Understanding the process for SNAP, TANF, and Health coverage

Session 3 in Indiana Library Federation’s Helping Hoosiers training series
OUR HELPING HOOSIERS TRAINING SERIES

www.ilfonline.org/page/hh

A training series intended to help staff in libraries and local units of government help people affected by job loss and family changes due to COVID-19.
HOW LIBRARIES, TOWNSHIP TRUSTEES, AND OTHER UNITS OF GOVERNMENT HELP

- Provide information about FSSA programs
- Provide access to computers and internet
- Provide application assistance, but the APPLICANT MUST SUBMIT THE APPLICATION (Only Authorized Representatives or Licensed Healthcare Navigators may complete and submit applications on behalf of clients.)
- Provide assistance in photocopying and faxing verification documents to the FSSA Document Center, 1-800-403-0864
- Refer to the toll-free FSSA number for questions or to a Healthcare Navigator for health coverage application assistance
- Refer to 2-1-1 or 1-866-211-9966 or www.in211.org
<table>
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<tr>
<th>Term</th>
<th>Description</th>
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<td>SNAP</td>
<td>Health coverage for low-income children and pregnant women</td>
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<td>Medicare</td>
<td>Able-bodied Adult Without Dependents</td>
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<td>TANF</td>
<td>Cash and supportive services for very or no income families</td>
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<td>HIP</td>
<td>Health coverage for low income adults 19-64</td>
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<td>Hoosier Healthwise</td>
<td>Program that allows the participant to purchase food</td>
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<td>ABAWD</td>
<td>Health coverage for seniors and people with disabilities</td>
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<tr>
<td>Medicaid</td>
<td>Health coverage for low-income people (many types)</td>
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How did you do?

• **Hoosier Healthwise** - Health coverage for low-income children and pregnant women

• **TANF** - Cash and supportive services for very or no income families with minor children

• **HIP, Healthy Indiana Plan** - Health coverage for low income adults 19-64

• **SNAP, Supplemental Nutrition Assistance Program** - Program that allows the participant to purchase food

• **ABAWD - Able-bodied Adult Without Dependents** (eligibility category in SNAP)

• **Medicare** - Health coverage for seniors and people with disabilities

• **Medicaid** – Health coverage for low-income (HIP, Hoosier Healthwise, Medicaid for Aged, Blind and Disabled)
SUPPORTS FROM LIBRARIES

• Public Library Wi-Fi in Parking Lots – [www.ilfonline.org/page/Wi-Fi-map](http://www.ilfonline.org/page/Wi-Fi-map)

• Area for using computer/internet, with option for one-on-one assistance (Zoom, telephone)

• Development of postcard or handout with key info
  • FSSA programs [https://fssabenefits.in.gov/bp/#/](https://fssabenefits.in.gov/bp/#/) and 1-800-403-0864
  • Login and passwords, especially if new email was created
  • Date of application
  • What to expect next

• Community Resource Page (on web and handout)

• What else?
WELCOME THE FSSA/DFR STAFF TEAM

• Monique Prezzy
• CJ Schroeder
• Nikita Bedgood
• Jessica Murdock
FSSA BENEFITS PORTAL
https://fssabenefits.in.gov/bp/#/
Ready to Apply, Check Eligibility for Benefits or Check Case Information?

**Ready to Apply?**
Apply online for SNAP (Food Assistance), Cash Assistance, and/or Health Coverage. To print an application or have one mailed to you, click on the appropriate link below:

- Apply Online for SNAP or Cash Assistance
- Apply Online for Health Coverage
- Mail me an Application
- Print an Application

**Am I Eligible to Receive Benefits?**
Answer the questions in the screening tool to see if you might be eligible for SNAP (Food Assistance), Cash Assistance, and/or Health Coverage benefits.

- Screen for Benefits

**Case Information**
Check the status of an online application you submitted, review benefits you are receiving, print proof of eligibility, print an authorized representative form or Report Changes.

- Access/Print Online Application
- Case Information
Applying
For Benefits
TIPS FOR SUBMITTING AN ELIGIBILITY APPLICATION

✓ Use the pre-screening tools to get an idea of which benefits you may be eligible to receive
✓ Use legal names
✓ Complete application questions as thoroughly as possible
✓ Include all household members of the residence on the application and answer all questions regarding those individuals, regardless if they are applying for assistance
✓ Provide the following documents:
  ✓ Verification of Citizenship (Birth Certificate) for new Health Coverage or Cash applicants)
  ✓ Identification verification for all new applicants (State issued ID)
  ✓ Income verifications (last 30 days of income if still working, possibly 3 months prior if applying for health coverage)
  ✓ Verification of resources and expenses (checking/savings accounts, rent/mortgage, utilities
  ✓ USCIS immigrant status verification for immigrant applicants
TIPS FOR SUBMITTING AN ELIGIBILITY APPLICATION

- Submit documents all with the application and include the name, SSN, and application number at the top of the verification document.
- Notify client of FSSA phone number 1-800-403-0864, outbound calls come from this number, and incoming calls are routed through this number.
- Be aware that SNAP, TANF (CASH), and some types of Health Coverage will require an interview be completed before benefits can be approved.
- Open all mail received from DFR - 70% of SNAP application denials are for failure to provide requested information.
Reporting Information

Statewide DFR Telephone/FAX:
1-800-403-0864

FSSA Document Center
P.O. Box 1630
Marion, IN 46952