

What happens once I apply for benefits during COVID 19?

DHS Form 1240 (application for SNAP / Financial Assistance) is submitted via mail, email, fax, or drop off. What happens next?

- Application is received, registered and processed
 - o Your application is reviewed for completeness
 - o We may contact you if we have questions or need more information
 - o The process can take anywhere from one day to two weeks
- Are additional items needed?
 - o If Yes -
 - A notice is sent to the HH requesting these items
 - 10 calendar days is provided to allow sufficient time to submit requested items
 - o If No –
 - Notice(s) of disposition are sent to the client
- The benefits are approved
 - o Approval notice(s) are sent out, informing the client of the benefit amount
 - Clients may request an administrative hearing, if they do not agree with the decision
 - o Other important notices are sent to explain other requirements and provide information
 - o An EBT card is sent to the to the primary individual of the household, via mail from the processing center
 - An ID is required in order for us to mail you the EBT card
 - It can take five to seven days from the date of approval for you to receive the card, due to mail service
- The benefits are denied
 - o Denial notice(s) are sent out, informing the HH for the reason of denial
 - o The HH can request an administrative hearing, if you do not agree with the decision

I'm approved and an EBT Card is being sent to me. What else should I know?

- The EBT card is valuable, treat it like cash
 - o It is activated when it is mailed out, but you need to contact FIS to create a PIN
 - o Call FIS at 1-888-328-4292
- Depending on your approved benefits, it can hold your SNAP allotment, financial assistance and/or childcare subsidy benefits on the same card
- Benefits will continue to be placed on the card each month, unless we notify you otherwise
- One card is issued to the primary individual of a household
- Information about EBT is provided with the card
 - o Read it carefully
 - o See the DHS Website on EBT, if you have further questions
- Contact FIS at 1-888-328-4292, if you need a replacement EBT card