District Direct Mobile Application for Cash Food and Medical Benefits

Frequently Asked Questions (FAQs) about District Direct

AS OF JULY 13, 2020

Below are frequently asked questions about District Direct – the District's mobile application for cash, food and medical public benefits. Please be aware that this guidance is based on the best information currently available and will be updated as needed. If you have additional questions, please contact the Call Center at (202) 727-5355, Monday – Friday from 7:30 AM – 4:45 PM

- **What happens after I submit my application?**

  Once you submit the application, DHS will review and will determine your eligibility. You may receive a call from us as a follow up to ensure we have what we need to process your application.

- **How do I make an update to my information based on a change in circumstance (e.g. new job, updated salary)?**

  You can submit changes to your application by submitting a change of circumstance in the app or contact the Call Center at (202) 727- 5355, Monday – Friday, 7:30 AM – 4:45 PM.

- **Do I need to create a new account for everyone in my household?**

  No. You can add members of your household while completing the application. The head of the household should create an account and apply for everyone in the household.

- **If I made a mistake, can I change the information I submitted in my application?**

  You have the ability to update your information in the 'Review' screen before you submit your application. So please be sure to review, because once you submit, you will need to submit a change of circumstance to make a change to your application.

- **Where can I see past documents that I have uploaded?**

  View a record of your past uploads in the 'Uploads' screen.

- **How can I upload a document?**

  You can upload a document one of three ways:

  1. take a photo using your device's camera;
  2. select an existing photo from your device; or,
  3. select a PDF from your device. For more information, view a user guide here.

- **If I have to abandon my application, can I save my progress?**

  Yes, if you abandon the app, your current progress will save.

- **What documents do I need to provide for verification?**

  You will need to provide documents to verify identity (e.g., license, Identification card), utility bills, and social security information. The exact documents you need to provide will determine what you have shared in your application. For example, if you pay rent, you will need to provide proof. If you don't pay rent, this is not a required document.

- **How do I submit an application?**

  For an overview on how to complete and submit an application, click here.

- **What functionalities are currently available in the app?**

  Currently, users can create an account, apply for food, cash and medical benefits, upload verification documents, recertify, submit changes in circumstance, and view benefit and payment information.

- **Why won't my documents upload?**

  There are various reasons this could be the case. Make sure you are following the upload process correctly. Also, documents submitted through this service are subject to review and will not be included if they appear to contain a virus or malware. It is your responsibility to make sure documents were submitted with your application.

- **What future functionality will District Direct offer?**

  In future releases, District Direct will also allow you to submit changes of circumstance, submit recertifications, receive messages, see benefit payment information, and expand the availability of the app in other languages.

- **I can't find what I am looking for, who can I reach out to?**

  If you have reviewed all FAQs and cannot find any answer to your question, please email us at dcaccess@dc.gov and provide your name and question or description of the issue. You should expect a response in 24 – 48 hours. You may also contact the Call Center at (202) 727-5355, Monday – Friday, 7:30 AM – 4:45 PM.

- **What kind of information can I find out about my case(s) on the District Direct Mobile App?**

  You can access the type, status, and reference number of each associated case on the Cases screen. For active cases, you can also access the recertification due date.

- **How do I view the District Direct Mobile App in a different language?**

  Currently, the app is available in English, Spanish, and Amharic. If your phone settings are defaulted to one of these languages, the app will automatically appear to you in that language. If it is set to a

different language, it will display in English. You cannot change the language in the app, you must change the language settings on your phone.

- ## How can I change my password?

You can reset your password through the use of the "Forgot Username/Password" link on the Login screen. Submit the email address you used to create your account. Once submitted, an email will be sent to your email address with a link to reset your password.

- ## Where can I find more information about my food and cash balances?

The Dashboard screen allows you to quickly access specific information about your benefits, cases, messages, and services. The "Balances" dashboard displays the latest balance information for all of your active cases.

- ## Where can I view past payments?

You can access your upcoming and your past 3 recent payments on the Payments screen with payment dates.

- ## Can I report changes for case(s)?

Yes. You can submit the following changes: Change of Address, Changes to Phone Number(s) or Email Address, Changes to Household Composition, Changes to Expenses, and Changes to Income or Assets. Keeping your information updated is critical to ensuring you get your benefits each month. Please be sure to report any changes in a timely manner.

- ## Can I have more than one account?

For security reasons you can only have one account.

- ## If I applied and/or received benefits before the District Direct Mobile app was available can I still view my information in the app?

Existing applicants or pre-existing users can view information through a manual connect process, where you can provide identifying information to search and find your benefits (e.g., First Name, Last Name, Date of Birth, SSN or Person ID.) Be sure to connect your account in the 'Connect Accounts' section in order to experience these features.

- ## Is my information secure?

All of your personal information is secure, protected and private. We know how important it is to keep your information safe and secure. That's why protecting it is our top priority.

- ## Where can I find my information regarding SNAP and TANF recertification?

You can access recertification forms by clicking on the Navigation menu button and selecting "Report a Change." The system will display the Report Changes List page where you can access in-progress or previously submitted recertification forms.

- ## Where can I access the District Direct Mobile App Tour Link?

  The 'Take a Tour' walkthrough link provides an overview of the features present in the mobile application. You can always access the 'Take a Tour' walkthrough link in the Help Section.

- ## Can I connect my account through the District Direct Mobile App if I am only receiving medical benefits?

  At this time, if you are receiving only medical benefits you may not connect your account or view benefits/payment information.

- ## Can I recertify or submit a change of circumstance form for my medical benefits in the District Direct Mobile App?

  To recertify or submit a change of circumstance form for medical benefits, please visit this page for more information: https://dhcf.dc.gov/service/how-renew-your-medical-coverage

- ## Where can I find additional information about District Direct?

  The Call Center is available at (202) 727-5255 and can provide help using District Direct. District residents may also visit dhs.dc.gov/DCAccess for helpful information about the District Direct mobile app.