

**Do you have a question about your SNAP case?
Are you struggling to get through to DHS on the phone?**

The new Interactive Voice Response (IVR) may be just what you need!

IVR is a new way to get information from DHS 24 hours a day, 7 days a week.

Simply by calling 462-5300 and pressing some buttons on your phone you can learn some facts about your case. Here's how it works.



Dial the IVR number 462-5300.

Press 1 for English, 2 for Spanish

You may have to enter your social security number and birthdate or DHS case number.

At the second prompt, press 1 to access information about SNAP.

At any time you can call the IVR to get answers to some basic questions about DHS and your case status through a recorded system. You will be able to:

- Request an application (press 1).
- Check your application status: approved, denied, pending (press 2).
- Check your EBT balance (press 3).
- Find out your recertification and interim report deadlines (press 5).
- Learn the DHS office hours (press 6).
- Learn the DHS office locations and phone numbers (press 6).

During normal business hours, **press 4 to be connected to your caseworker through the IVR.** Once connected to your worker you may:

- Request a change report form to change your address, household members or household income.
- Request a replacement form.
- Change or confirm your appointment.
- Learn why your case was closed or denied.
- Receive an explanation about a notice from DHS.

You may still call your caseworker or local office directly.

During normal business hours, if you need to speak with someone about your case or are having difficulty using the IVR, press two (2) at the second prompt (for all other services) to be connected to the information line.

For more information about the IVR or for assistance with SNAP related questions, contact the SNAP Outreach Project at 1-866-306-0270.