

Department of Human Services Contact Information for Financial Assistance

❖ If you have a question on a **pending** Temporary Assistance (Cash Benefits) or Supplemental Nutrition Assistance Program (SNAP) application, you can contact the Intake Workgroups at:

- By phone: 753-2780
- By e-mail: dfa2a26.sm.monroe.intakell@dfa.state.ny.us
- By fax: 753-5315

❖ If you have a question on an **active** Temporary Assistance (Cash Benefits) case you can contact the Temporary Assistance Care Management and Self Sufficiency Workgroups at:

- By phone: 753-2750
- Care Management
 - Last name of case starts with A-DZ 753-2766
 - Last name of case starts with E-LE 753-2767
 - Last name of case starts with LF-ROD 753-2768
 - Last name of case starts with ROE-Z 753-2769

To reschedule your TA recertification appointment: 753-6229

- By e-mail: dfa2a26.sm.TA.Customer.Service@dfa.state.ny.us
- By fax:
 - 753-6305 to the Care Management Workgroup
 - 753-6924 to the Self Sufficiency Workgroup

❖ If you have a question on a **pending or active** Non-Temporary Assistance Supplemental Nutrition Assistance Program (SNAP) case (not applying for or in receipt of Cash Assistance) you can contact the SNAP Workgroup at:

- By phone: 753-2740
- By e-mail: dfa2a26.sm.Monroe.Team41@dfa.state.ny.us
- By fax: 753-6306

❖ If you have a question on a **pending** Community Medicaid case not applying for Cash Assistance or in receipt of SSI) you can contact

- By phone: 753-6563
- By e-mail: dfa2a26.sm.Monroe.Team47@dfa.state.ny.us
- By fax: 753-5122

❖ If you have a question on an **active** Medicaid case (under 65 yrs. old or not applying for Cash Assistance or in receipt of SSI) you can contact the Community Medicaid Workgroup at:

- By phone: 753-2760
- By e-mail: dfa2a26.sm.Monroe.Team40@dfa.state.ny.us
- By fax: 753-5029
- If you have a question regarding a nursing home or hospital bill for the aforementioned population, please e-mail:
dfa2a26.sm.monroe.Medicaid.Specialty@dfa.state.ny.us

❖ Clients who are receiving SSI and have a question regarding Medicaid can contact the Long-Term Medicaid Workgroup at:

- By phone: 753-6388
- By e-mail: dfa2a26.sm.monroe.MA-SSI@dfa.state.ny.us
- By fax: 753-6618

❖ Clients in nursing home and are not applying for cash assistance or in receipt of SSI that have a question on a **pending** Medicaid application can contact the Long-Term Medicaid Workgroup at:

- By phone: 753-6485
- By e-mail: dfa2a26.sm.monroe.Senior.Plus.44intake@dfa.state.ny.us
- By fax: 753-6916

❖ Clients who are 65 yrs. old or older or in nursing home and are not applying for cash assistance or in receipt of SSI that have a question on an **active** Medicaid application can contact the Long-Term Medicaid Workgroup at:

- By phone: 753-6311
- By e-mail: dfa2a26.sm.monroe.senior.plus@dfa.state.ny.us
- By fax: 753-6981

❖ Clients who have questions regarding child support should contact the Child Support Services Unit at:

- By phone: 888-208-4485
- By e-mail: CSEWEBMONROE@dfa.state.ny.us
- By fax: 753-1412
- CSSU Appointment Line 753-1441

❖ If you have a question about childcare and have an **active** Public Assistance case, please contact the Care Management and Self-Sufficiency workgroups using the contact information listed in the second section on the front of this form.

❖ If you have a question about your non-Public Assistance child care case or application, please contact the Income Eligible Child Care Team

- By phone: 753-6316
- By e-mail: dfa2a26.sm.monroe.childcare-DHS@dfa.state.ny.us
- By fax: 753-6308

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

❖ If you have questions regarding (HEAP) (including Heating Equipment and Replacement, Clean & Tune and Cooling Assistance) contact the Energy Unit at:

- By phone – call (585) 753-6477
- By e-mail at – dfa2a26.sm.monroe.HEAP@dfa.state.ny.us By fax at – (585) 753-6102