



How to Apply for Health Coverage, SNAP and TANF

WWW.FSSA.IN.GOV





Division of Family Resources

Mission - To compassionately provide all Hoosiers accurate, timely and consistent services with dignity.

Vision - To concentrate our efforts and resources on meeting Hoosiers needs today so they may focus on a creating a better tomorrow.

DFR VALUES

V

VISIBILITY Hoosiers know who we are, what we do and how to find us.

I

INITIATIVE Continuously inspire creative solutions by utilizing data to take action and deliver results that make a difference.

T

TEAMWORK Working together, without borders or boundaries, to collaborate and celebrate with individuals, communities and partners.

A

ACCOUNTABLE Take ownership of our work every day while adhering to the highest standards.

L

LEADERSHIP Inspire growth and innovate through learning and action.



Division of Family Resources

The Division of Family Resources (DFR) determines eligibility for:

- Supplemental Nutrition Assistance Program (SNAP)
- Health Coverage
- Temporary Assistance for Needy Families (TANF)

Applying

For Benefits

[LOGIN/REGISTER](#)[CONTACT US](#)[NAVIGATOR](#)

WELCOME TO THE FSSA BENEFITS PORTAL

Apply for SNAP, Cash Assistance, Health Coverage, or check the status of your case

[APPLY FOR SNAP AND/OR CASH ASSISTANCE ONLINE](#)[APPLY FOR HEALTH COVERAGE ONLINE](#)[GO TO GATEWAY TO WORK](#)[CASE INFORMATION](#)

<https://fssabenefits.in.gov/#/>

[LOGIN/REGISTER](#)[CONTACT US](#)[NAVIGATOR](#)

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](#)

Applications

- Applicants must sign application either electronically or a paper application - *a client must be present at electronic application completion, and sign the application.*
- Paper applications should only be printed upon request as the application contents may change over time.
- Client Rights and Responsibilities are included with both online and paper applications.



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

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Submitting an Application

Type	Online	Phone	English	Spanish	Burmese
HEALTH COVERAGE	45 min	45 – 60 min	YES	PAPER ONLY	PAPER ONLY
SNAP	15-30 min	NO	YES	PAPER ONLY	PAPER ONLY
TANF	15-30 min	NO	YES	PAPER ONLY	PAPER ONLY

Applications may be submitted on 24 hours a day (unless under scheduled maintenance), or in person at any local office through a self-service kiosk. Each local office has staff available to assist with application processing and questions.

Send paper applications to:

FSSA Document Center
P.O. Box 1810
Marion, In 46952
Fax 1-800-403-0864

Valid Application:

- ✓ Name
- ✓ Address
- ✓ Signature of applicant



Health Coverage applications
can be completed via phone
1-800-403-0864



SNAP Application Time Frames

Expedited Applications

- 7 day processing time
- *Must meet certain specific guidelines for income and resources (determined by DFR based on specific case information per the Federal Regulations)*
- Expedited cases approved with pending verifications is only approved for the expedited month(s).

Standard Applications

- 30 day processing time if client does not meet expedited requirements



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TANF Application Time Frames

Applicant Job Search (AJS) Requirements

- AJS requirements have been waived until further notice.

Standard Applications

- 30 days



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Health Coverage Application

Aged/Blind/Disabled

- 45 days
- 90 days if DFR must make Disability Determination

Times Frames

Hoosier Healthwise / HIP

- 45 days



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Interviews

- Required for SNAP, TANF, and Medicaid for the Aged/Blind/Disabled
- Interviews will be conducted via telephone.
- Language interpretation including assistance for deaf/hard of hearing individuals are available upon request.
- Applicants receive a list of required verifications in writing after the interview with a clearly marked due date.
- Applicants receive a notice in the mail regarding approval or denial of benefits, including information regarding appeal rights.



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After the Interview

- Encourage client to open all mail in a timely manner.
- Respond to all DFR request for information by due date.
- Call customer service at 1-800-403-0864 if client needs assistance with obtaining required verifications.



Approximately 70% of closures/denials each month are due to clients not returning verifications required to determine eligibility!



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Application Lifecycle

A list of verifications is developed during the interview/application processing. This list is mailed to the applicant with a 13 day due date to meet the 30/45/90 day processing requirement.

A notice is mailed that contains the eligibility results (approved/denied), the benefit amount if approved, and the certification period.

Application

APPLICATION FORM

PERSONAL INFORMATION

Last Name First Name Middle

Address City State

EMPLOYMENT INFORMATION

First Name Middle Last Name Address City State Phone

The application date is the date DFR received the application. DFR has 30/45/90 days to process the application per federal regulations.



Interview

Interviews (if required) are scheduled at least six days out to allow an appointment notice to be received via mail.

Required Verifications

Verifications may include income, resources, shelter expenses, etc.



Verifications Received

Verification received: eligibility determined. If the assistance group is eligible, benefits are approved.
Verification not received: application is denied.

Notice Mailed

Appeal rights and instructions are also included in the notice.

Changes/
Recertification

Redeterminations/Auto Renewals

- A Health Coverage redetermination is a required annual review of Medicaid assistance groups to determine continuing eligibility
 - Timeframes for the review varies dependent upon when eligibility initially began
 - Some eligibility redeterminations are automatically determined by specific systematic criteria and others require the return of a mailer which must be signed by the client or the authorized representative
 - If changes are reported verification must be returned with the signed mailer
- SNAP and TANF redeterminations are completed annually and require an interview (SNAP must also be reviewed at the six month mark via a mailed SNAP Interim Reporting form)



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DFR Contact info

And resources

Indiana 2-1-1

<https://in211.communityos.org/>

Dial 2-1-1 or 1-866-211-9966

Try Our Guided Search

Click on a category you need, then select the question that best fits what you're searching for. Once you click on the subcategory a new window will open with available resources.

Food & Clothing

Mental Health & Addiction

Health Care

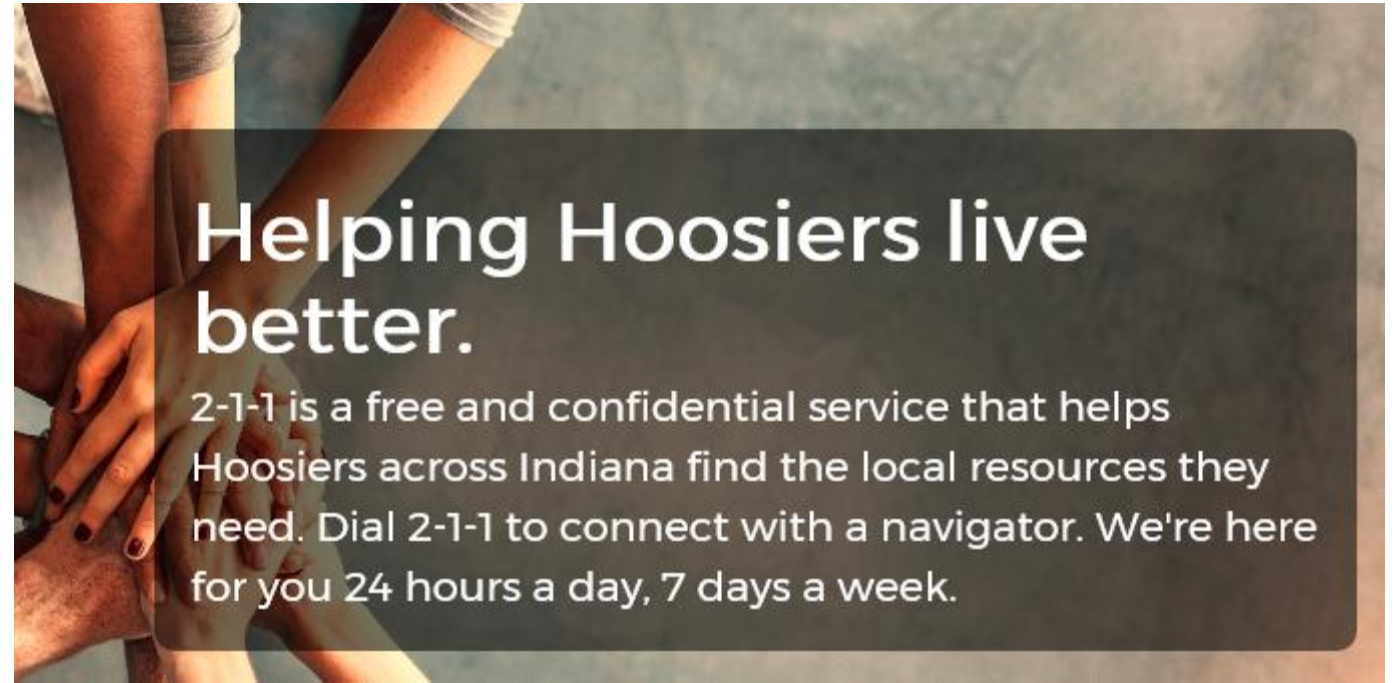
Housing & Utility Assistance

Education & Employment

Children & Family

Holiday Services

Advanced Search



Online Policy Manuals



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SNAP & TANF

<https://www.in.gov/fssa/dfr/3301.htm>

Health Coverage

<https://www.in.gov/fssa/ompp/4904.htm>

Reporting Information

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



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

