



Updates and Frequently Asked Questions about Public Benefits during the Coronavirus (COVID-19) State of Emergency *as of March 22, 2020*

To mitigate the spread of coronavirus (COVID-19), programs across the District are modifying operations. Below is the most updated information on cash, food and medical assistance public benefits available in the District. Please be aware that this guidance is based on the best information currently available and will be updated as needed. Thank you for your patience. If you have additional questions, please contact the Call Center at (202) 727-5355. For more information and resources regarding COVID-19, please visit coronavirus.dc.gov.

Q: I would like to apply for Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps) and Temporary Assistance for Needy Families (TANF, also known as cash benefits), Medicaid, Alliance, or other public benefits provided through the DHS. Are DHS Service Centers open during the COVID-19 State of Emergency?

A: To help enforce social distancing, DHS Service Centers are open only for picking up and dropping off public benefits applications and documents. All applications and documents must be placed in an envelope provided at the Service Center. Applicants must write their **full name** and **phone number** on the front of the envelope prior to placing it in application drop boxes located in the Service Center lobby.

| DHS Service Center | Address* |
|---|------------------------------------|
| Anacostia | 2100 Martin Luther King Avenue, SE |
| Congress Heights | 4049 South Capitol Street, SW |
| Fort Davis | 3851 Alabama Avenue, SE |
| H Street | 645 H Street, NE |
| Taylor Street | 1207 Taylor Street, NW |
| <p>DHS Service Centers Hours: 7:30 am - 4:45 pm Monday – Friday</p> <p>*Visit the DHS Service Center modified operations information page for updates.</p> | |

Q: Since DHS Service Centers are for pick up and drop off services only, who may DC residents contact with questions?

A: Residents may contact the Call Center at (202) 727-5355, Monday through Friday, 7:30 a.m. - 4:45 p.m.



Q: Are interviews required when applying for public benefits?

A: In most cases, an interview is not required during the COVID-19 State of Emergency. New applicants may be contacted by a DHS representative by phone if additional information is needed to complete application processing.

Q: I am currently receiving cash, food, or medical assistance, and received a notice that it is time to recertify. Should I visit a Service Center for recertification?

A: No. Residents do not need to take any action at this time to continue receiving existing benefits that would otherwise expire on March 31 or April 30. Those benefits will be automatically extended.

Q: I am currently receiving cash, food, or medical assistance, and did not receive a recertification notice. Am I required to do anything?

A: No. Residents will continue receiving their monthly allotment or receive medical coverage without interruption during the COVID-19 State of Emergency. A DHS representative will contact you when it is time to recertify.

Q: I was receiving cash, food, or medical assistance in February 2020, did not recertify. What should I do?

A: **Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps) and Temporary Assistance for Needy Families (TANF, also known as cash benefits) customers:** Residents must submit a new recertification application and any required verification. The application is [available on the DHS website](https://dhs.dc.gov) (dhs.dc.gov) and may be picked up at a DHS Service Center.

- **Medical beneficiaries:** Residents will continue to receive benefits and action is not required during the COVID-19 State of Emergency.

Q: I am currently receiving cash, food, or medical assistance, and received a notice requesting additional information and/or verify eligibility. How may I provide this information?

A: Residents may provide additional information or verification eligibility documents by:

- **Dropping off** information at a DHS Service Center;
- **Mailing** documents to a DHS Service Center; or,
- **E-mailing** **documents to a DHS Service Center. In addition to documents, residents must include their **full name, date of birth, and telephone number**. Email is only for the submission of additional information or verification eligibility documents.

Residents with questions may contact the Call Center at (202) 727-5355, Monday through Friday, 7:30 a.m.-4:45 p.m.



| DHS Service Center | E-mail Address** |
|--|------------------------------|
| Anacostia | ESASC.Anacostia@dc.gov |
| Congress Heights | ESASC.Congressheights@dc.gov |
| Fort Davis | ESASC.Fortdavis@dc.gov |
| H Street | ESASC.Hstreet@dc.gov |
| Taylor Street | ESASC.Taylorstreet@dc.gov |
| <p>**Providing personal information and documents to the DC Department of Human Services Economic Security Administration (ESA) via email is done at your own risk. Emails sent from your personal or business email account may not be secure. This means that there is a possibility that a third-party will intercept that information and use it for malicious purposes such as fraud or identity theft. ESA provides the following alternatives to sending us documents and information via potentially unsecured email, including mailing in documents or dropping them off at a service center.</p> | |

Q: Are child support sanctions in place?

A: At this time, no child support sanctions will be done as residents are unable to fully comply at this time.

Q: What documentation is required to apply for medical assistance?

A: Residents may self-attest to all verification requirements except U.S. citizenship and eligible immigration status during the COVID-19 State of Emergency. DHS may verify eligibility factors after coverage has been provided. Applicants will need to provide verification once the Emergency has ended.

Q: How may I apply for medical assistance benefits?

A: Applying for Medicaid:

- **Children (ages 0 – 20), parent/caretaker relatives, women who are pregnant, and adults (ages 21 – 64) without dependent children may apply:**

- Online at www.DCHealthLink.com, or
- By phone with the DC Health Link Customer Service at 1-855-532-5465, or
- By submitting a completed application (applications available at DCHealthLink.com) by fax (202- 671-4400) or via mail to:

*DC Department of Human Services
Economic Security Administration
Case Record Management Unit
P.O. Box 91560
Washington, DC 20090*



- **Residents 65 and older, blind or disabled may apply:**
 - By downloading a Combined Application at <https://dhs.dc.gov/service/apply-benefits> and submitting their completed and signed Combined Application to DHS via mail or fax.

- **Individuals applying for Long Term Care services and supports may apply:**
 - For individuals living or transitioning to a nursing facility:
 - By submitting applications through a DC Medicaid nursing facility provider
 - For individuals seeking home and community-based services:
 - For the Elderly and Persons with Disabilities (EPD) Waiver Program:
 - By contacting the Department of Aging and Community Living at 202-724-5626 or email at Ask.ADRC@dc.gov.
 - For the Intellectual or Developmental Disabilities (IDD) Waiver Program:
 - By contacting the Department of Disability Services at 202-730-1700 to schedule an appointment.

Q: If I am receiving medical assistance, am I required to report individual or household changes in circumstance?

A: No. Reporting changes to individual or households changes is not required during the COVID-19 State of Emergency.

Q: I am applying for Alliance coverage. Should I visit a DHS Service Center for an in-person interview?

A: No. During the COVID-19 State of Emergency, in-person interviews are temporarily suspended.

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