

Department of Human Services

Contact Information for Financial Assistance

Effective 10/22/12

❖ 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
- By e-mail – dfa2a26.sm.Monroe.TA.Self.Sufficiency@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 an **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 the Medicaid Eligibility Determinations Team at:

- By phone – call 753-5307
- By e-mail at- dfa2a26.sm.Monroe.MEDS@dfa.state.ny.us
- By fax – 753-5314

❖ 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 753-2740
- By e-mail at- dfa2a26.sm.Monroe.Team40@dfa.state.ny.us
- By fax – 753-6306

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

- By phone – call 753-6638
- By e-mail at- Deborah.greenfield@dfa.state.ny.us
- By fax – 753-5029

❖ 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 753-6266
- By e-mail at- Arlene.colbert@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

❖ For questions on pending Medicaid cases on the Hospital Team (Applications are represented by Hospital Liaisons) you can contact the Long Term Medicaid Workgroup at:

- By phone – call 753-5116
- By e-mail at- Gloria.webster@dfa.state.ny.us
- By fax at – 753-5122