

## Worker Guide Contacts for Statewide Verification of Assistance

This worker guide is intended to help workers determine if an applicant for assistance in Oregon has already received benefits in another state. It is also used to contact other states for verification of months on TANF.

This is a list of central phone numbers or fax numbers that workers can use to find out if a person applying for assistance in Oregon has already received benefits in another state or American territory. If the client has a different phone number for a specific worker in another state or territory, use that number. Please notify the policy unit of any changes to the numbers on this list.

### FAX REQUESTS



For fax requests, please provide the agency name, program, address, phone number, fax number and the name, social security number, and date of birth for everyone on the case, as well as the date they moved to Oregon.

### TANF TIME LIMIT VERIFICATION FORM



For TANF time limits, you can use the prepared time limit fax or email verification form in staff tools at:  
<http://www.dhs.state.or.us/caf/ss/tanf/docs/time-limitFAXsheet-12.12.pdf>.

## FOR SNAP VERIFICATION

FOR SNAP VERIFICATION OF ASSISTANCE USE THE FOLLOWING LINK:

<https://www.oregon.gov/DHS/SSP/FSM/FSM/National-Directory.pdf>

FOR ALL OTHER PROGRAMS VERIFICATION OF ASSISTANCE, SEE BELOW:

<b>State</b>	<b>Phone Numbers</b>	<b>Fax Numbers</b>	<b>Additional Information</b>
<b>Alabama</b>	MEDICAL: 334-242-5010 TANF: 334-242-1773	TANF: 334-242-0513	MEDICAL: Phone request only. TANF: Fax request only.
<b>Alaska</b>		General: 907-465-5254	Fax request only.
<b>American Samoa</b>	General: 011-684-633-2609		
<b>Arizona</b>	General: 855-432-7587 #1, #6	602-353-5746	Verification requests should now be emailed to: <a href="mailto:AZStateInquiries@azdes.gov">AZStateInquiries@azdes.gov</a>
<b>Arkansas</b>	General: 501-682-8993 General: 800-482-8988	General: 501-682-8978	The receptionist at the general number will forward the caseworker to the appropriate local department.
<b>California</b>	TANF: (Time limits only): 877-365-7378		Access a list of contact persons by county at: <a href="http://www.wdtp.ca.gov/county.shtml">http://www.wdtp.ca.gov/county.shtml</a> and <a href="http://www.cdss.ca.gov/cdssweb/entres/pdf/CountyCentralIndexListing.pdf">http://www.cdss.ca.gov/cdssweb/entres/pdf/CountyCentralIndexListing.pdf</a>
<b>Colorado</b>	MEDICAL: 800-221-3943		Phone request only.
<b>Connecticut</b>		General: 860-566-2022	Fax request on agency letterhead only.
<b>Delaware</b>	General: 800-372-2022 Option 5	General: 302-571-4901	Fax request on agency letterhead preferred.
<b>District of Columbia (DC)</b>	General: 866-419-1720	General: 202-535-1514	Fax request only. (Call General numbers only to update info.)
<b>Florida</b>	General: 850-717-4091		Phone request. Joyce Crawford is the verification contact person.
<b>Georgia</b>	General: 404-719-9204	General: 770-344-5544	Email, Phone or Fax request. Email preferred: <a href="mailto:GA.Paris@dhs.ga.gov">GA.Paris@dhs.ga.gov</a>
<b>Guam</b>	General: 671-735-7279	671-734-5910	Phone or Email request. Email: <a href="mailto:linda.susuico@dphss.guam.gov">linda.susuico@dphss.guam.gov</a> or <a href="mailto:elsa.perez@dphss.guam.gov">elsa.perez@dphss.guam.gov</a> if additional information is required.

<u>State</u>	<u>Phone Numbers</u>	<u>Fax Numbers</u>	<u>Additional Information</u>
<b>Hawaii</b>	TANF: 808-586-5725 or 808-586-5732 MEDICAL: E. Hawaii: 808-933-0339 W. Hawaii: 808-327-4970  Maui: 808-243-5780	MEDICAL: 808-933-0344 808-327-4975 Kauai: 808-241-2583 808-243-5788 Oahu: 808-586-5718	Phone request only.
<b>Idaho</b>	General: 208-334-5815	General: 208-334-5817	Phone or Fax request.
<b>Illinois</b>	Email only	Email only	Email: <a href="mailto:DHS.OUTOFSTATE@illinois.gov">DHS.OUTOFSTATE@illinois.gov</a> to request an electronic Verification for Public Assistance Form (Word or PDF format) Instructions can be found by clicking <a href="#">here</a> . All out-of-state verifications are processed through the email address above, and must include client's name, DOB, last four digits of the client's SSN and his/her out-of-state address. Please note "Out of State Inquiry" in the subject line of all emails.)
<b>Indiana</b>	General: 317-233-0826	General: 317-233-0828	<a href="mailto:INoutofstate.inquiries@fss.IN.gov">INoutofstate.inquiries@fss.IN.gov</a>
<b>Iowa</b>	General: 877-855-0021 Option #2	515-564-4095	Phone or Email request. Email: <a href="mailto:ICRU@dhs.state.ia.us">ICRU@dhs.state.ia.us</a>
<b>Kansas</b>		785-296-6960	<a href="mailto:ebtmail@srs.ks.gov">ebtmail@srs.ks.gov</a>
<b>Kentucky</b>	General: 502-564-7514	General: 502-564-4021	For Medicaid: <a href="mailto:DFS.Medicaid@ky.gov">DFS.Medicaid@ky.gov</a> For TANF: <a href="mailto:FSSBK-TAF@ky.gov">FSSBK-TAF@ky.gov</a> .
<b>Louisiana</b>	General: 225-342-2342 MEDICAL: 888-342-6207 or 225-342-5774	General: 225-342-6996	Phone or Fax request.
<b>Maine</b>	General: 207-287-1899 207-287-1838 or 207-287-1839	General: 207-287-3455	Fax request. A signed release is required to obtain verification.

<u>State</u>	<u>Phone Numbers</u>	<u>Fax Numbers</u>	<u>Additional Information</u>
<b>Maryland</b>	General: 800-332-6347 Option 1, 3 & then option # of benefits department you need to verify		Phone request.
<b>Massachusetts</b>	General: 617-348-8500 General: 800-445-6604 MEDICAL: 800-242-1340, Option 1, 5, 1 or 2 (depending on client's age)	617-889-7874	Mail or fax request on agency letterhead.
<b>Michigan</b>	General: 517-373-3908	General: 517-335-6054	Phone or Fax request.
<b>Minnesota</b>			Requests must be made by email: <a href="https://mn.gov/snap-tanf-benefit-verification/">https://mn.gov/snap-tanf-benefit-verification/</a> . Please supply agency information and enter "guest" in the code box. All responses will be via email.
<b>Mississippi</b>	General: 800-948-3050 MEDICAL: 601-961-4361	General: 601-359-4550	Fax or email request. Email: <a href="mailto:ea.CustomerService@mdhs.ms.gov">ea.CustomerService@mdhs.ms.gov</a>
<b>Missouri</b>	General: 855-373-4636 Option 3	General: 573-522-2886	Phone or Fax request. Email: <a href="mailto:cole.coxix@dss.mo.gov">cole.coxix@dss.mo.gov</a> Note: Missouri's new policy prefers email communication for verifications at the above address. You will need to set up a log-in account with a password and security question to access their online system via email. Phone requests will take much longer.
<b>Montana</b>	General: 406-444-1788 TANF: 406-444-1788		For time on TANF: email: <a href="mailto:TANF@mt.gov">TANF@mt.gov</a> For verification benefits that have closed, call the General phone number.
<b>Nebraska</b>	General: 402-471-3121	General: 402-471-9597	SNAP/TANF email: <a href="mailto:DHHS.EconomicAssistancePolicyQuestions@nebraska.gov">DHHS.EconomicAssistancePolicyQuestions@nebraska.gov</a> Medical email: <a href="mailto:DHHS.MedicaidPolicyQuestions@nebraska.gov">DHHS.MedicaidPolicyQuestions@nebraska.gov</a>
<b>Nevada</b>	General: 702-486-1646 1 (for English) 6 (for out-of-state) 1 (to talk to a worker)	General: 775-684-0680	<b>Email (preferred):</b> <a href="mailto:WelfOOSinquiries@dwss.nv.gov">WelfOOSinquiries@dwss.nv.gov</a>

<u>State</u>	<u>Phone Numbers</u>	<u>Fax Numbers</u>	<u>Additional Information</u>
<b>New Hampshire</b>	General: 603-271-9700 Option 5	General: 603-271-4230	Phone (preferred) or Fax request. * plus written auth from client for fax
<b>New Jersey</b>	General: 609-588-2283	Questions to Robert Clayborne: 609-631-4552	Call counties directly ( <a href="#">County Directory</a> ) for verification. Need to fax copy of pages 11-13 showing signature and locations of release authorization.
<b>New Mexico</b>	General: 505-827-7250	General: 505-841-7754	Phone or fax request.
<b>New York</b>		General: 518-474-8090 <b>or</b> 518-474-5281	Fax request only, on department letterhead, plus reason for info.
<b>North Carolina</b>	General: 866-719-0141 MEDICAL: 919-855-4000	General: 252-789-5395 Medical: 919-715-0801	TANF requests must be by email or fax. Call Center email: <a href="mailto:ebt.csc.leads@dhhs.nc.gov">ebt.csc.leads@dhhs.nc.gov</a>
<b>North Dakota</b>	General: 701-328-2332	General: 701-328-1060	Phone or Fax request.
<b>Ohio</b>	See "Additional Information" column	614-466-1767	<b>To access direct contact information for each county agency:</b> <a href="http://jfs.ohio.gov/County/County_Directory.pdf">http://jfs.ohio.gov/County/County_Directory.pdf</a> Send from state/county agency email address or send with agency letterhead.
<b>Oklahoma</b>	General: 405-521-2779		Email: <a href="mailto:snap@okdhs.org">snap@okdhs.org</a>
<b>Oregon</b>	General: 503-945-5600	General: 503-373-7032	Fax request only.
<b>Pennsylvania</b>		General: 717-705-0040	Fax or email requests only. Fax request preferred. Email: ra-dpwoimnet@pa.gov
<b>Puerto Rico</b>	General: 787-289-7600 x 2613 or x 2609 MEDICAL: 787-765-1230 x 5811	General: 787-289-7614  Medical: 787-250-0900	Phone or Fax request.
<b>Rhode Island</b>	General: 401-462-1589		Phone request.

State	Phone Numbers	Fax Numbers	Additional Information
South Carolina	General: 803-898-1764 Option 6 MEDICAL: 888-549-0820 #1 for English #1 for caseworker feedback #2 to speak to a representative	General: 803-898-7313 Attn: Jim Blackmon	<b>Email (preferred):</b> <a href="mailto:ClientServices@dss.sc.gov">ClientServices@dss.sc.gov</a> General: Phone or Fax request. MEDICAL: Phone request only. Fraud and PARIS matches: Mrs Angela Clark: <a href="mailto:angela.clark@dss.sc.gov">angela.clark@dss.sc.gov</a>
South Dakota	General: 605-773-3493 MEDICAL: 605-773-4678	General: 605-773-7183	Phone or Fax request.
Tennessee	General: 615-313-5652	General: 615-687-5535	Fax request only.
Texas	<b>Phone:</b> 877-541-7905, then select the following options from the Interactive Voice Response System: <i>Option 1 for English;            Option 2 for benefit information;            Option 1 for Medicaid and TANF information, and            Option 1 to hear benefit status information (stay on the line to talk to a representative).</i>	General: 877-447-2839	<b>Fax: 877-447-2839 (Please submit one inquiry per page and fax each inquiry separately.)</b>
Utah	General: 866-435-7414 Option 5, then Option 3	General: 801-526-9500	Phone or Fax request.
Vermont	General: 800-287-0589 MEDICAL: 800-250-8427		Phone request only.
Virgin Islands	General: 340-773-2323 General: 340-773-5060	General: 340-773-6121	Phone or Fax request.

<u>State</u>	<u>Phone Numbers</u>	<u>Fax Numbers</u>	<u>Additional Information</u>
<b>Virginia</b>	General: 804-726-7385	General: 703-324-3896	Phone request only. Request to speak to supervisor.  <b>For SNAP:</b> See the National Directory link at the beginning of this document.
<b>Washington</b>		General: 888-212-2319	Fax requests only (include description of request, client’s full name, SSN and DOB on agency letterhead) Web: <a href="http://www.dshs.wa.gov/">http://www.dshs.wa.gov/</a> .
<b>West Virginia</b>	General: 877-716-1212	General: 304-558-1869	Phone request only.
<b>Wisconsin</b>	General: 608-261-6378 Option 3 TANF: 608-264-1656		Phone: Leave a message; or Email: <a href="http://dcf.wisconsin.gov/w2/callcenter/default.htm">http://dcf.wisconsin.gov/w2/callcenter/default.htm</a>
<b>Wyoming</b>	General: 307-777-5846		Phone request only.

**If another state contacts you to verify Oregon time on assistance, refer them to Central Office at: 503-945-5600**

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