

# 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: 07-24-19

## ALABAMA

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

**For other participation questions:**

Betty S. White, Program Manager  
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: Avis Buford**

Same address as above.

[Avis.buford@dhr.alabama.gov](mailto:Avis.buford@dhr.alabama.gov)

Phone(251) 450-7545; 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 for SNAP and  
other participation questions

**All requests should be emailed to:**  
[verifications@alaska.gov](mailto:verifications@alaska.gov)

## 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

**Ruthie Broughton**  
DHS Program Manager, Customer Assistance  
Unit  
PO Box 1437, Slot S-341  
Little Rock , Arkansas 72203-1437

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

Email: [Ruthie.broughton@dhs.arkansas.gov](mailto:Ruthie.broughton@dhs.arkansas.gov)  
Fax: 501-682-8978

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,  
Option 2

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

### **All PARIS related information requests:**

FAX: 860-424-5333 or EMAIL:  
[Contact.Paris@ct.gov](mailto>Contact.Paris@ct.gov)

## 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  
645 H Street, N.E. – 3rd Floor  
Washington, D.C. 20002  
Office : (202) 535-1145  
eFax: (202) 645-4197  
Email: [vivessia.avent@dc.gov](mailto:vivessia.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.

### **Paris Unit Inquiries:**

[parisinquiries@fssa.IN.gov](mailto:parisinquiries@fssa.IN.gov)

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: 855-306-8959

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.dcss.louisiana.gov](http://www.dcss.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.ACESHHELP@Maine.gov](mailto:DESK.ACESHHELP@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, forward your request to:

**Email:** [dhr.outofstateinquiry@maryland.gov](mailto:dhr.outofstateinquiry@maryland.gov)

**OR**

**Telephone:** 410-767-7928

For PARIS matches, the contact information is:

**Email:** [paris.inquiries@maryland.gov](mailto:paris.inquiries@maryland.gov)

**OR**

**Telephone:** 410-238-1249

## 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: 601-364-7469 (If using secure mail, the verification should be sent via FAX.)

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

### **FOR SNAP:**

#### **Julie Nepine**

Department of Public Health & Human  
Services  
Human & Community Services Division  
PO Box 202925, Helena, MT 59620-2925  
Phone: (406) 444-4987; FAX: (406)444-2770

**OR**

Email: [jnepine@mt.gov](mailto:jnepine@mt.gov)

### **For TANF:**

Montana Department of Public Health and  
Human Services  
TANF Program  
111 N. Jackson, Helena, MT 59601  
FAX: (406)444-2770  
Email: [TANF@mt.gov](mailto:TANF@mt.gov)

WEB: <http://www.dphhs.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.

For States unable to email client info, FAX to:  
**Nevada SNAP verifications:** 702-631-4487 –  
ATTN: OOS Inquiries.

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

(609) 588-2283

For out-of-state lookups for the New Jersey SNAP, TANF, GA and Medicaid programs, **you must contact the county** the recipient received benefits from. You will need to provide the individual's name, DOB and last 4 digits of their SSN. For direct contact information for each county, see attached list.

WEB: <http://nj.gov/humanservices/dfd>

## NEW MEXICO

Preferred methods of contact is by:

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

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.

**DO NOT SEND PARIS MATCH INQUIRIES TO THIS UNIT. DO NOT SUBMIT REQUESTS TO MR. BACH**

**\*FOR FRAUD ISSUES ONLY:**

Stephen Bach, Director

NYS OTDA, 4<sup>th</sup> 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>

## **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)

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

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

Please allow 1 to 3 business days for a response.

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

## 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

The Ohio Benefit Verification County  
Contact Directory (88 Counties) is attached.  
OH is a county-administered state. Please  
contact County Case Managers directly for  
information about the client's case status. If  
client knows what county they lived in, call  
that county office. If they don't know the  
county, ask what city they lived in. Go to this  
website, key in the "city" or "zip code" and  
it will provide the county that they lived in.  
<http://ohio.hometownlocator.com/cities/>

Please **E-mail** your request including the  
Clients name, SSN# and Date of Birth to:  
[Out\\_of\\_State\\_Inquiries@jfs.ohio.gov](mailto:Out_of_State_Inquiries@jfs.ohio.gov) or  
[OFA-Mail-Services@jfs.ohio.gov](mailto:OFA-Mail-Services@jfs.ohio.gov).

If you are unable to send an e-mail or  
unable to locate the County or City, please  
include on your fax the Clients name, SSN#  
and DOB. Our **FAX** number is 614-466-1767  
and we will submit it to the county for  
processing.

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

## 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/ind  
ex.shtml](http://www.oregon.gov/DHS/assistance/ind<br/>ex.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.

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**PUERTO RICO – See last page**

## **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:**  
William O'Donnell- Fax: 401-415-8563

**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/>

## **SOUTH CAROLINA**

South Carolina Department of Social Services  
**Out-of-State Inquiries**  
Program Support Unit, Division of County  
Operations  
P.O. Box 1520  
Columbia, SC 29202-1520

**Please email all out of state inquiries for  
SNAP and/or TANF to:**  
[SCDSSVerify@dss.sc.gov](mailto:SCDSSVerify@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 inquiries to 803-  
898-1214, ATTN: Program Support Unit.

**Fraud and PARIS matches:** Send to Keshawn  
Jacobs at  
[Keshawn.Jacobs@dss.sc.gov](mailto:Keshawn.Jacobs@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

To verify benefit information (out of state inquiries, dual participation alerts, etc.) Please click on the following link to submit the request:

[https://stateofennessee.formstack.com/forms/out\\_of\\_state\\_inquiries](https://stateofennessee.formstack.com/forms/out_of_state_inquiries)

*Please Note: The Out of State Inquiry Online Form is the preferred method of contact.*

**OR**

**Fax on your State's letterhead to (615) 687-5535 with 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. Date of Application
4. Complete Social Security Numbers
5. A Current Address so that closure notices can be sent to the client

**Please allow 3 business days for a response.**

Supplemental Nutrition Assistance Program (SNAP) Policy

Department of Human Services

Citizen Plaza Bldg., 8th Floor

400 Deaderick Street

Nashville, TN 37243-1403

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

**\*Medicaid Inquiries:** \*Note: Please send Medicaid inquiries to [paris.inquiries@tn.gov](mailto:paris.inquiries@tn.gov).

**PARIS INQUIRIES:** [Paris.inquiries@tn.gov](mailto:Paris.inquiries@tn.gov)



## 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](http://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 inquires.

**OR**

Additional contact: 801-526-0950

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  
801 East Main St  
Richmond, VA 23219-2901

WEB: <http://dss.virginia.gov/benefit/snap.cgi>

**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

**Submit the inquiry to:**

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

**Please allow 5 business days for an emailed response.**

**PARIS Matches:** The contact information is provided in the PARIS match.

## 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

### Out-of-State Inquires should be directed to:

#### **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:** [DHSOSBQ@dhs.wisconsin.gov](mailto:DHSOSBQ@dhs.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. **Email:** [DHSOIGPARIS@dhs.wisconsin.gov](mailto:DHSOIGPARIS@dhs.wisconsin.gov) *or*
2. **Phone:** (608) 267-0470

#### **TANF:**

**Phone:** (608) 422-7900 **Fax:** (608) 327-6125

**Email:** [DCF2TANFVerify@wisconsin.gov](mailto:DCF2TANFVerify@wisconsin.gov)

#### **PARIS-Related TANF (Child Care and Cash Assistance):**

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

## WYOMING

### **For SNAP and TANF:**

Marianne Kerzman, SNAP/TANF Program  
Specialist  
Department of Family Services  
2300 Capitol Ave., Hathaway Bld., Third Fl.  
Cheyenne, WY 82002-0490  
**Phone:** 1-307-777-8633;  
**Fax:** 1-307-777-6276  
**Email:** [marianne.kerzman@wyo.gov](mailto:marianne.kerzman@wyo.gov)

For verification of Medicaid benefits ONLY:

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

WEB:

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

### **\*Puerto Rico –**

#### **For TANF and Paris Match NAP interstate duplicity:**

Contact Jeanette Rivera Escalera, Administrative Officer  
Telephone: (787) 289-7600 Ext. 2408  
FAX (787) 289-7621 **OR** 787-289-7614  
Email: [Communityrelations@Familia.Pr.Gov](mailto:Communityrelations@Familia.Pr.Gov); OR  
[Jeanetterivera@Familia.Pr.Gov](mailto:Jeanetterivera@Familia.Pr.Gov).

**Address:** 800 Ave. Ponce De León,  
Capitol Office Building, Miramar, PR 00907

Please Note All Inquiries Should Be Sent With Complete SS#. Since this is our Case #, if you cannot write SSN # On Email Or Fax, write PR Case Is And Input The SS# without dates and we will understand.

Mailing Address  
PO Box 8000,  
San Juan, PR 00910-0800  
Web: [www.Adsef.Gobierno.Pr](http://www.Adsef.Gobierno.Pr)

#### **For MEDICAID: and PARIS PUERTO RICO MEDICAID PROGRAM**

**Note: Paris Match interstate med duplicity:**

**Only send the last 4 social security numbers to:**

Contact: Marc Beatty-Pérez, REPRESENTATIVE,

Telephone: (787) 765-2929 Ext. 6758

Fax: (787) 250-0990 - (787) 274-3307

Email: [pr.paris@salud.pr.gov](mailto:pr.paris@salud.pr.gov)

Web: [www.medicaid.pr.gov](http://www.medicaid.pr.gov)

**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.

**Please send needed revisions to Philip Fraley at**

**Philip.Fraley@fns.usda.gov**

**Revisions are sent out quarterly**