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: 4/08/25

ALABAMA	ALASKA
SNAP Participation: Email contact preferred to: fs@dhr.alabama.gov **For other participation questions:** LaShenda Martin, Program Specialist Alabama Dept. of Human Resources 50 Ripley St, S. Gordon Persons Bldg. Montgomery, AL 36130-4000 Email: LaShenda.Martin@dhr.alabama.gov Phone: 334-242-1700; Fax: 334-353-1363 **Medical Benefits**: Phone (334) 242-5010 **Email:** PIDParis@medicaid.alabama.gov **TANF/FIP:** No TANF information given over the phone. **Email:** DHR_PA_Helpdesk@dhr.alabama.gov **FAX** number for TANF inquiries: (334) 242-0513. **Claims: Email contact preferred to: Amy Plunkett** Same address as above. Amy.Plunkett@dhr.alabama.gov Phone (334) 353-4468; Fax (334) 353-1363 WEB: www.dhr.alabama.gov	Alaska Department of Health Division of Public Assistance PO Box 110640 Juneau, AK 99811-0640 **Participation inquires:** Email preferred to: verifications@alaska.gov Virtual Contact Center: (800) 478-7778 WEB: https://health.alaska.gov/dpa/Pages/default.aspx

ARIZONA

Department of Economic Security

Out of state inquiries for Cash Assistance/Nutrition Assistance/Medical Assistance should be submitted to: outofstate@azdes.gov

Please include the Name, Date of Birth, and Social Security Number of the participant in the email request.

To check the status of an email request, call (602) 771-2047.

WEB: https://des.az.gov/

Participants can access information regarding their benefits in Arizona and report changes using the MyFamilyBenefits website:

https://myfamilybenefits.azdes.gov/Home.aspx

ARKANSAS

Field Office CENTRAL PROCESSING UNIT

Arkansas PARIS Match Inquires should be sent to the Central Processing Unit (CPU) in Central Office Unit.

ARKParis@DHS.Arkansas.gov

Request emails subject should be: **Sensitive: PARIS Match Request**
Note: "Sensitive" in the subject line denotes encryption.

The body of email need to include, **Full Name, DOB, & full SSN**.
* Require client's new current address with dates moved and or applied for services in your state before any open cases will be closed.

Tomesha Harrison
Program Eligibility Coordinator, FOCPU
Email Address: Tomesha.Harrison@dhs.arkansas.gov
Phone #: 501-683-4443
Fax# 501-683-1229

Jacqueline Caradine
County Administrator, DSIC/FOCPU
Email Address: Jacqueline.caradine@dhs.arkansas.gov
Phone #: 501-534-4162
Fax# 501-683-1229

****CUSTOMER ASSISTANCE UNIT****

Customers/Clients Only should contact the Customer Assistance Unit (CAU) by phone or email to inquire about their own case(s) & status.

Ellen Banks
County Administrator, CAU
Ellen.Banks@dhs.arkansas.gov
800-482-8988

Delicia White
Delicia.White@dhs.arkansas.gov
800-482-8988

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.** cdss.osi@dss.ca.gov 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:** cdhs_outofstateinquiries@state.co.us Contact phone number: 1-800-536-5298, Option 3 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
CONNECTICUT Department of Social Services 55 Farmington Ave. Hartford, CT 06105-3725 **For SNAP/Medicaid/Cash benefits other than TANF:** Please send an email from your State or County email account on your agency's letter head to: 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.	**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@delaware.gov Web: http://www.dhss.delaware.gov/dhss/dss Once duplicate benefits are confirmed by the

For TANF: Email: TANF.OutOfState@ct.gov or 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	Division of Social Services and an investigation Is opened you may contact Audit and Recovery Management Services (ARMS) for assistance with obtaining verification documents, EBT transaction lists or additional supporting evidence for the investigation. Send your request for information from your STATE or COUNTY email account to DE_PARIS-ARMS@delaware.gov
DISTRICT OF COLUMBIA **Ebony Davis** All Combination TANF, SNAP and Medicaid Inquiries D.C. Department of Human Services 64 New York Ave N.E.,6th Floor Washington, DC 20002 O: 202-671-4521 E: Ebony.Davis@dc.gov **Karl Bartley** PARIS Interstate- Medicaid Only Supervisory Program Analyst D.C. Government, Dept. of Health Care Finance OPRMI, Eligibility Review and Investigation Division (ERID) 645 H Street, N.E. Rm. 310 Washington, DC 20002 O: 202-609-8251 C: 202-645-4197 E: Karl.Bartley@dc.gov	**FLORIDA** **Out of State inquiries:** Miami Call Center **PREFERRED METHOD**: Email to: SNR.D11.SFL.CallCenter@myflfamilies.com (You should hear back from them within 5 business days) Department of Children and Families 2415 N. Monroe St., Suite 400 Tallahassee, FL 32303 Phone: 866-762-2237 WEB: www.dcf.state.fl.us/ess/
GEORGIA DFCS Customer Service Operations 47 Trinity Ave. S.W. Atlanta, GA 30334 Phone: 1-877-423-4746: Fax: 1-888-740-	**GUAM** Maria Cindy F. Malanum, Social Services Supervisor I Bureau of Economic Security Division of Public Welfare Department of Public Health and Social

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	Services 590 South Marine Drive Tamuning, Guam 96913-3532 Email: mariacindy.malanum@dphss.guam.gov Contact No. (671) 735-7288/7237 Fax: (671) 734-7092 WEB: http://dphss.guam.gov
HAWAII HAWAII Department of Human Services State Office Administrative Assistant (FSP & TANF) Benefit, Employment & Support Services Division 1010 Richards Street, Suite 512 Honolulu, Hi 96813 Phone: (808) 586-5720 (SNAP) **For TANF:** Please email inquiries to: BESSD.TANFPO@dhs.hawaii.gov. Allow 3 to 5 business days for a response. 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, 2nd Floor P.O. Box 83720 Boise, ID 83720-0036 Contact information to verify benefit status for **applicants** in your state coming from Idaho: Phone: 208.334.0850 Fax: (208) 334-5817 or 1-866-434-8278 Email: 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 Integrity Unit via e-mail at: SRIUWFIU@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	**INDIANA** Indiana Family and Social Services Administration P.O. Box 1810 Marion, IN 46952

For a convenient and faster response e-mail us at: **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	Indiana no longer accepts faxed/telephone inquiries. Out of state inquires for SNAP/TANF/Medicaid should be submitted to 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 WEB: www.in.gov/fssa/
IOWA IIntegrated Claims Recovery Unit PO Box 41130 Des Moines, IA 50311 **To verify benefits and/or TANF months:** Email: icru@hhs.iowa.gov **To have an active Iowa case closed:** Email: imcsc@hhs.iowa.gov Website: www.hhs.iowa.gov	**KANSAS** Kansas Department for Children and Families Economic and Employment Services 555 S Kansas Avenue, 4th Floor Topeka, KS 66603 Kansas no longer accepts faxed inquires. All SNAP and TANF out-of-state inquiries must be emailed to: dcf.ebtmail@ks.gov For all Medical inquiries, contact Kansas Department of Health and Environment at: 800-792-4884 WEB: www.dcf.ks.gov PARIS Matches: EMAIL DCF.PARIS@KS.Gov Fax 785.296.6960 Phone 785.296.3874
KENTUCKY Send OUT OF STATE INQUIRIES For SNAP,	**LOUISIANA** LAOOSPARIS.dcfs@la.gov

MEDICAID and TANF - Email: Outofstateinquiries@ky.gov Phone: 855-306-8959 WEB: http://cfc.ky.gov	To inquire about Medicaid benefits, please email LDH Medicaid staff at MyMedicaid@la.gov. If you are unable to send an email, you may call (318) 305-6161. To apply for Medicaid benefits online, please create an account and apply on our self-service portal: https://sspweb.lameds.ldh.la.gov/selfservice/. Visit LDH's website for more information on Louisiana Medicaid.
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 109 Capitol Street, SHS#11 Augusta, ME 04333 Fax: (207) 287-3455 E-Mail: DESK.ACESHELP@Maine.gov WEB: http://www.maine.gov/dhhs/ofi/index.html	**MARYLAND** Maryland Department of Human Resources Family Investment Administration 25 S. Charles Street 16th Floor Baltimore, MD 21201 For out of state inquiries, forward your request to: For out of state inquiries, the contact information is: Email: dhr.outofstateinquiry@maryland.gov OR For PARIS matches, the contact information is: Email: paris.inquiries@maryland.gov
MASSACHUSETTS **MA Department of Transitional Assistance Data Matching Unit** **ADDRESS:** DTA-PI PO BOX 4411 Taunton MA 02780-9804 **FAX #** 617-889-7847 **EMAIL:** DTA.DataMatchingUnit@mass.gov **PHONE:** 1-877-703-7186 **FAXED and/or MAILED REQUESTS SHOULD BE SENT ON AGENCY**	**MICHIGAN** **Out-of-State Inquiries by Professional Staff only**: Phone: 1-517-335-3900 Fax: 517-432-6079 Email: MDHHS-ICU-Customer-Service@michigan.gov *Require client's new address before they will close case in MI (if sending request via fax or email).

LETTERHEAD Out-of-state Medicaid verification: **Jody Jordan-Kiley** **EOHHS/MH** **One Ashburton Place 10th Floor** **Boston, MA 02108** **Jody.Jordan@Mass.gov** **617-367-5133** **NO FAX**	Mail: Department of Health and Human Services PO Box 30037 235 S. Grand Ave. Lansing, MI 48909 **General SNAP Inquires by clients**: Clients should contact their local MDHHS office for questions about their benefits or to request case closure. WEB: www.michigan.gov/dhhs
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**:**	**MISSISSIPPI** Department of Human Services Division of Field Operations P.O. Box 352 Jackson, MS 39205 Phone: 1-800-948-3050 **Out of State Inquiries**: The preferred method to request an Out-of-State Inquiry, Dual Participation Alert, and/or a Paris Match is by submitting an online request form. Please click the link below to submit a verification request. Mississippi Out-of-State Inquiry & Paris Match

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 s**ubmit** 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.

Verification
The Mississippi Out of State Inquiry & Paris Match Verification Form can also be accessed by visiting www.mdhs.ms.gov/help/.

Please allow 1-3 business days for a completed response.

Participants may access information regarding their SNAP/TANF benefits, medical benefits, and report changes using their Access MS portal at www.access.ms.gov.

Medicaid Inquiries:
Stephen.purser@medicaid.ms.gov
Phone: 1-800-421-2408
Website: www.medicaid.ms.gov

MISSOURI

Customer Relations Unit
Family Support Division
Department of Social Services
P.O. Box 2320
Jefferson City, MO 65102-2320
Interactive Voice Response: 1-855-373-4636
Email: 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 AND MEDICAID:
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: hhsparis@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 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 For verification of TANF months: Email: DHHS.EconomicAssistancePolicyQuestions@nebraska.gov	**NEVADA** **OUT OF STATE INQUIRIES FOR SNAP/MEDICAL/TANF/TANF MONTHS:** Email: welfoosinquiries@dwss.nv.gov Fax: 775-684-0680 – ATTN: OOS Inquiry When sending an email or fax, it is essential to ensure all the following information is included: Customer/Head of Household Name: Date of Birth: Last four of SSN: Address: Application Date: Interview Date:

Medicaid inquiries: Email at DHHS.MedicaidPolicyQuestions@nebraska.gov	Benefits Applying for: Additional Members: Date of Birth: Last four of SSN: Return Information: Case Number: _____ ☐ Email: _____ ☐Fax: _____ ☐Other: _____ **PARIS MATCHES:** Email: PARISinvestigations@dwss.nv.gov Fax: 702-486-8809 Phone: 702-486-1875 (Main Line) **FRAUD INQURIES:** Email: IRReferral@dwss.nv.gov Fax: 702-486-8809 Phone: 702-486-1875 (Main Line) Welfare Office Contact List: https://dwss.nv.gov/Contact/Welfare WEB: https://dwss.nv.gov Dept of Health & Human Services Division of Welfare and Supportive Services 1470 College Parkway Carson City, Nevada 89706
NEW HAMPSHIRE Department of Health & Human Services Bureau of Family Assistance Contact: Cristin Rojek Tel: 603-271-9327 Email: outofstateinquiries@dhhs.nh.gov FAX: (603)-271-4637 WEB: http://www.dhhs.nh.gov	**NEW JERSEY** Department of Human Services Division of Family Development (DFD) Fraud Identification and Recovery Management (FIRM) Unit P.O. Box 716, Trenton, NJ 08625-0716 Tel: (609) 588-2283 Email: DFD.FIRM@dhs.nj.gov. For out-of-state inquiries for New Jersey SNAP, TANF, GA and Medicaid programs, **you must contact the county from which the individual receives/received benefits.** Please send an email to the above address. Provide the individual's full name, date of birth and the last 4 digits of their Social Security Number in your email and we will provide you with the county contact

	information. Please indicate "out-of-state inquiry" in the subject line. WEB: http://nj.gov/humanservices/dfd
NEW MEXICO **Preferred methods of contact is by:** **Email:** outofstate.inquiry@hca.nm.gov Medical Assistance Division: 1-800-283-4465 Restitution Division: 1-800-283-4465 EBT Cards: 1-800-843-8303. Fraud Division: 1-800-228-4802 New Mexico Health Care Authority. P.O. Box 2348 Santa Fe, NM 87504 WEB: www.hca.nm.gov	**NEW YORK** **For PARIS matches:** Go to https://www.acf.hhs.gov/paris/state-interstate-match-contact Select New York State. Select **NYS Contact List for PARIS** and find the listing for the appropriate district. **For TANF count or case status and closure requests on CURRENT applicants in your state:** FAX to 518-474-8090 or email otda.sm.cees.outofstateinquiry.efax@otda.ny.gov **If only requesting TANF count, please include:** Adult applicant's Name(s), Date(s) of Birth, & Last 4 digits of SSN(s) **For CURRENT applicants, you MUST include:** Your contact info: Office letterhead, your name, email address, and fax number. The household's date of application and address in your state. The full name, DOB and last 4 digits of SS# for all persons applying (including minor children). *** For FRAUD issues ONLY:** Rebecca Lynch, Director of Program Integrity, Audit & Quality Improvement NYS Office of Temporary and Disability Assistance 40 North Pearl Street, 3rd Floor, Albany, NY 12243 Phone: 518-402-0013 Email: Rebecca.Lynch@otda.ny.gov WEB: https://otda.ny.gov/
NORTH CAROLINA	**NORTH DAKOTA**

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

Out of State Inquiries for SNAP, TANF, and Medicaid

Mail: DHHS EBT Call Center
P. O. Box 190
Everetts, NC 27825
Fax: (252) 789-5395
Phone: (866) 719-0141
Email: ebt.csc.leads@dhhs.nc.gov
Web: www.ncdhhs.gov/dss
Notes: When forwarding requests to the DHHS EBT Call Center, use agency letterhead that includes your agency's name, mailing address, telephone number, and fax number if not already indicated in your request. Emails with HTML or HTM file attachments will be blocked. Email attachments must be in Word or PDF format. IPV inquiries and case closure requests must be handled by the local county DSS office.

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

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

Please allow 1 to 3 business days for a response.

Website: 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

OKLAHOMA

Out-of-State Inquiry contact information:

SNAP inquiries: AFS.OutofStateInquiry@okdhs.org

FAX: 405-669-4102

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 or 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/	**Phone:** 405-522-5050 or 1-866-411-1877 **Medical inquiries:** eligibility@OKHCA.org WEB: www.okdhs.org TANF: TANF@okdhs.org
OREGON **Oregon benefits verification staff are not permitted to disclose information over the phone and/or directly to clients** **TO VERIFY CLIENTS RECEIPT OF SNAP, MEDICAL, ERDC AND/OR TANF BENEFIT:** Send e-mail to benefits.verification@odhsoha.oregon.gov ~or~ Send a FAX on your Agency's letterhead to **(503) 373-7032** Please include the following: **Clients name** and household members names who	**PENNSYLVANIA** **OUT OF STATE INQUIRIES:** Please send out-of-state requests by secure e-mail or fax on your state's letterhead and include the following: (1) Name of the household members who are applying for benefits (2) Each members name, date of birth, and the last 4 digits of their social security number (3) The client's new address. Email your inquiry to ra-dpwoimnet@pa.gov Or, fax your request to (717) 705-0040 (use only one of these two options) Allow 5 business days for a response. PARIS MATCH

are applying for benefits along with each members **date of birth** and **social security number** 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	Go to State Interstate Match Contact | The Administration for Children and Families (hhs.gov) Select Pennsylvania. Click on the "PA County – PARIS Match Contacts" link and find the listing for the appropriate county. Web: www.DHS.state.pa.us **PUERTO RICO – See last page**
RHODE ISLAND RI Department of Human Services Louis Pasteur Building 57 25 Howard Avenue Cranston, RI 02920 Requests for verification of participation and for PARIS matches must be in writing. Please send the requests to the attention of: Cheryl Dessaint via secure email at: DHS.SNAP-Inquiry@dhs.ri.gov or via fax at: 401-721-6664 FRAUD DETECTION & PREVENTION UNIT State of Rhode Island and Providence Plantations, Department of Administration Office of Internal Audits One Capitol Hill – 4th 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 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: Program Support Unit. **Fraud and PARIS matches**: Send to Keshawn Jacobs at Keshawn.Jacobs@dss.sc.gov **Medicaid Inquiries:** Contact SC Dept. of Health and Human Services at **888-549-0820**. **Email inquiries:** Interfaces@SCDHHS.gov 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 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: State of Tennessee (formstack.com) *Please Note: The Out of State Inquiry Online Form is the preferred method of contact.* TN Supplemental Nutrition Assistance Program (SNAP) Policy James K. Polk Bldg. 15th Floor 505 Deaderick Street Nashville, TN 37243 www.tn.gov/humanservices

	***Medicaid Inquiries:** *Note: Please send Medicaid inquiries to paris.inquiries@tn.gov. **PARIS INQUIRIES:** 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.) **Phone:** 1-877-541-7905. Then *select the following options from the Virtual Assistant System:* • *Option 1 for English;* • *Option 2 for Your Texas benefit information (ESS) State Benefits;* • *The virtual assistant attempts to authenticate information before transferring to a representative.* 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

VERMONT

Call Center
Economic Services Benefits Service Center
1000 River Rd
Essex Junction, VT 05452

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

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

MEDICAID:

Contact Us

Green Mountain Care (Vermont Medicaid)

Customer Support Center (Member Services)
Phone: 1-800-250-8427
Relay services for the Deaf and hard of hearing: dial 711
Business hours:
8:00 a.m. to 4:30 p.m. Monday - Friday

VIRGINIA

Virginia Department of Social Services
Division of Benefit Programs
5600 Cox Rd. Glen Allen, VA 23060
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.

Please allow 5 business days for an emailed response.

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

VIRGIN ISLANDS

Emmanueline Archer
Director, Program Operations
Certification Unit
Department of Human Services
Division of Family Assistance
1303 Hospital Ground, STE 1
St. Thomas, VI 00801-6722
Email: emmanueline.archer@dhs.vi.gov

WASHINGTON

Out of State Inquiries:
For SNAP, Medicaid, and TANF status and ABAWD/TANF Months (Only):
(Call Toll-Free # 1-855-927-2747 (1-855-WAPARIS)
Monday – Friday (except observed holidays) 8:00 a.m. – 3 p.m. PST)

NOTE: To request closure, please have the client present on the phone or email request to dshsparissupport@dshs.wa.gov with:

1. Your name, Agency, and contact information
2. Name, SSN, DOB of all household members who are applying in your state
3. Current mailing address for the client(s)

Phone: (340-774-0930 ext. 4309 or (340) 774-2399 **Fax:** (340) 777-5449 Lorna Sutton Asst. Director Certification Unit Department of Human Services Division of Family Assistance 4102 Mars Hill, Frederiksted, St. Croix, 00840-3376 340-772-7100 ext. 7195 lorna.sutton@dhs.vi.gov. The names below are the Medicaid managers, and you can reach out to them for the MEDICAID Program. Gary Smith gary.smith@dhs.vi.gov Karen Virgil karen.virgil@dhs.vi.gov	4. Date of application and programs applied for in your state PARIS Inquiries/Matches or PARIS Related Fraud: Email (Preferred) to PARIS Unit: dshsparissupport@dshs.wa.gov or Fax 1-888-212-2319
WEST VIRGINA Department of Health & Human Resources Division of Family Assistance 350 Capitol St., Room B-18 Charleston, WV 25301-3705 Email: dohsbfabenefitver@wv.gov (recommended) Phone: (304) 352-4431 (request to speak to the worker of the day) WEB: 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 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.

	PARIS-Related SNAP and HealthCare (MA): 1. **Email:** DHSOIGPARIS@dhs.wisconsin.gov **TANF:** **Phone:** (608) 422-7900 Fax: (608) 327-6125 **Email:** DCFW2TANFVerify@wisconsin.gov **PARIS-Related TANF (Child Care and Cash Assistance):** 1. **Email:** DCFOIG@wisconsin.gov *or* 2. **Phone:** 608-422-7100
WYOMING Ann Bowen, SNAP/TANF Help Desk Department of Family Services 2300 Capitol Ave., Hathaway Bld, Third Floor Phone: 307-777-6082; Fax: 1-307-777-7747 For future out of state SNAP and TANF verification requests from Wyoming please send them to Ann Bowen at ann.bowen@wyo.gov WEB: https://dfs.wyo.gov/assistance-programs/food-assistance/ For verification of Medicaid benefits ONLY: Diann Catano diann.catano2@wyo.gov or ruth.jo.friess@wyo.gov 777-3648	

FOR MEDICAID: AND PARIS PUERTO RICO MEDICAID PROGRAM:
If you are a Medicaid representative in another state and need to validate an applicant or beneficiary's
place of residence, or need to close a moving case, contact:
Department of Health,

Organization: Medicaid Program
Address: P.O. BOX 70184 San Juan, Puerto Rico 00956-8184

Tel: (787) 765-2929 Ext. 6700, 6758, (787) 641-4224 / (787) 763-5250
Email: pr.paris@salud.pr.gov / Web: www.medicaid.pr.gov

*Puerto Rico –
For Snap (Nap) and TANF Paris Match 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

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

Please Note:

All Inquiries Should Be Sent with Complete SSN Since, this is our Case #,
If agency cannot write SSN on email or Fax, write PR Case Is and Input
The SSN without dates and it will be understood.
Important Always send the Snap duplicity in your state with our territory.
This email is only for Snap or Tanf Paris Match
not for Medicaid Paris Match investigation or residency investigation

Mailing Address
PO Box 8000,
San Juan, PR 00910-0800
Web: www.Adsef.Gobierno.Pr

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.

NAP is also in Northern Marianas Islands and American Samoa.

Please send needed revisions to Tim Anderson @usda.gov

Revisions are sent out semi-annually