

# Department of Human Services

## Contact Information for Financial Assistance

❖ If you have a question on a **pending** Temporary Assistance (Cash Benefits) with 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](mailto: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-                            | Care Management | Self-Sufficiency |
|--------------------------------------|-----------------|------------------|
| Last name of case starts with A-DZ   | 753-2766        | 753-2771         |
| Last name of case starts with E-LE   | 753-2767        | 753-2772         |
| Last name of case starts with Lf-Rod | 753-2768        | 753-2773         |
| Last name of case starts with Roe-Z  | 753-2769        | 753-2774         |
- To reschedule your TA recert appointment – 753-6229
  - To reschedule your Job Club appointment – 753-2778
  - By e-mail – [dfa2a26.sm.TA.Customer.Service@dfa.state.ny.us](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:dfa2a26.sm.monroe.Medicaid.Specialty@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 753-6388
  - By e-mail at- [dfa2a26.sm.monroe.MA-SSI@dfa.state.ny.us](mailto:dfa2a26.sm.monroe.MA-SSI@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 753-6485
  - By e-mail at- [Arlene.colbert@dfa.state.ny.us](mailto: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 case can contact the Long Term Medicaid Workgroup at:
  - By phone – call 753-6559
  - By e-mail at- [Jodi.schollnick@dfa.state.ny.us](mailto: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](mailto:Gloria.webster@dfa.state.ny.us)
  - By fax at – 753-5122

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