

# NATIONAL DIRECTORY OF CONTACTS

Use these contacts to verify duplicate participation, or obtain verification for SNAP Benefits. This directory is intended for use by authorized personnel in the administration of the SNAP Program.

**Please DO NOT provide these contact numbers to clients**

Revision Date: 5-18-17

## ALABAMA

**SNAP Participation: Email contact preferred to:**  
[fs@dhr.alabama.gov](mailto:fs@dhr.alabama.gov)

**For other participation questions:**

Betty S. White, Program Supervisor  
Alabama Dept. of Human Resources  
50 Ripley St, S. Gordon Persons Bldg.  
Montgomery, AL 36130-4000  
Email: [Betty.White@dhr.alabama.gov](mailto:Betty.White@dhr.alabama.gov)  
Phone: 334-242-1745; Fax: 334-353-1363

**Medical Benefits:** Phone (334) 242-5010

**Email:** [PIDParis@medicaid.alabama.gov](mailto:PIDParis@medicaid.alabama.gov)

**TANF/FIP:** No TANF information given over the phone.

**Email:** [DHR\\_PA\\_Helpdesk@dhr.alabama.gov](mailto:DHR_PA_Helpdesk@dhr.alabama.gov)

**FAX** number for TANF inquiries: (334) 242-0513.

**Claims: Email contact preferred to: Geraldine Turner:**

[Geraldine.turner@dhr.alabama.gov](mailto:Geraldine.turner@dhr.alabama.gov)

Same address as above

Phone: 251-450-7544; Fax: 251-450-7544

WEB: [www.dhr.alabama.gov](http://www.dhr.alabama.gov)

## ALASKA

Alaska Dept of Health & Social Services  
Division of Public Assistance  
Contact the office from which the client last received benefits. A list of offices can be found at:  
<http://dhss.alaska.gov/dpa/Pages/features/org/dpado.aspx>

If location of office is unknown, contact Director's Office/Policy Section at [DPAPolicy@alaska.gov](mailto:DPAPolicy@alaska.gov)  
Phone: (907) 465-3347  
Address: PO Box 110640, Juneau, AK 99811-0640

WEB: <http://www.hss.state.ak.us/dpa/>

**The State would prefer a FAX sent to (907) 465-5254.**

## ARIZONA

Dept. of Economic Security Communication Center  
**Emails are preferred over faxing requests.**

Email requests to: [Azstateinquiries@Azdes.gov](mailto:Azstateinquiries@Azdes.gov)

FAX: 602-353-5746

Phone number for status request messages can be left at:  
(602) 771-2047

WEB: [www.des.az.gov](http://www.des.az.gov)

## ARKANSAS

Beverly Stewart-Coleman  
Administrative Specialist II  
Customer Assistance Unit  
PO Box 1437, Slot S-341  
Little Rock, Arkansas 72203-1437

Phone: (501) 682-8993  
Toll Free: 1-800-482-8988

If neither of the above work: 501-682-8290  
Email: [beverly.stewart-coleman@dhs.arkansas.gov](mailto:beverly.stewart-coleman@dhs.arkansas.gov)

WEB: [www.arkansas.gov/dhhs](http://www.arkansas.gov/dhhs)

## CALIFORNIA

California Department of Social Services  
744 P Street, MS 8-4-23  
Sacramento, CA 95814-6400

### OUT OF STATE INQUIRIES

**The city and/or county in which the client resided in California must be provided in order to provide a referral to one of the 58 counties for verification of benefits.**

Telephone number: (916)651-8848; press 1, then press 7  
**OR** FAX number: (916)651-8866 **OR**  
<http://www.cdss.ca.gov/cdssweb/entres/pdf/CountyCentralIndexListing.pdf> to get a Central County Index Listing.

## COLORADO

**Preferred method of contact is email:**  
[Outofstateinquiries@state.co.us](mailto:Outofstateinquiries@state.co.us)

Contact phone number: 1-800-536-5298

Colorado Department of Human Services  
1575 Sherman St. 3rd Fl  
Denver, CO 80203

Fraud Hotline: 1-877-934-6361 recording  
PARIS: 1-800-359-1991

WEB: [www.cdhs.state.co.us](http://www.cdhs.state.co.us)

## CONNECTICUT

Department of Social Service  
55 Farmington Ave.  
Hartford, CT 06105-3725

### **For SNAP/Medicaid/Cash benefits other than TANF:**

Please send an email from you State or County email account on your agency's letter head to: [TPI.EU@ct.gov](mailto:TPI.EU@ct.gov). Requests must include names, dates of birth and last 4 digits of SSN for each individual for whom verifications are being sought. Also include what programs you need verified and the application address in your state. Allow 3 to 5 working days for a response.  
Telephone: 1-860-424-5030

### **For TANF:**

Telephone: 1-860-424-5540  
Fax request on your Agency's Letterhead to 1-860-424-4886  
Allow 3 to 5 days for a response

## DELAWARE

### **FOR SNAP/TANF/CHILDCARE/MEDICAID**

Delaware Division of Social Services  
PO Box 906, New Castle, DE 19720  
Phone: 302-571-4900

To verify public assistance benefit status in Delaware for dual participation alerts, please send an email from your STATE or COUNTY email account to:  
**Email:** [DHSS\\_DSS\\_Outofstate@state.de.us](mailto:DHSS_DSS_Outofstate@state.de.us)

Web: <http://www.dhss.delaware.gov/dhss/dss>

## DISTRICT OF COLUMBIA

Vivessia Avent, Program Analyst  
Eligibility Review and Investigations  
District of Columbia Department of Human Services  
Office of Program Review, Monitoring and Investigation  
64 New York Avenue, N.E. – 6<sup>th</sup> Floor  
Washington, D.C. 20002  
Office : (202) 535-1145  
Fax: (202) 671-4409  
Email: [Vivesia.Avent@dc.gov](mailto:Vivesia.Avent@dc.gov)  
Web: [www.dhs.dc.gov](http://www.dhs.dc.gov)

## FLORIDA

### **Out of State inquiries:**

Miami Call Center  
**PREFERRED METHOD:** Email to:  
[SNR.D11.SFL.CallCenter@myflfamilies.com](mailto:SNR.D11.SFL.CallCenter@myflfamilies.com)  
(You should hear back from them within 5 business days)  
Dept. of Children & Families  
1317 Winewood Blvd., Bldg. 3, Room 435  
Tallahassee, FL 32399-0700  
Phone: 866-762-2237  
WEB: [www.dcf.state.fl.us/ess/](http://www.dcf.state.fl.us/ess/)

## GEORGIA

DFCS Customer Service Operations  
2 Peachtree Street, Suite 8-268  
Atlanta, Georgia 30303  
Phone: 1-877-423-4746; Fax: 1-888-740-9355.

### **Email inquiry is the preferred method:**

Send requests for out-of-State verification to:  
▪ DHS-OIG Out-of-State Inquiry mailbox:  
[ga.paris@dhs.ga.gov](mailto:ga.paris@dhs.ga.gov)

## GUAM

Maria Cindy F. Malanum, Social Services Supervisor I  
Bureau of Economic Security  
Division of Public Welfare  
Department of Public Health and Social Services  
123 Chalan Kareta  
Mangilao, Guam 96913

Email: [mariacindy.malanum@dphss.guam.gov](mailto:mariacindy.malanum@dphss.guam.gov)  
Contact No. (671) 735-7288/7237  
Fax: (671) 734-7092  
WEB: <http://dphss.guam.gov>

## HAWAII

Department of Human Services  
State Office Administrative Assistant (FSP & TANF)  
Benefit, Employment & Support Services Division  
820 Mililani Street, Suite 606  
Honolulu, HI 96813

Phone: (808) 586-5720 (SNAP)  
Phone: (808) 586-5732 (TANF)

If unable to get through, please call (808) 586-5735 for both SNAP/TANF.

WEB: <http://hawaii.gov/dhs>

## IDAHO

Idaho Department of Health & Welfare  
Division of Welfare, 2<sup>nd</sup> Floor  
P.O. Box 83720  
Boise, ID 83720-0036

Contact information to verify benefit status for **applicants** in your state coming from Idaho:

Phone: (208) 334-5815  
Fax: (208) 334-5817 or 1-866-434-8278

Email: [mybenefits@dhw.idaho.gov](mailto:mybenefits@dhw.idaho.gov)

**To verify benefit status in Idaho for clients already active on benefits in your state (dual participation alerts & investigations, PARIS matches, etc.), please contact the Fraud Unit via e-mail at:**

**[welfraud@dhw.idaho.gov](mailto:welfraud@dhw.idaho.gov).**

WEB: <http://www.healthandwelfare.idaho.gov/>

## ILLINOIS

Illinois Department of Human Services  
Bureau of Customer and Support Services  
600 East Ash St., Bld. 500  
Springfield, IL 62703

For a convenient and faster response e-mail us at:  
[DHS.OUTOFSTATE@ILLINOIS.GOV](mailto:DHS.OUTOFSTATE@ILLINOIS.GOV)  
(Please choose Out of State tab and follow prompts)  
Allow 3-5 Business days for a response.

Phone: (217) 524-4174

WEB: [www.dhs.state.il.us/contactus](http://www.dhs.state.il.us/contactus)

## INDIANA

Indiana Family and Social Services Administration  
P.O. Box 1810  
Marion, IN 46952

Indiana no longer accepts faxed/telephone inquiries. Out of state inquiries for SNAP/TANF/Medicaid should be submitted to [INoutofstate.inquiries@fssa.IN.gov](mailto:INoutofstate.inquiries@fssa.IN.gov). Requests must include names, dates of birth and last 4 digits of SSN for each individual for whom verifications are being sought. Also include what programs you need verified.

WEB: [www.in.gov/fssa/](http://www.in.gov/fssa/)

## IOWA

Integrated Claims Recovery Unit  
PO Box 36570  
Des Moines, IA 50315

**To verify benefits and/or TANF months:**

Call Integrated Claims Recovery Unit at:

Phone: 1-877-855-0021; **OR** Fax: 515-564-4095 **OR**

Email: [ICRU@dhs.state.ia.us](mailto:ICRU@dhs.state.ia.us)

**To have an active Iowa case closed:**

Clients can call Customer Service Call Center at 1-877-347-5678 **OR** Email: [IMCustomerSC@dhs.state.ia.us](mailto:IMCustomerSC@dhs.state.ia.us)

Website: [www.dhs.state.ia.us](http://www.dhs.state.ia.us)

## KANSAS

Kansas Department for Children and Families  
Economic and Employment Services  
555 S Kansas Avenue, 4<sup>th</sup> Floor  
Topeka, KS 66603

Kansas no longer accepts faxed inquiries. All SNAP and TANF out-of-state inquiries must be emailed to: [DCF.EBTMAIL@ks.gov](mailto:DCF.EBTMAIL@ks.gov)

For all Medical inquiries, contact Kansas Department of Health and Environment at: 800-792-4884

WEB: [www.dcf.ks.gov](http://www.dcf.ks.gov)

## KENTUCKY

Send OUT OF STATE INQUIRIES For SNAP, MEDICAID and TANF - Email: [Outofstateinquiries@ky.gov](mailto:Outofstateinquiries@ky.gov)

Phone: (502) 564-3440

WEB: <http://cfc.ky.gov>

## LOUISIANA

Cara (Yvette) Shields, Program Specialist  
Louisiana Department of Children and Family Services  
Bureau of Communications & Governmental Affairs  
627 North 4th Street, 8th Floor  
Baton Rouge, Louisiana 70802  
Phone: (225) 342-2342; FAX: (225) 342-9833  
Email: [cara.shields@la.gov](mailto:cara.shields@la.gov)

To inquire about Medicaid benefits; call 225-342-9860 or fax: 225-389-8100 or email [OOS@la.gov](mailto:OOS@la.gov)

WEB: [www.dcf.louisiana.gov](http://www.dcf.louisiana.gov)

## MAINE

### A signed release is required to obtain the verification Out-of-State Inquiries

ACES Help Desk – Eligibility Specialists  
Department of Health and Human Services Office for  
Family Independence  
19 Union Street, SHS#11  
Augusta, ME 04333 Phone: (207)-624-4130  
Fax: (207) 287-3455  
E-Mail: [DESK.ACESHELP@Maine.gov](mailto:DESK.ACESHELP@Maine.gov)

WEB: <http://www.maine.gov/dhhs/ofi/index.html>

## MARYLAND

Maryland Department of Human Resources  
311 W. Saratoga St.  
Baltimore, MD 21201

For out of state inquiries for all programs or  
PARIS matches, forward your request to:  
**Email:** [dhf.outofstateinquiry@maryland.gov](mailto:dhf.outofstateinquiry@maryland.gov)  
OR

Contact: Tanisha Williams  
Email: [tanisha.williams@maryland.gov](mailto:tanisha.williams@maryland.gov)  
Telephone: 410-767-7928

## MASSACHUSETTS

MA Department of Transitional Assistance  
Data Matching Unit  
600 Washington Street, 5th Floor  
Boston, MA 02111

**MAIL or FAX REQUEST ON AGENCY  
LETTERHEAD: FAX # 617-889-7847**

WEB: [www.state.ma.us/DTA](http://www.state.ma.us/DTA)

## MICHIGAN

### **Current Benefit Information:**

Dept of Human Services  
PO Box 30037  
235 S. Grand Ave.  
Lansing, MI 48909

**Out-of-State Inquiries by Professional Staff only:**  
1-517-373-3908

**General SNAP Inquires by clients :** 1-855-ASK-MICH  
FAX: 1-517-335-6054

Email: [DHS-ICU-Customer-Service@michigan.gov](mailto:DHS-ICU-Customer-Service@michigan.gov)

(Require client's new address before they will close case in MI (if  
sending request via fax or email)

WEB: [www.michigan.gov/dhs](http://www.michigan.gov/dhs)

## MINNESOTA

Minnesota Department of Human Services  
Economic Assistance and Employment Services Division  
PO Box 64951  
St. Paul, MN 55164-0951

Out of State Inquiries for case status of SNAP and TANF  
programs and the number of TANF months expended are  
provided through an automated web service.

**Go** to the website by clicking on this link:

**Minnesota SNAP and TANF Verification Web Site**

**Or** type the web site address into your browser address  
bar:

**<https://mn.gov/snap-tanf-benefit-verification/>**

At the web site home page, **complete** the required fields  
for self- registration. In the code field, enter the word  
**guest**. After accepting the Oath, click the **Next** button  
which brings up the client information page. When all  
the client information has been entered, click the **submit**  
button which generates the request. A secure email  
response will be sent to the requestor with the results of  
the benefit verification. **No other means for requesting  
this information is offered.**

## MISSISSIPPI

Department of Human Services  
Division of Field Operations  
P.O. Box 352  
Jackson, MS 39205  
Phone: 1-800-948-3050

### **OUT OF STATE INQUIRES:**

**Email:** [ea.CustomerService@mdhs.ms.gov](mailto:ea.CustomerService@mdhs.ms.gov)

**This is preferred method for requests:** Please include email  
address, agency telephone number and mailing address.  
Also include case member's name, date of birth, SSN,  
current mailing address and brief description of verification  
that is needed.

FAX: 601-359-4550 (Not preferred)

WEB: [www.mdhs.state.ms.us](http://www.mdhs.state.ms.us)

## MISSOURI

Correspondence and Information Unit  
Family Support Division  
Department of Social Services  
P.O. Box 2320,  
Jefferson City, MO 65102-2320  
Interactive Voice Response: 1-800-392-1261  
Email: [Cole.CoXIX@dss.mo.gov](mailto:Cole.CoXIX@dss.mo.gov)  
WEB: <http://www.dss.mo.gov>

**OR**

Out-of-State line: The Family Support Division  
Information Center at 855-FSD-INFO or 855-373-4636,  
Option 3.

## MONTANA

### **Mollye Gauer**

Department of Public Health & Human Services  
Human & Community Services Division  
PO Box 202925, Helena, MT 59620-2925  
Phone: (406) 444-9401; FAX: (406)444-2770 **OR**  
Email: [mgauer@mt.gov](mailto:mgauer@mt.gov)

WEB: <http://www.dphhs.mt.gov/>

### **For TANF months verification ONLY:**

**Maria Jimenez Gonzalez**, TANF Program Coordinator  
111 N. Jackson, Helena, MT 59601  
Phone: (406)444-0676; FAX: (406)444-2770 **OR**  
Email: [mjimenezgonzalez@mt.gov](mailto:mjimenezgonzalez@mt.gov)

## NEBRASKA

### **Customer Service Center**

Economic Assistance Customer Service Center  
Toll-free: 1-800- 383-4278  
WEB: [www.accessnebraska.ne.gov](http://www.accessnebraska.ne.gov)

For verification of TANF months:

Email:  
[DHHS.EconomicAssistancePolicyQuestions@nebraska.gov](mailto:DHHS.EconomicAssistancePolicyQuestions@nebraska.gov)

Medicaid inquiries: Email at  
[DHHS.MedicaidPolicyQuestions@nebraska.gov](mailto:DHHS.MedicaidPolicyQuestions@nebraska.gov)

## NEVADA

Dept of Health & Human Services  
Division of Welfare and Supportive Services  
1470 College Parkway  
Carson City, NV 89706

### **Out of State Inquiries:**

Email: [WELFOOSINQUIRIES@DWSS.NV.GOV](mailto:WELFOOSINQUIRIES@DWSS.NV.GOV)

Nevada requires requests to be sent on agency letterhead. Please include clients; Name, Date of Birth; the SSN or the last 4 of the SSN; and a listing of all household members who are applying for assistance in your state. Also be sure to include the return information (your name, phone, and fax #'s). Please allow 3 – 5 business days for a response.

WEB: <http://dwss.nv.gov>

## NEW HAMPSHIRE

Client Services/SOP\_Brown  
Department of Health & Human Services  
Division of Client Services  
129 Pleasant St, Concord, NH 03301

Contact: Katy Halvorsen  
Tel: 603-444-0348  
Email: [outofstateinquiries@dhhs.state.nh.us](mailto:outofstateinquiries@dhhs.state.nh.us)

Client Services #: 603-271-9700.  
In-state 800#: 1-800-852-3345 x 9700  
FAX: (603)-271-4230

WEB: <http://www.dhhs.nh.gov/>

## NEW JERSEY

Department of Human Services  
Division of Family Development  
Program Assessment and Integrity Unit  
P.O. Box 716, Trenton, NJ 08625-0716

NJ no longer accepts faxed requests. The request must be e-mailed to [dfd.paiu@dhs.state.nj.us](mailto:dfd.paiu@dhs.state.nj.us). It is also required that the individual's name, DOB and last 4 numbers of their SSN be included.

If you need additional assistance, please call PAIU at (609) 588-2283.

State Eligibility Policy Liaison for Medicaid: Stephen Myers; Phone: (609)588-7758; Email address: [Stephen.myers@dhs.state.nj.us](mailto:Stephen.myers@dhs.state.nj.us).

WEB: [www.state.nj.us/humanservices/dfd/index.html](http://www.state.nj.us/humanservices/dfd/index.html)

## NEW MEXICO

Preferred methods of contact is by:

**Email:** [outofstate.inquiry@state.nm.us](mailto:outofstate.inquiry@state.nm.us)

**Phone:** 505-827-7250

**Fax:** 505-827-7203

**Customer Service Phone:** 1-800-283-4465

Medical Assistance Division: 1-888-997-2583

Restitution Division: 1-800-431-4593

EBT Cards: 1-800-843-8303

Fraud Division: 1-800-228-4802

New Mexico Human Services Department

Income Support Division

P.O.B 2348

2009 S Pacheco Street

Santa Fe, NM 87504

WEB: [www.hsd.state.nm.us](http://www.hsd.state.nm.us)

## NEW YORK

**TO VERIFY CURRENT STATUS/CLOSING DATE OF MEDICAID, SNAP BENEFITS OR TANF ASSISTANCE OR TANF MONTHS:** FAX Request on your AGENCY'S LETTERHEAD to the OUT-OF-STATE INQUIRY UNIT at 518-474-8090. Be sure to include correct return FAX number. **No Email/Phone.** Include customer's full name, DOB and last 4 digits of SS# - Please include customer's new address. If names of all household members are not included, response may not be completely accurate. If you have not received a response in 5 business days please direct an email to: [wendy.buell@otda.ny.gov](mailto:wendy.buell@otda.ny.gov) or call 518-486-3460.

**FOR FRAUD ISSUES ONLY: DO NOT SUBMIT VERIFICATION REQUESTS TO MR. BACH**

Stephen Bach, Director

Program Integrity, Audit & Quality Improvement NYS

OTDA, Riverview Center

4th Floor, 40 N Pearl St, Albany, NY 12243

Phone 518-402-0117

Email: [Stephen.Bach@otda.ny.gov](mailto:Stephen.Bach@otda.ny.gov)

WEB: <http://www.dfa.state.ny.us>

WEB: <http://www.dfa.state.ny.us>

## NORTH CAROLINA

North Carolina Department of Health & Human Services Division of Social Services

**Out of State Inquiries for SNAP and TANF:**

**Mail:** DHHS (EBT) Call Center

P. O. Box 190

Everetts, NC 27829

**Fax:** (252) 789-5395

**Phone:** 1-866-719-0141

**Email:** [ebt.csc.leads@dhhs.nc.gov](mailto:ebt.csc.leads@dhhs.nc.gov)

NOTE: When forwarding request to the DHHS Call Center, include your agency's name, mailing address, telephone number, and fax number if not already indicated in your request. Due to NC security requirements with SSNs, if your original e-mail contained a full SSN, it will be edited so that only the last four digits remain.

WEB: [www.ncdhhs.gov/dss](http://www.ncdhhs.gov/dss)

## OHIO

Office of Family Assistance

Ohio Department of Job & Family Services

P.O. Box 183204, Columbus, Ohio 43218-3204

Phone: 614-466-4815 option 2, 1

FAX: 614-466-1767

**Food Assistance/TANF Out of State Inquiries**

Our Staff cannot provide benefit information. Because Ohio is a state supervised, county administered state, any eligibility information must be provided by the county agency. Please FAX request w/**clients name, SSN, DOB, & the County** they lived in Ohio on your Agency letterhead. To receive direct contact information for each county agency, see attached.

WEB: [www.jfs.ohio.gov/](http://www.jfs.ohio.gov/)

## NORTH DAKOTA

**Out of State Inquiries for SNAP, TANF and Medicaid:**

Call or send a secure E-mail request with client's name, full SSN, and DOB on your Agency's Letterhead to:

**PHONE: 701-328-2332 or 701-328-3513**

EMAIL: [dhseap@nd.gov](mailto:dhseap@nd.gov)

Please allow 1 to 3 business days for a response.

**Website:** [www.nd.gov/dhs/services](http://www.nd.gov/dhs/services)

## OKLAHOMA

**Out-of-State Inquiry contact information:**

SNAP inquiries: [SNAP@okdhs.org](mailto:SNAP@okdhs.org)

FAX: 405-521-4158

Phone: 405-521-3444 or 1-866-411-1877

Medical inquiries: [eligibility@OKHCA.org](mailto:eligibility@OKHCA.org)

WEB: [www.okdhs.org](http://www.okdhs.org)

## OREGON

### Oregon requires States to fax their request:

**TO VERIFY RECEIPT OF SNAP, MEDICAL, AND/OR TANF BENEFITS:**  
FAX request w/**client's name, SSN & DOB** on your Agency's Letterhead to **(503) 373-7032**.

Oregon Department of Human Services  
500 Summer St. NE, E-48  
Salem, OR 97301-1066  
Phone: (503) 945-5600  
Fax: (503) 373-7032 or 503-581-6198

Web:  
<http://www.oregon.gov/DHS/assistance/index.shtml>

## PENNSYLVANIA

Use this contact first:  
Division of Hotline and Correspondence  
Pennsylvania Department of Human Services  
P.O. Box 2675  
Harrisburg, PA 17105-2675  
Phone: (717) 787-3119  
Fax: (717) 705-0040  
Email: [ra-dpwoimnet@pa.gov](mailto:ra-dpwoimnet@pa.gov)

Web: [www.DHS.state.pa.us](http://www.DHS.state.pa.us)

Please send out-of-state requests by fax or secure e-mail on your state's letterhead and include the following:

- (1) Name of the household members who are applying for benefits
- (2) Each members date of birth and last 4 of their social security number
- (3) The client's new address.

Allow 3 to 5 business days for a response.

## RHODE ISLAND

Rhode Island Department of Human Services  
57 Howard Ave  
Louis Pastore Building  
Cranston, RI 02920

**Requests for verification of participation must be in writing and faxed to:**  
Rhode Island IEVS Unit  
Fax: 401-415-8563  
Unit will respond to you by FAX. Please provide your fax number when submitting your request.

**For PARIS Match:**  
Fax: 401-462-2175

**FRAUD DETECTION & PREVENTION UNIT**  
State of Rhode Island and Providence Plantations,  
Department of Administration  
Office of Internal Audits  
One Capitol Hill – 4<sup>th</sup> Floor  
Providence, RI 02908  
Telephone: 401-574-8175  
Fax number: 401-574-9255

WEB: <http://www.dhs.ri.gov/>

## PUERTO RICO – See last page

## SOUTH CAROLINA

South Carolina Department of Social Services  
Office of Economic Services  
P.O. Box 1520  
Columbia, SC 29202-1520

**Please email all out of state inquiries for SNAP and/or TANF to:** [ClientServices@dss.sc.gov](mailto:ClientServices@dss.sc.gov)

Subject line should read: 'Out of State Inquiry from 'name of state'.

We will be unable to process your request without the following information:

1. Individual's name, SS#, and current address
- OR
2. Individual's name, last four digits of the SS#, date of birth, and current address .

If unable to email, please fax inquires to 803-898-1222, ATTN: Client Services.

**Fraud and PARIS matches:** Send to Mrs. Angela Clark at [angela.clark@dss.sc.gov](mailto:angela.clark@dss.sc.gov).

**Medicaid Inquiries:** Contact SC Dept. of Health and Human Services at **888-549-0820**. Press #1 for English, #1 for caseworker feedback and #2 to speak with a rep.

## SOUTH DAKOTA

Department of Social Services  
700 Governors Drive  
Pierre, South Dakota 57501-2291  
Phone: 1-877-999-5612 (toll free) or  
1-605-773-4678 (direct)

Email: [SNAP@state.sd.us](mailto:SNAP@state.sd.us)

WEB: <http://dss.sd.gov/economicassistance/snap/>

## TENNESSEE

Supplemental Nutrition Assistance Program (SNAP) Policy  
Department of Human Services  
Citizen Plaza Bldg, 8<sup>th</sup> Floor  
400 Deaderick Street  
Nashville, TN 37243-7200

For Out-of-State Inquiries and PARIS Matches :

**Must send a Fax to: (615) 687-5535**

ON STATE LETTERHEAD, PLEASE INCLUDE THE FOLLOWING REQUESTED INFORMATION:

1. Your Name, Agency Name and Address, phone number and fax number
2. Names of household members applying for benefits in your State
3. Complete Social Security Numbers
4. A Current Address so that closure notices can be sent to the client

WEB: [www.tn.gov/humanservices](http://www.tn.gov/humanservices)

## TEXAS

Texas Health and Human Services Commission  
**Fax:** 1-877-447-2839 (**Please submit one inquiry per page and fax each inquiry separately on agency letterhead.**)

**OR**

**Phone:** 1-877-541-7905 , *then select the following options from the Interactive Voice Response System:*

- *Option 1 for English;*
- *Option 2 for Your Texas benefit information;*
- *Option 1 for Medicaid, SNAP and TANF information;*
- *Option 1 to enter Social Security number for someone on your case; –OR-*
- *Option 2 to enter your case number –OR-*
- *Option 3 if information is unknown or help with the YourTexasBenefits.com website; (caller will be routed to the next available agent)*

Note: Inquiries regarding TANF countable months are required via Fax.

## UTAH

Department of Workforce Services  
Eligibility Services Division  
P.O. Box 143245  
Salt Lake City, UT 84114-3245

Phone: 866-435-7414  
Press Option 5 for Out-of- State inquiries.

WEB: [www.jobs.utah.gov](http://www.jobs.utah.gov)



## VERMONT

### Call Center

Economic Services Benefits Service Center  
103 South Main St  
Waterbury, VT 05671-1201

**Preferred:** Toll-free: 1-800- 479-6151.  
If 800# is not working, call (802) 828-6896

WEB: [www.mybenefits.vt.gov](http://www.mybenefits.vt.gov) (this site can be used, but not preferred).

## VIRGINIA

Virginia Department of Social Services  
Division of Benefit Programs – 9<sup>th</sup> Floor  
801 East Main Street  
Richmond, VA 23219-2901  
WEB: <http://www.dss.virginia.gov/benefit/foodstamp.cgi>

**PARIS Matches:** Please use the contact information provided in the match.

**Out of State Inquiries:** Include the following:

- Client's name, DOB, SSN (if last four only, you must provide entire DOB), and current address
- All household members who are applying for assistance in your state

**Choose only one method to submit the inquiry:**

EMAIL: [vaoutofstateverifications@dss.virginia.gov](mailto:vaoutofstateverifications@dss.virginia.gov)  
OR

FAX: 804-819-7185 or 804-819-7186

## VIRGIN ISLANDS

Emmanueline Archer  
Department of Human Services  
Division of Family Assistance  
1303 Hospital Ground, STE 1  
St. Thomas, VI 00801-6722  
Phone (340-774-0930 ext. 4309 or (340) 774-2399  
Fax (340) 777-5449  
Email: [emmanueline.archer@dhs.vi.gov](mailto:emmanueline.archer@dhs.vi.gov)

## WASHINGTON

STATE OF WASHINGTON - Direct out-of-state inquiries for SNAP, Medicaid and TANF and PARIS inquiries to:

**(Preferred): - FAX #: 1-888-212-2319**

Please provide the following information:

- 1.) Name of the worker requesting the information
- 2.) Direct contact information for the worker requesting information
- 3.) Name, SSN, DOB of all household members who applied in your state
- 4.) Current mailing address for the client(s)
- 5.) Date/programs applied for in the other state

Mailing Address:

Department of Social and Health Services  
Division of Program Integrity  
Attn: PARIS Unit  
PO Box 45410  
Olympia, WA 98504-5410  
Toll-free # 1-855-927-2747 (1-855-WAPARIS)

## WEST VIRGINIA

Department of Health & Human Resources  
Division of Family Assistance  
350 Capitol St., Room B-18  
Charleston, WV 25301-3705  
Phone: (304) 356-4619 (Request to speak to the Worker of the Day)

Email: [DHHRbcfbenefitver@wv.gov](mailto:DHHRbcfbenefitver@wv.gov)  
WEB: [www.dhhr.wv.gov](http://www.dhhr.wv.gov)

## WISCONSIN

**SNAP and HealthCare (MA):**

WI Department of Health & Family Services  
1 W Wilson St, Madison, WI 53703  
Phone: (608) 261-6378--Option 3  
Fax: (608) 267-2269

Email: [DHSCARESCallCenter@wisconsin.gov](mailto:DHSCARESCallCenter@wisconsin.gov)

Applicant/Members should contact the county agency. To get the phone number of the agency, call 1-800-362-3002 or go to [dhs.wisconsin.gov/em/customerhelp](http://dhs.wisconsin.gov/em/customerhelp).

**PARIS-Related SNAP and HealthCare (MA):**

1. [DHSOIGPARIS@dhs.wisconsin.gov](mailto:DHSOIGPARIS@dhs.wisconsin.gov) or 2. (608) 267-0470

**TANF:**

Phone: (608) 422-7900 Fax: (608) 327-6125  
Email: [DCFV2TANFVerify@wisconsin.gov](mailto:DCFV2TANFVerify@wisconsin.gov)

**PARIS-Related TANF:**

1. [DCFOIG@wisconsin.gov](mailto:DCFOIG@wisconsin.gov) or 2. 608-422-7100

WEB: <http://dhs.wisconsin.gov/>

## WYOMING

For SNAP and TANE:

Annette Jones, Administrative Specialist  
Department of Family Services  
2300 Capitol Ave., Hathaway Bldg, Third Fl.  
Cheyenne, WY 82002-0490  
Phone: 1-307-777-5846 Fax: (307) 777-6276  
Email: [annette.jones@wyo.gov](mailto:annette.jones@wyo.gov)

For verification of Medicaid benefits ONLY:

Email: [wesapplications@wyo.gov](mailto:wesapplications@wyo.gov)

WEB: <http://dfsweb.state.wy.us/foodstampinfo.html>

**See below for Puerto Rico information and an email address to send revisions to the directory.  
Thank you!**

**\*Puerto Rico** – For SNAP - Removed from National Directory of Contacts because they run an entirely separate Program from SNAP, called Nutrition Assistance Program (NAP). Duplicate participation is not a concern if a household is still receiving NAP benefits from Puerto Rico, as NAP benefits cannot be accessed in the US. Although 25% of Puerto Rico's NAP benefits are issued in a form readily converted to cash, the benefit cannot be converted to cash in mainland Automatic Teller Machines (ATMs). It is considered to be inaccessible for the SNAP eligibility process. Therefore, it is not necessary to verify NAP benefits or case closure for customers who were previously participating in Puerto Rico.

**For TANE**, contact Jeanette Rivera Escalera, 800 Ave. Ponce de León, Capitol Office Building, Miramar, PR 00907, PO Box 8000, San Juan, PR 00910-0800. **Telephone:** (787) 289-7600, Ext. 2408; **FAX:** (787) 289-7614/7621, Ext. 2408; **email:** [communityrelations@adsef.pr.gov](mailto:communityrelations@adsef.pr.gov); or [Jeanetterivera@adsef.pr.gov](mailto:Jeanetterivera@adsef.pr.gov). **Please include the physical address on all emails.**

Web: [www.adsef.gobierno.pr](http://www.adsef.gobierno.pr)

**Please send needed revisions to Kathie Herrman at [Kathie.herrman@fns.usda.gov](mailto:Kathie.herrman@fns.usda.gov)  
Revisions are sent out quarterly**