If you have a question on a **pending** Temporary Assistance (Cash Benefits) or Supplemental Nutrition Assistance Program (SNAP) application, you can contact the Intake Workgroups at:

- By phone: 753-2780
- By e-mail: dfa2a26.sm.monroe.intakeII@dfa.state.ny.us
- By fax: 753-5315

If you have a question on an **active** Temporary Assistance (Cash Benefits) case you can contact the Temporary Assistance Care Management and Self Sufficiency Workgroups at:

- By phone: 753-2750
- By e-mail: dfa2a26.sm.TA.Customer.Service@dfa.state.ny.us
- By fax:
  - 753-6305 to the Care Management Workgroup
  - 753-6924 to the Self Sufficiency Workgroup

To reschedule your TA recertification appointment: 753-6229

- By e-mail: dfa2a26.sm.TA.Customer.Service@dfa.state.ny.us
- By fax: 753-6305 to the Care Management Workgroup
- 753-6924 to the Self Sufficiency Workgroup

If you have a question on a **pending or active** Non-Temporary Assistance Supplemental Nutrition Assistance Program (SNAP) case (not applying for or in receipt of Cash Assistance) you can contact the SNAP Workgroup at:

- By phone: 753-2740
- By e-mail: dfa2a26.sm.Monroe.Team41@dfa.state.ny.us
- By fax: 753-6306

If you have a question on a **pending** Community Medicaid case (under 65 yrs. old or not applying for Cash Assistance or in receipt of SSI) you can contact Team 47 at:

- By phone: 753-6563
- By e-mail: dfa2a26.sm.Monroe.Team47@dfa.state.ny.us
- By fax: 753-5122

If you have a question on an **active** Medicaid case (under 65 yrs old or not applying for Cash Assistance or in receipt of SSI) you can contact the Community Medicaid Workgroup at:

- By phone: 753-2760
- By e-mail: dfa2a26.sm.Monroe.Team40@dfa.state.ny.us
- By fax: 753-5029
- If you have a question regarding a nursing home or hospital bill for the aforementioned population, please e-mail: dfa2a26.sm.monroe.Medicaid.Specialty@dfa.state.ny
Clients who are receiving SSI and have a question regarding Medicaid can contact the Long-Term Medicaid Workgroup at:

- By phone: 753-6388
- By e-mail: dfa2a26.sm.monroe.MA-SSI@dfa.state.ny.us
- By fax: 753-616

Clients who are 65 yrs old or older or in nursing home and are not applying for cash assistance or in receipt of SSI that have a question on a pending Medicaid application can contact the Long-Term Medicaid Workgroup at:

- By phone: 753-6485
- By e-mail: dfa2a26.sm.monroe.senior.plus@dfa.state.ny.us
- By fax: 753-6916

Clients who are 65 yrs old or older or in nursing home and are not applying for cash assistance or in receipt of SSI that have a question on an active Medicaid application can contact the Long-Term Medicaid Workgroup at:

- By phone: 753-6559
- By e-mail: dfa2a26.sm.monroe.senior.plus@dfa.state.ny.us
- By fax: 753-6981

Clients who have questions regarding child support should contact the Child Support Enforcement Unit at:

- By phone: 888-208-4485
- By e-mail: CSEWEBMONROE@dfa.state.ny.us
- By fax: 753-1412

If you have a question about childcare and have an active Public Assistance case, please contact the Care Management and Self-Sufficiency workgroups using the contact information listed in the second section on the front of this form.

If you have a question about your non-Public Assistance child care case or application, please contact the Income Eligible Child Care Team (Team 76):

- By phone: 753-6316
- By e-mail: dfa2a26.sm.monroe.childcare-DHS@dfa.state.ny.us
- By fax: 753-6308

You can request a replacement benefit card by calling 753-6006.