

**Department of Human Services
Contact Information for Financial Assistance**

❖ If you have a question on a **pending** Temporary Assistance (Cash Benefits) or Supplemental Nutrition Assistance Program application you can contact the Intake Workgroups at:

- By phone – call 753-2780
- By e-mail- dfa2a26.sm.monroe.intakell@dfa.state.ny.us
- By fax – 753-5315

❖ If you have a question on an **active** Temporary Assistance (Cash Benefits) case you can contact the Temporary Assistance Care Management and Self Sufficiency Workgroups at:

- By phone – call 753-2750
- Care Management
 - Last name of case starts with A-DZ 753-2766
 - Last name of case starts with E-LE 753-2767
 - Last name of case starts with LF-ROD 753-2768
 - Last name of case starts with ROE-Z 753-2767
- To reschedule your TA recert appointment – 753-6229
- By e-mail – dfa2a26.sm.TA.Customer.Service@dfa.state.ny.us
- By fax:
 - 753-6305 to the Care Management Workgroup
 - 753-6924 to the Self Sufficiency Workgroup

❖ If you have a question on a **pending or active** Supplemental Nutrition Assistance Program case (Not in receipt of Cash Assistance or SSI) you can contact the Community Supplemental Nutrition Assistance Program Only Workgroup at:

- By phone – call 753-2740
- By e-mail at- dfa2a26.sm.Monroe.Team41@dfa.state.ny.us
- By fax – 753-6306

❖ If you have a question on a **pending** Community Medicaid case (Under 65 yrs. old or not applying for Cash Assistance or in receipt of SSI) you can contact Team 47 at:

- By phone – call 753-6563
- By e-mail at- dfa2a26.sm.Monroe.Team47@dfa.state.ny.us
- By fax – 753-5122

❖ If you have a question on an **active** Medicaid case (Under 65 yrs old or not applying for Cash Assistance or in receipt of SSI) you can contact the Community Medicaid Workgroup at:

- By phone – call 753-2760
- By e-mail at- dfa2a26.sm.Monroe.Team40@dfa.state.ny.us
 - If you need to contact us regarding a child support issue, please e-mail: dfa2a26.sm.monroe.Child.Support.Liason@dfa.state.ny.us
 - If you have a question regarding a nursing home or hospital bill for the aforementioned population, please e-mail: dfa2a26.sm.monroe.Medicaid.Specialty@dfa.state.ny.us
- By fax – 753-5029

❖ Clients who are receiving SSI and have a question regarding Medicaid can contact the Long Term Medicaid Workgroup at:

- By phone – call 753-6388
- By e-mail at- dfa2a26.sm.monroe.MA-SSI@dfa.state.ny.us
- By fax – 753-6163

❖ Clients who are 65 yrs old or older or in nursing home and are not applying for cash assistance or in receipt of SSI that have a question on a **pending** Medicaid application can contact the Long Term Medicaid Workgroup at:

- By phone – call 753-6485
- By e-mail at - Vince.ruggiero@dfa.state.ny.us
- By fax – 753-6916

❖ Clients who are 65 yrs old or older or in nursing home and are not applying for cash assistance or in receipt of SSI that have a question on an **active** Medicaid application can contact the Long Term Medicaid Workgroup at:

- By phone – call 753-6559
- By e-mail at- Jodi.schollnick@dfa.state.ny.us
- By fax – 753-6981

❖ Clients who have questions regarding child support should contact the Child Support Enforcement Unit at:

- By phone – call 888-208-4485
- By e-mail at- CSEWEBMONROE@dfa.state.ny.us
- By fax – 753-1412

❖ If you have a question about childcare and have an active Public Assistance case, please contact the Care Management and Self Sufficiency workgroups using the contact information listed in the second section on the front of this form.

❖ If you have a question about your non-Public Assistance child care case or application, please contact the Child Care Team (Team 76):

- By phone – call 753-6316
- By e-mail at – dfa2a26.sm.monroe.childcare-DHS@dfa.state.ny.us

❖ You can request a replacement benefit card by calling 753 – 6006