



Family Investment Administration

Frequently Asked Questions

1. Can I visit my local department of social services office?

Customers can call the DHS Call Center at 1-800-332-6347 to address their concerns. The Local Department of Social Services are open to the public by appointment only. A request for an appointment can be made by calling the number listed above.

2. How do I apply for food, cash, emergency assistance, and medical assistance? How can I check the status of the application or obtain case information for applications submitted online?

Food, cash, emergency assistance, Aged/Blind/Disabled Medical Assistance: apply at mydhrbenefits.dhr.state.md.us.

Medical Assistance for Families, Children and Pregnant Women: apply at marylandhealthconnection.gov.

Long Term Care Medical Assistance: apply and recertify online at 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 also call the **DHS Call Center at 1-800-332-6347.**

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

For applications submitted online:

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 connectebt.com.

4. What do I do if my recertification period is coming due in April 2021?

Make sure you don't lose your SNAP and CASH benefits this April. Complete your recertification and upload the required documents (ex. income and shelter expense verifications) online at mydhrbenefits.dhr.state.md.us.

5. How can I appeal a decision made on 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/documents/DHR%20Forms/FIA%20Forms/English/Other-Forms/3%20Request%20Appeal%20for%20Hearing/DHS_FIA_334-Request-For-Fair-Hearing-4.1.2021%20edits.pdf

6. Do you know someone who would like to apply for food or cash public assistance benefits but does not have access to a computer or a smartphone?

Please share with them the number to these community-based organizations that can assist them by telephone.

AGENCY	PHONE NUMBER	REFERRAL SOURCES
Maryland Benefits Center-Benefits Data Trust (BDT)	833-373-5867	Statewide Referrals
Maryland Hunger Solutions (MHS)	866-821-5552	Statewide Referrals
LifeStyles of Southern Maryland	866-293-0623	Southern Maryland Referrals
Community Outreach and Development	855-253-1007	Prince George's county and surrounding area

7. When will I receive my food and cash benefits?

Benefits are issued by the last name. There have been no changes to this process.

Food program (SNAP): Issuance date the 4th thru 23rd based on the customer's last name. You can confirm your issuance date by visiting: <http://dhs.maryland.gov/food-supplement-program/food-supplement-benefits-schedule/>.

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 a program that will require an EBT card the initial EBT card will be mailed to you. If you have had an EBT card in the past but have had a break in coverage your previous card may be reused. However, if you have ever had an EBT card regardless of how long ago it was, and you no longer have that card you must call the Maryland EBT Customer Call Center at 1-800-997-2222 to order a new card. Once a card is ordered, it will arrive in 7 to 10 business days.

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

Nothing. As part of our efforts to expedite eligibility decisions and improve customer service, the Department will temporarily not be requiring interviews at this time unless something is questionable.

10. When will P-EBT benefits be issued for the 2020-2021 school year?

Visit <https://dhs.maryland.gov/p-ebt/> for all the latest P-EBT updates.

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.

