



# Family Investment Administration

## ***Frequently Asked Questions***

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### **1. Can I visit my Local Department of Social Services (LDSS) office?**

Customers can call the DHS Call Center at 1-800-332-6347 to address their concerns.

What questions can the Call Center handle:

- Providing general information such as
  - Office Location
  - Contact Details
  - How to Submit an Application
- Providing General Program Information
- Provide the following information from the system:
  - Case Status
  - Application Status
  - Receipt of Documentation
  - Benefit amount and date
  - Case denial reason
- Document complaints

The Local Department of Social Services are open to the public. Please note all our services are accessible online at <https://mymdthink.maryland.gov>.

### **2. How do I apply for Supplemental Nutrition Assistance Program (SNAP), Cash, Emergency Assistance, and Medical Assistance? How can I check the status of the application, or obtain case information for applications submitted online?**

**SNAP, Cash, Emergency Assistance, and Aged/Blind/Disabled Medical Assistance:**

Apply and recertify online at <https://mymdthink.maryland.gov>.

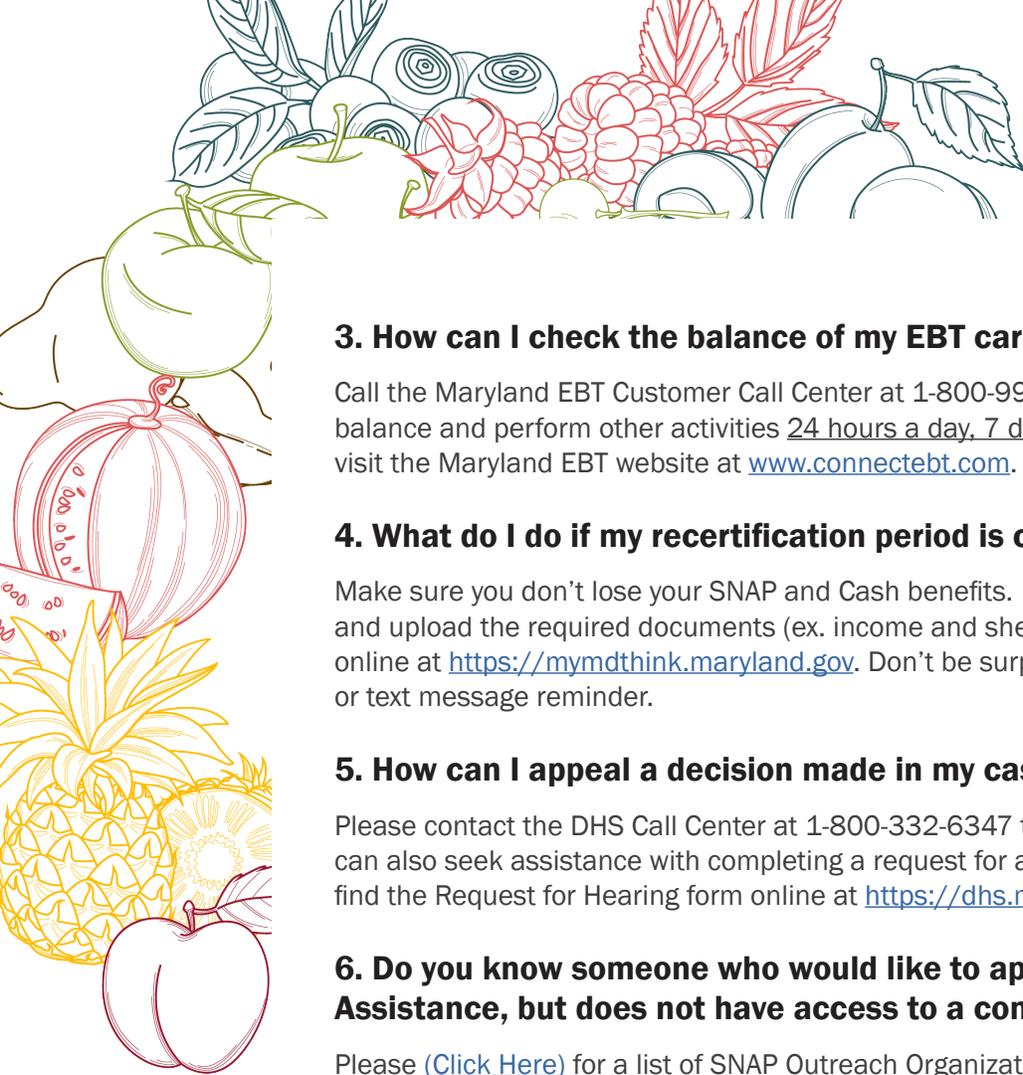
**Medical Assistance for Families, Children, and Pregnant Women:**

Apply at [marylandhealthconnection.gov](http://marylandhealthconnection.gov).

**Long Term Care Medical Assistance:** Apply and recertify online at <https://mymdthink.maryland.gov>.

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 items by mail may be delayed.**

For active cases, or for applications not submitted online: Customers can call their local department directly, or call the **DHS Call Center at 1-800-332-6347.**



### **3. How can I check the balance of my EBT card?**

Call the Maryland EBT Customer Call Center at 1-800-997-2222 to obtain your benefit balance and perform other activities 24 hours a day, 7 days a week. Customers can also visit the Maryland EBT website at [www.connectebt.com](http://www.connectebt.com).

### **4. What do I do if my recertification period is coming due?**

Make sure you don't lose your SNAP and Cash benefits. Complete your recertification and upload the required documents (ex. income and shelter expense verifications) online at <https://mymdthink.maryland.gov>. Don't be surprised if we send you an email or text message reminder.

### **5. How can I appeal a decision made in my case?**

Please contact the DHS Call Center at 1-800-332-6347 to initiate an appeal claim. You can also seek assistance with completing a request for a fair hearing form. You can also find the Request for Hearing form online at <https://dhs.maryland.gov/hearingrequest>.

### **6. Do you know someone who would like to apply for SNAP or Cash Assistance, but does not have access to a computer or a smartphone?**

Please [\(Click Here\)](#) for a list of SNAP Outreach Organizations that can assist you with submitting an application. You can also download an application from our website, and mail, fax, or drop off to your nearest Local Department of Social Services. **Please note the processing of items by mail may be delayed.**

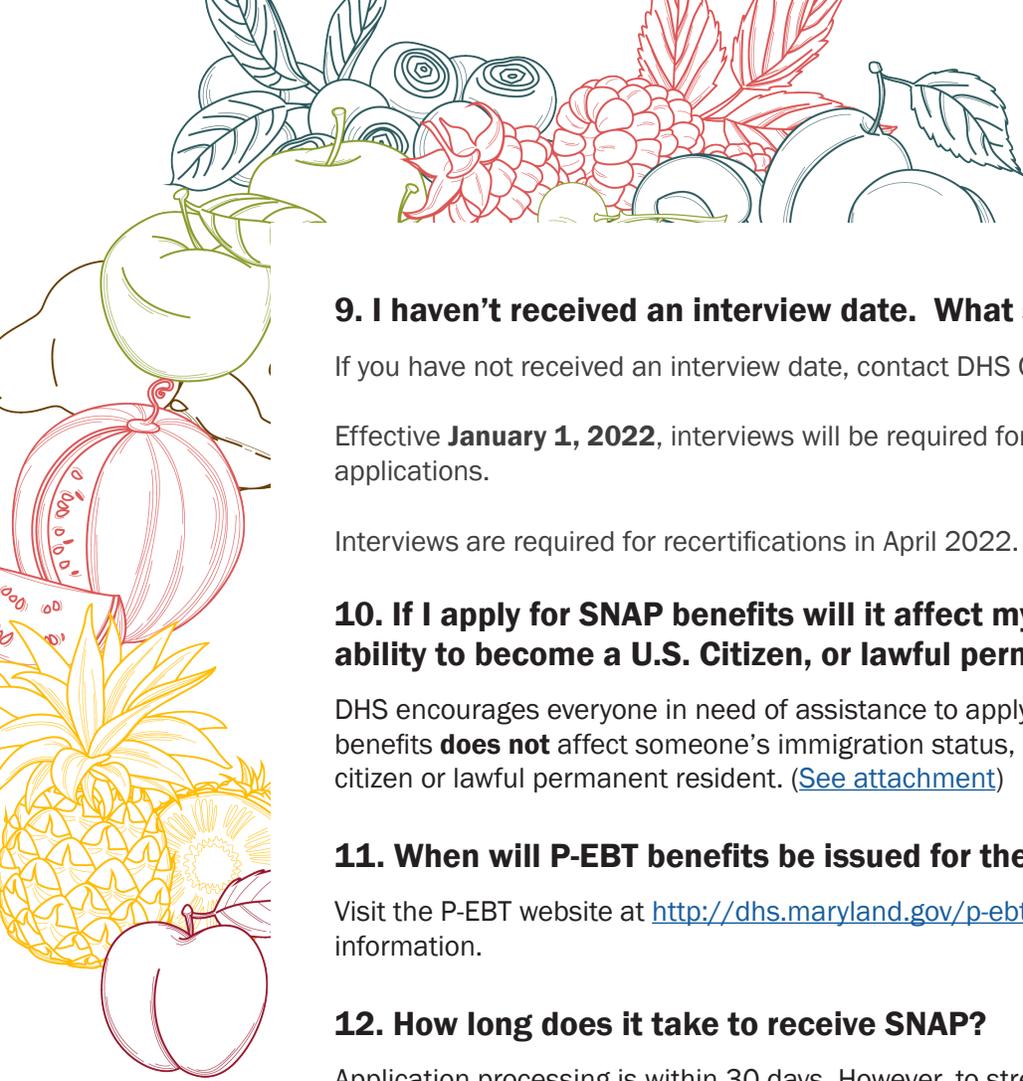
### **7. When will I receive my SNAP and cash benefits?**

Benefits are issued by the last name. SNAP issuance dates are the 4th thru 23rd based on the customer's last name. You can confirm your issuance date by visiting the following [site](#):

Cash programs: A-F - Issuance date the 2nd, G-P - Issuance date the 3rd, Q-Z - Issuance date the 4th.

### **8. What should I do if I did not get my EBT Card?**

If this is your first time applying for SNAP and/or Cash Assistance, an EBT card will be mailed to the address provided by you on your application. If you previously received SNAP and/or Cash Assistance benefits, the benefits will be issued to the EBT card previously issued. If you have misplaced that card, please call Maryland EBT Customer Call Center at 1-800-997-2222 to order a replacement card.



### **9. I haven't received an interview date. What should I do?**

If you have not received an interview date, contact DHS Call Center at 1-800-332-6347.

Effective **January 1, 2022**, interviews will be required for all SNAP, and Cash Assistance applications.

Interviews are required for recertifications in April 2022.

### **10. If I apply for SNAP benefits will it affect my immigration status, my ability to become a U.S. Citizen, or lawful permanent resident?**

DHS encourages everyone in need of assistance to apply. Applying for or receiving SNAP benefits **does not** affect someone's immigration status, and/or ability to become a U.S. citizen or lawful permanent resident. ([See attachment](#))

### **11. When will P-EBT benefits be issued for the 2021-2022 school year?**

Visit the P-EBT website at <http://dhs.maryland.gov/p-ebt> for the most up to date P-EBT information.

### **12. How long does it take to receive SNAP?**

Application processing is within 30 days. However, to streamline the process, submit your application online at <https://mymdthink.maryland.gov> along with verification of identity, income, and expenses. When you submit the application online you can track the process within the consumer portal.

### **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 worker's telephone number with a date and time you prefer they call you back.**

