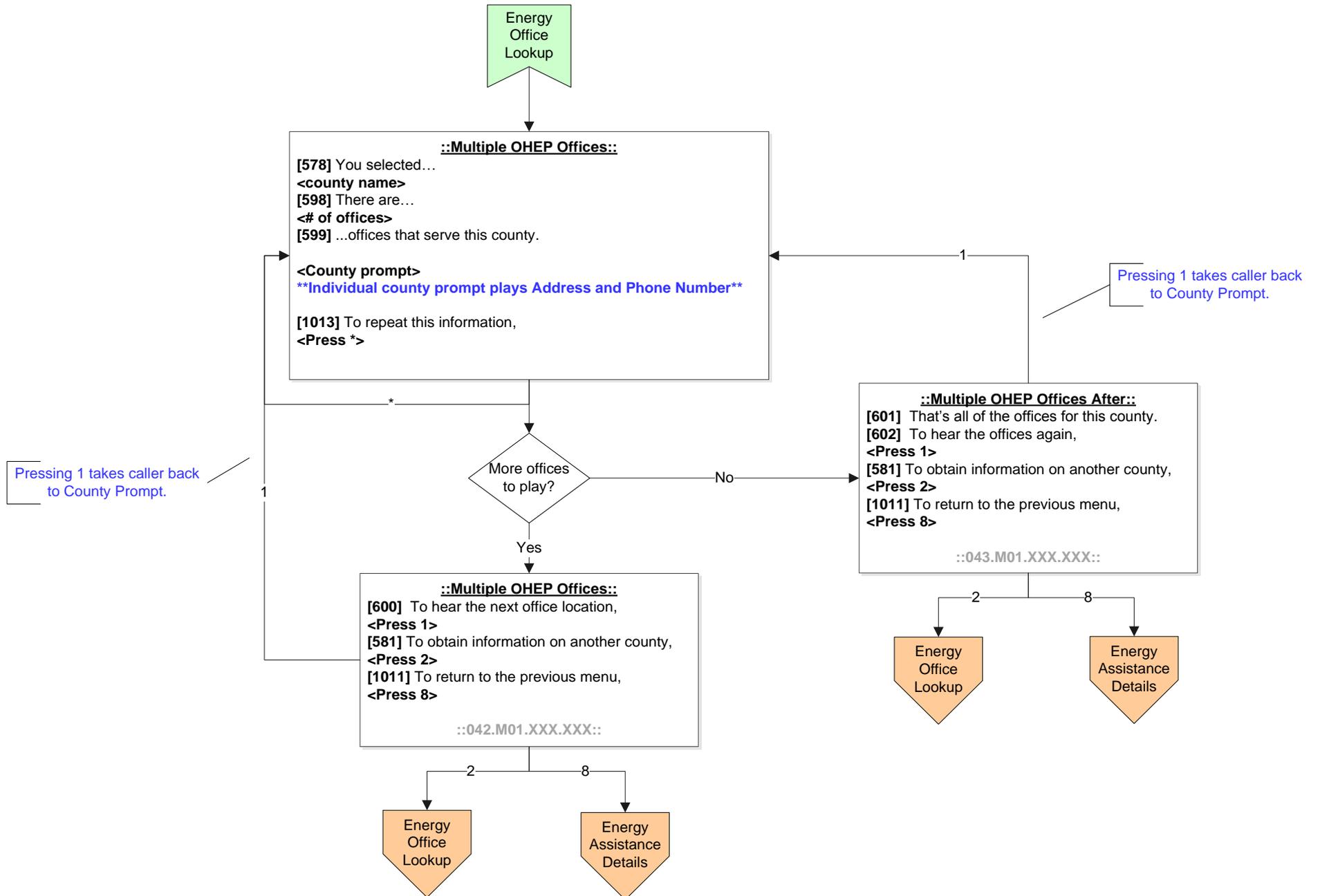


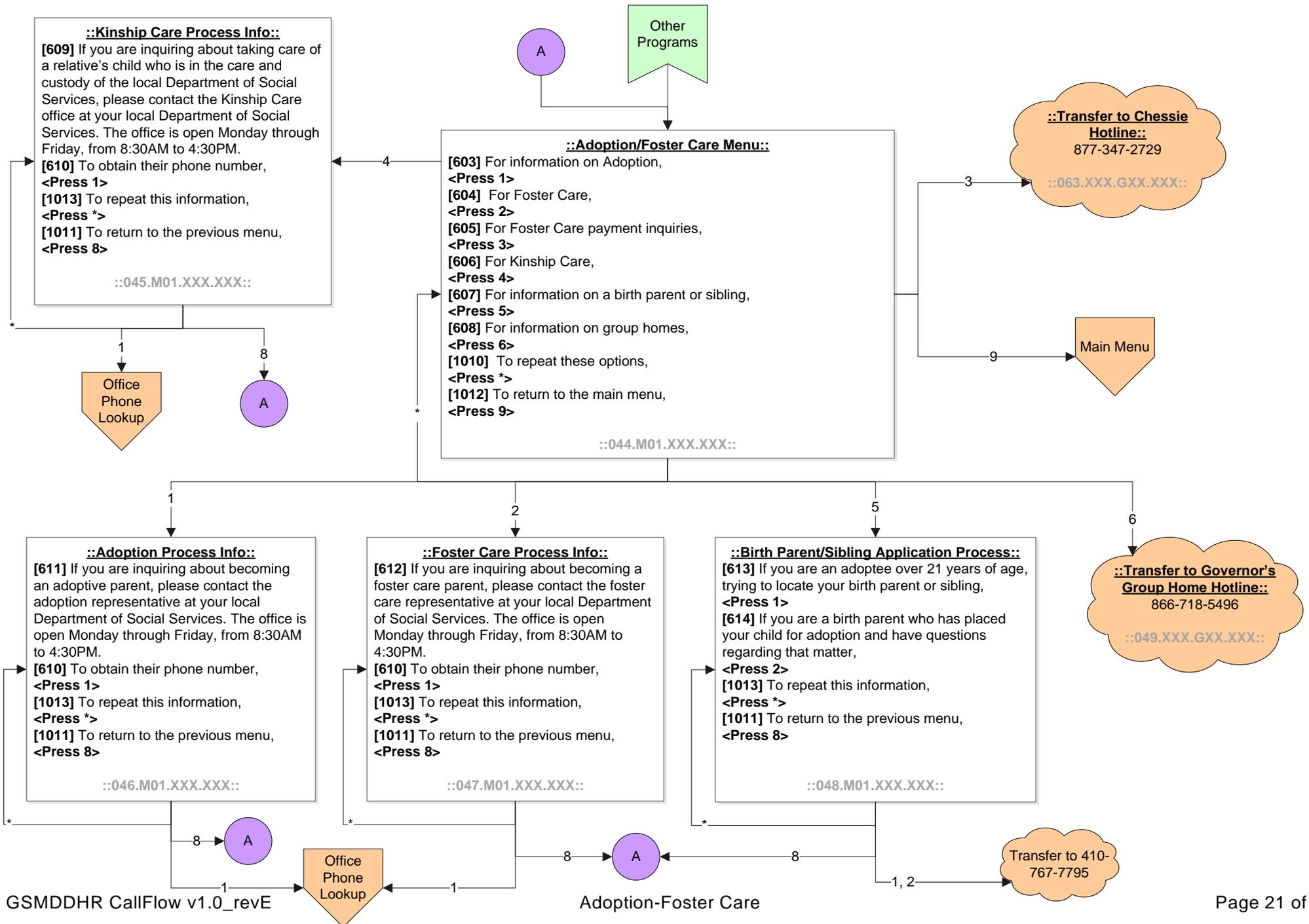


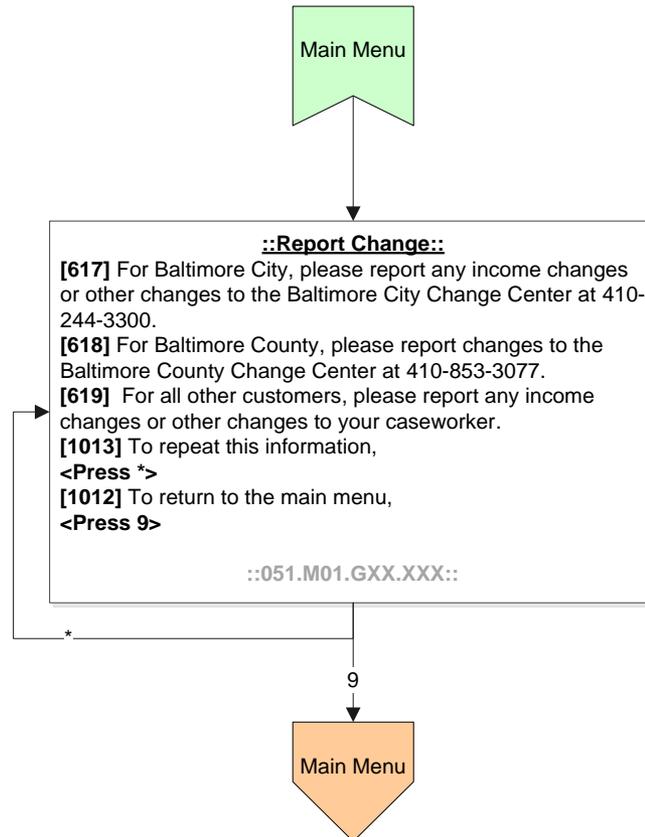


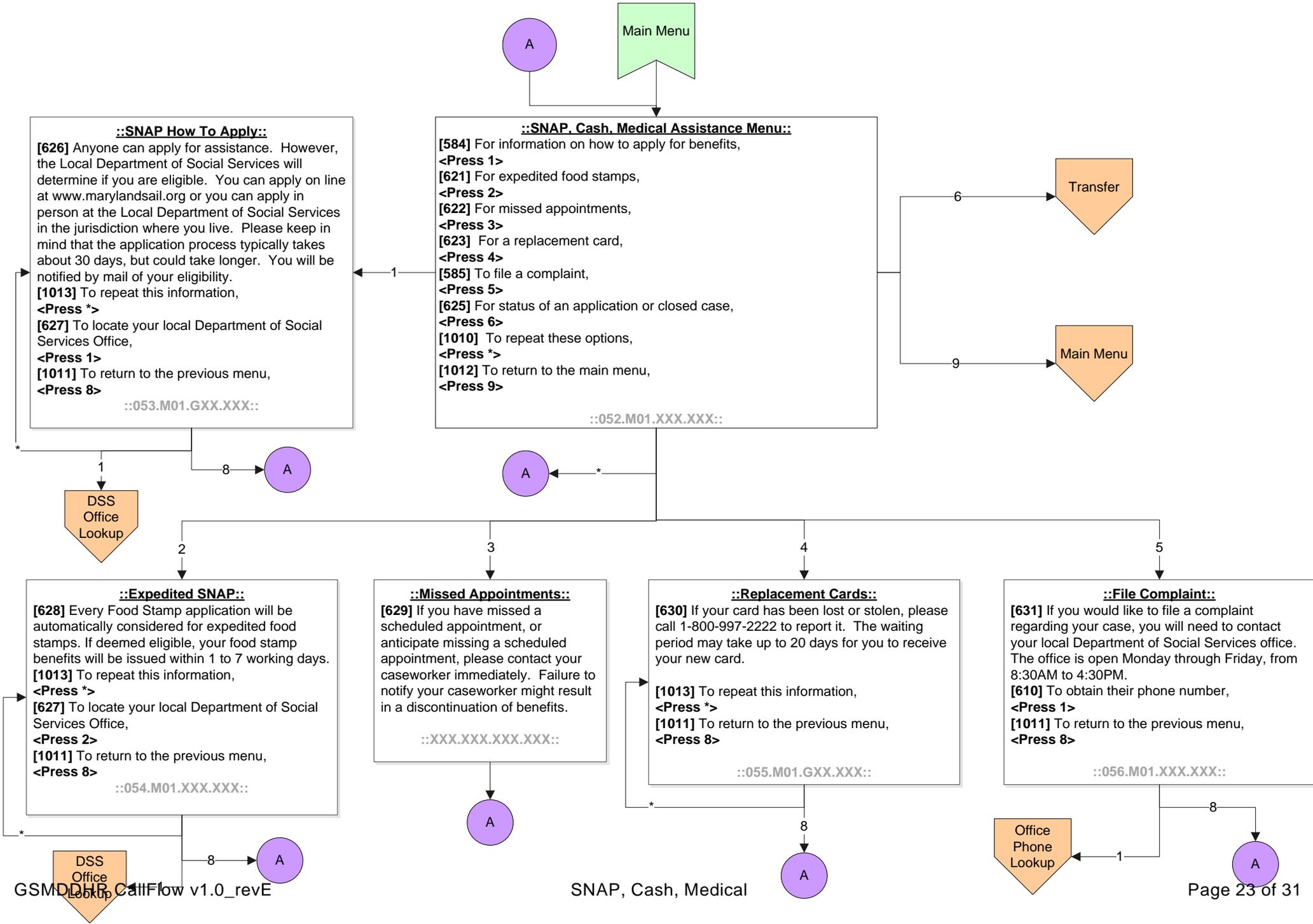


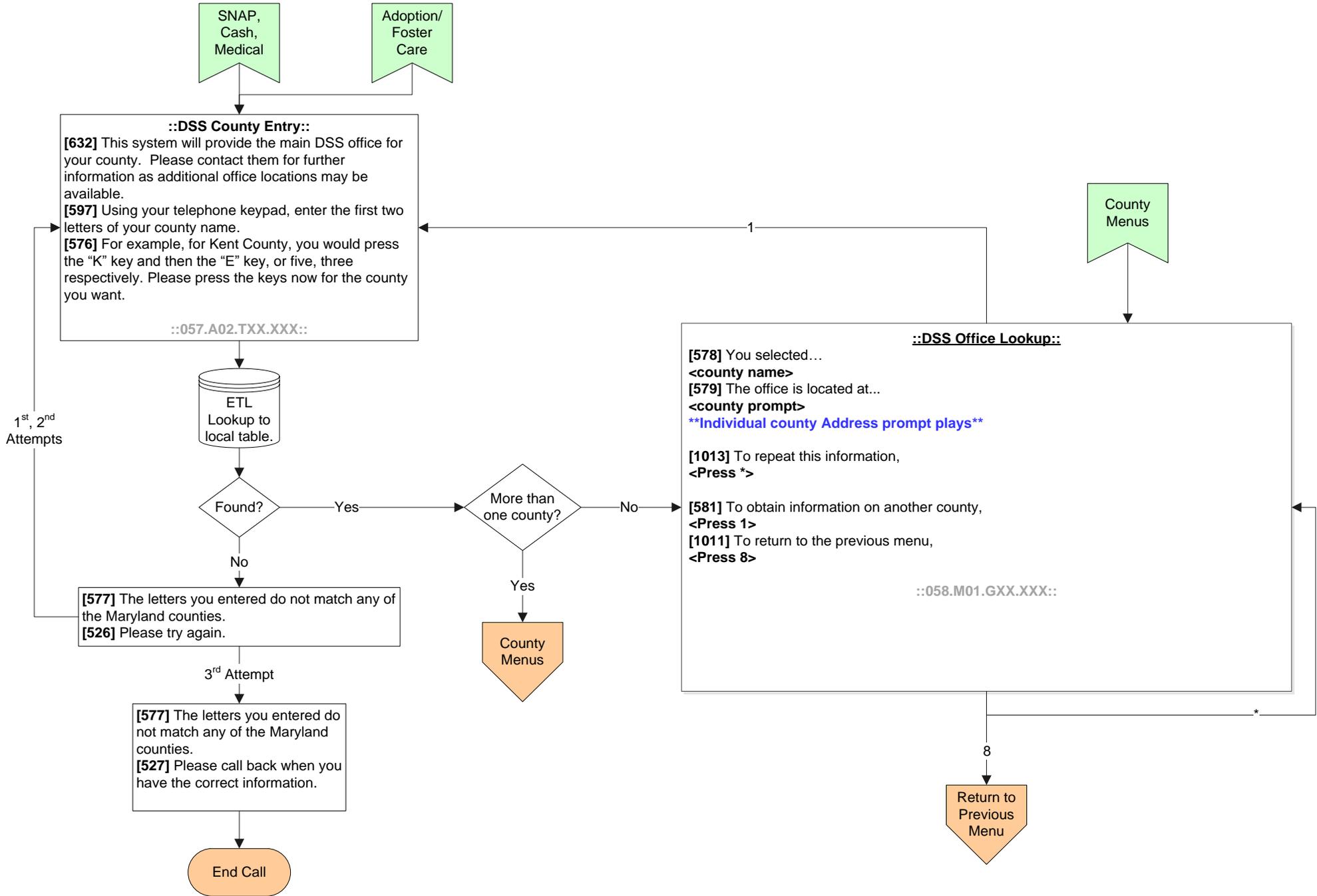


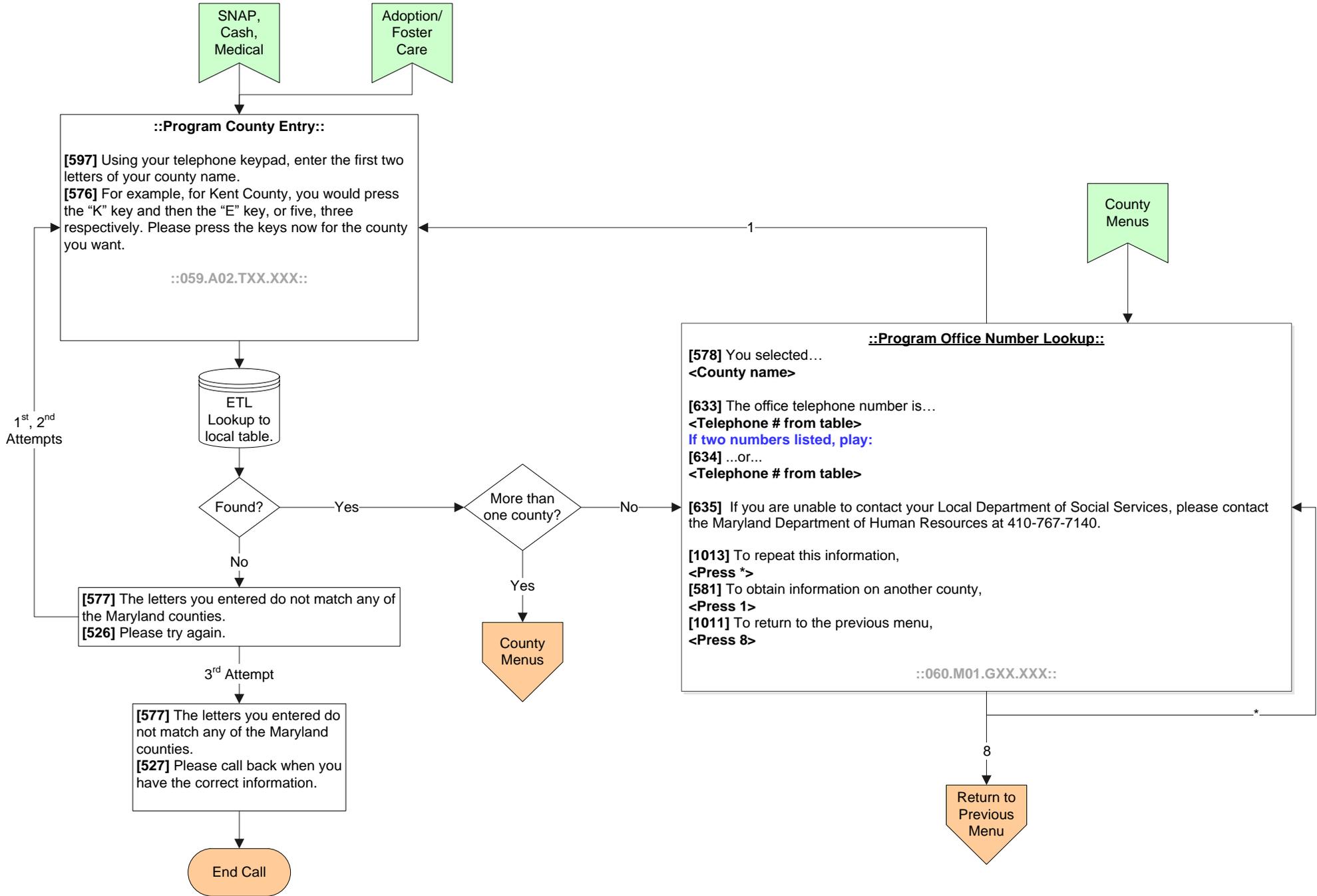


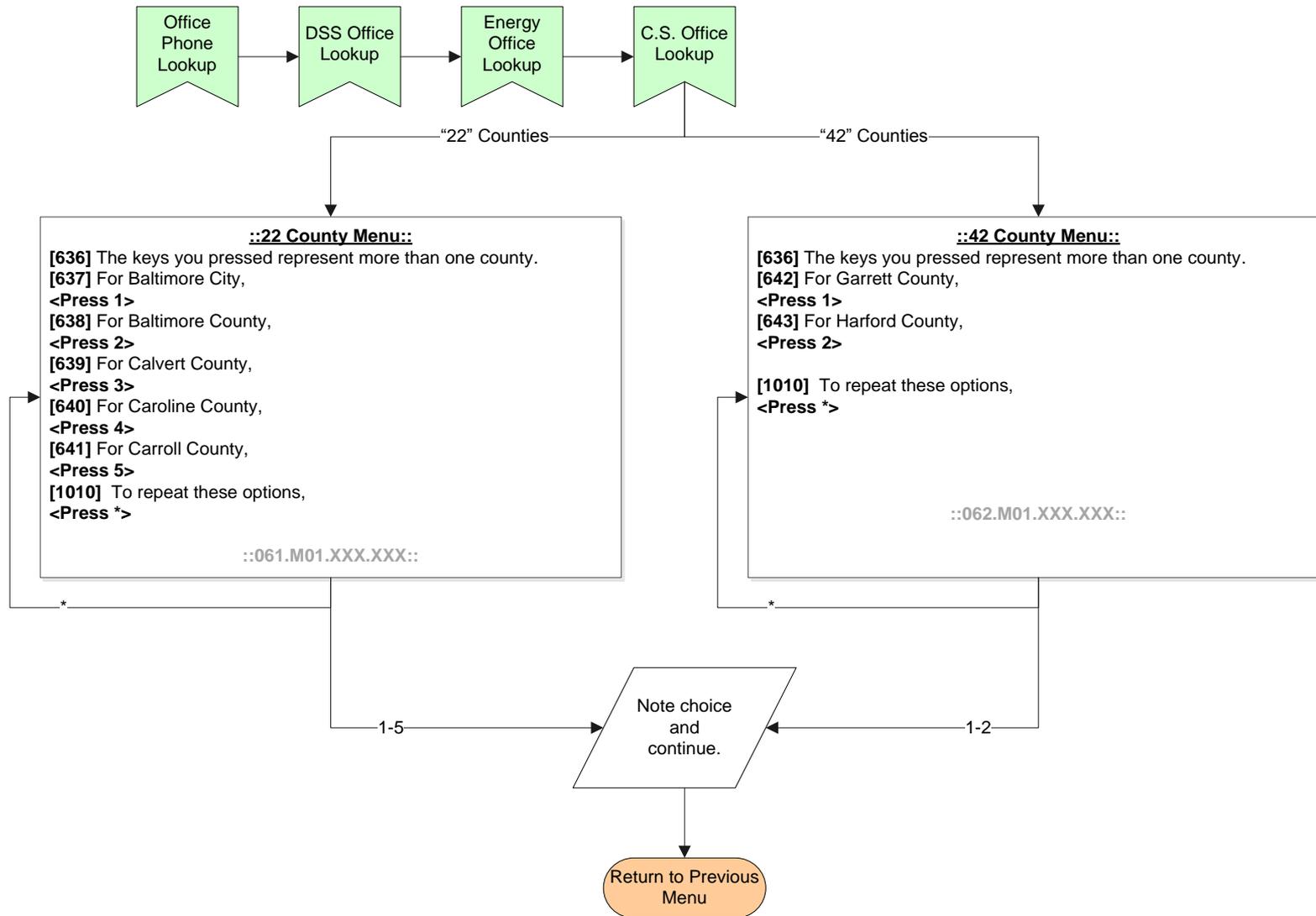


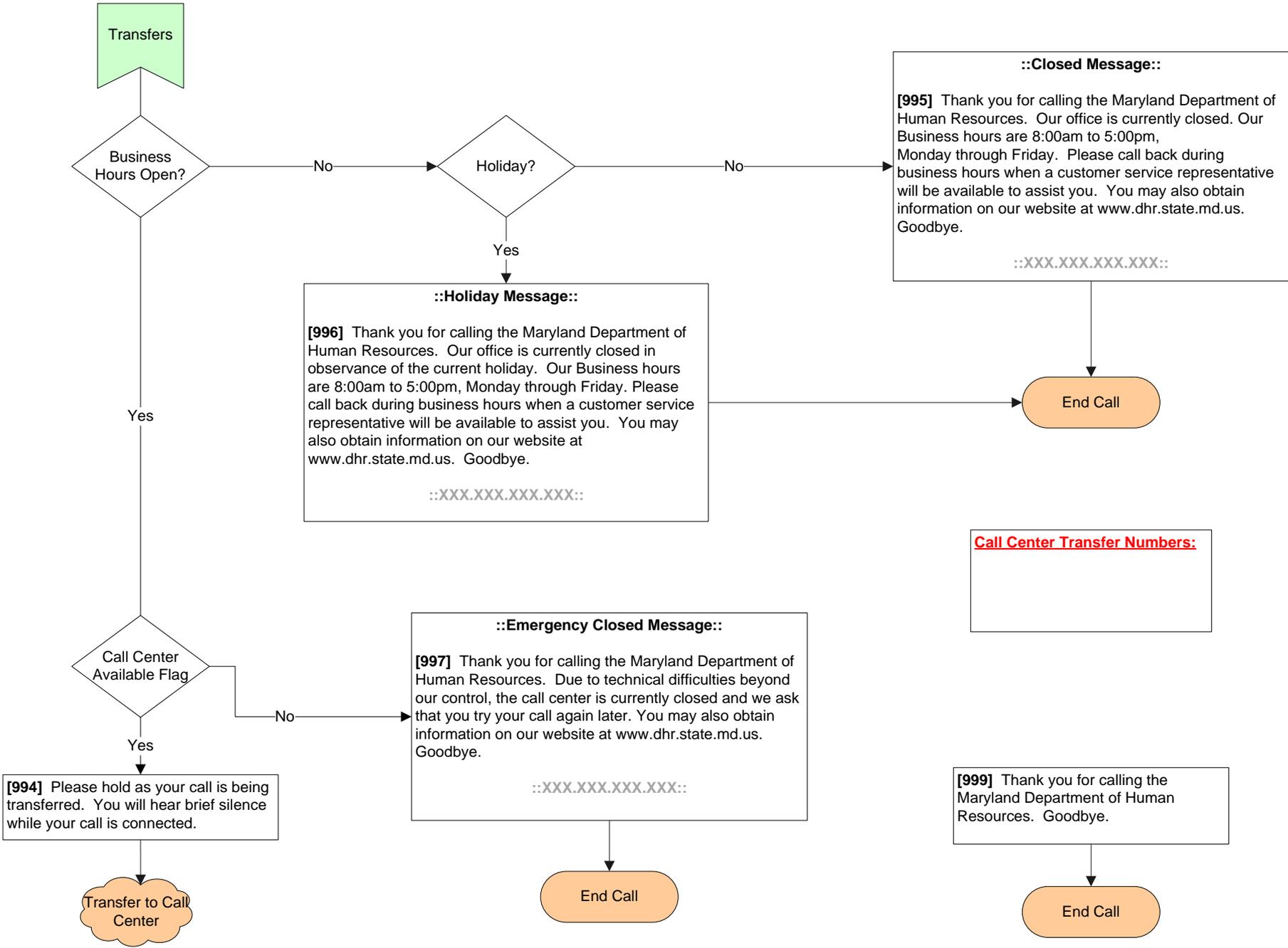












The table below provides a list of possible errors in the application.

Error Number	Description (include condition)	Condition	Message
<b>M01</b>	<b>Menu Time Out- More than 5 seconds elapses while waiting for the caller selection.</b>	1st and 2nd timeout - Play messages and re-prompt:	[1702] I'm sorry, I did not receive your entry.
			[526] Please try again.
		3rd timeout – Play messages and endcall:	[1702] I'm sorry, I did not receive your entry.
			[1704] Please call back later and make the correct selections.
	<b>Menu Invalid Selection - Caller makes an invalid selection from a menu.</b>	1st and 2nd timeout - Play messages and re-prompt:	[1703] I'm sorry, your menu selection is not available.
			[526] Please try again.
		3rd timeout – Play messages and endcall:	[1703] I'm sorry, your menu selection is not available.
			[1704] Please call back later and make the correct selections.
<b>A02</b>	<b>Ask For Number Timeout - More than 5 seconds elapses while waiting for caller input.</b>	1st and 2nd timeout - Re-prompt	No specific error message; just re-prompt.
		3rd timeout – Play messages and endcall:	[1702] I'm sorry, I did not receive your entry.
			[1704] Please call back later and make the correct selections.
	<b>Ask For Number - Invalid - Caller enters an invalid set of digits.</b>	1st and 2nd timeout - Play messages and re-prompt:	[1705] I'm sorry, you entered an invalid number of digits.
			[526] Please try again.
		3rd timeout – Play messages and endcall:	[1705] I'm sorry, you entered an invalid number of digits.
			[1704] Please call back later and make the correct selections.
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