

IMPORTANT INFORMATION AND FACTS ABOUT DHS CALL CENTER



WHO IS THE DHS CALL CENTER?

The function of the Call Center is responsible for all incoming calls regarding **TANF, SNAP**, and Medical Assistance for District of Columbia Residents. They provide high quality customer support, but not limited to call handling. They complete client service transactions, input and maintain client information, along with all other client transactions. The Social Service Representative will review and process applications and recertification packets which are designed to cover all the various eligibility policies. The *Call Center focuses on First Call Resolution*.

WHAT LINES IS THE CALL CENTER RESPONSIBLE FOR HANDLING?

Customers can reach us via the following entry points from the IVR:

- Call Center Main Line (202) 727-5355
- Service Centers:
 - Anacostia (202) 646-4614
 - Congress Heights (202) 646-4546
 - Fort Davis (202) 442-6103
 - H Street (202) 698-4350
 - Taylor Street (202) 576-8000 (Nov)
- Correspondences sent to customers - (202) 724-5506
- HBX Medicaid Call Center - (855) 532-5465
(*Current Customers*)
- Director's Line - (202) 671-4200 (Nov)
(*Benefits related questions*)
- ESA Administration - (202) 698-3900 (Nov)

WHAT DOES THE DHS CALL CENTER DO?

- Answer ANY inquire questions pertaining to benefits
- Reporting Changes (Address, Income, Expenses and Household) information (must be in **DCAS** and viewable in **DIMS** or submitted by customer)
- Completion **SNAP** Recertification/**SNAP** Mid Certs information (must be in **DCAS** and viewable in **DIMS** or submitted by customer)
- **SNAP** and **TANF** Telephone Interviews (Nov)
- Rollups
- Completion of Medicaid Recertification information (must be in **ACEDS**, **DCHL** and viewable in **DIMS** or submitted by customer)
- Case Closures
- Medicaid Card Request
- Update **MEAE** Eligibility Codes
- Completion of Application submitted through **DCHL** information (must be in **DCHL**, **ACEDS** and viewable in **DIMS** or submitted by customer)
- Send all requested forms to customers
- Accept needed documentations via fax or department email
- Provide resource referrals



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

CONTINUING...

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WHO'S THE LEADERSHIP TEAM?

Francine Miller – *Call Center Manager*

Stephanie Davis – *Section Chief*

Dwain McCray – *Supervisor (Medicaid)*

Eric Hunt - *Supervisor*

Parythina Harris – *Supervisor*

Open - *Bilingual Supervisor (Oct)*

Neamen Tewahade – *Contact Center Specialist*

HOW TO GET IN TOUCH WITH US?

(202) 727-5355 Main Line

(202) 535-1487 Fax Number

Info.dhscallcenter@dc.gov