





Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

FIA INFORMATION MEMO

Control Number: # 09-08
Obsoletes IM # 07-01

Effective Date: Upon Receipt
Issuance Date: September 18, 2008

TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF
HEALTH OFFICERS, LOCAL HEALTH DEPARTMENTS
LOCAL HEALTH DEPARTMENT ELIGIBILITY STAFF

FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR, FIA 
CHERYL A. CAMILLO, EXECUTIVE DIRECTOR, DHMH/OES 

RE: OUT OF STATE CONTACTS FOR INFORMATION ABOUT
CUSTOMERS WHO MOVED FROM ANOTHER STATE

PROGRAMS AFFECTED: TEMPORARY CASH ASSISTANCE (TCA),
MEDICAL ASSISTANCE (MA) AND FOOD
SUPPLEMENT PROGRAM (FSP)

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

This Information memo provides an updated contact list for TCA and FSP and MA.

Local departments must continue to count any months that a customer received Temporary Assistance to Needy Families (TANF, called TCA in Maryland) benefits in another state, as well as in Maryland, toward the 60 month time limit on all TCA cases.

We updated the contact list to include contact information for TANF, MA and FS so that case managers can contact other states when there is a question about duplicate participation or prior TANF months.

Remember: Case managers **cannot** request that an applicant provide a closing letter from another state prior to continuing to process the customer's application. It is our responsibility to make the call to verify case closure.

REMINDER

Case managers and supervisors are reminded to enter the customer's previous out-of-state addresses on the CARES "Previous Household Address" **PREV** screen by entering a "Y" in the "Previous Address in Last 2 Years" field on the CARES **ADDR** screen. Also, enter the dates of residence in the out-of-state address in the "from-to" fields on the **PREV** screen for each address listed.

Once the case has been processed, the supervisor must adjust the time limit counter (TLE) by adding to any existing count the number of months TANF benefits were received in the prior states in the "TCA Ctr" field on the **DEM2 01** screen. The supervisor should count all applicable months when adjusting the counter.

To change the TLE counter:

On the **AMEN** screen, type **R** (Interim/Hist Change)

Enter AU ID#

Press Enter

On the **DEM2 01** screen, **TCA Ctr** field change the number of countable months

On the **DONE** screen, press **ENTER** to commit data

INQUIRIES

TCA policy questions:

Marilyn Lorenzo at 410-767-7333 or mlorenzo@dhr.state.md.us,

Gretchen Simpson at 410-767-7937 or gsimpson@dhr.state.md.us, or,

Randy E. Graybeal at 410-767-7683 or rgraybea@dhr.state.md.us.

Food Supplement Program (Food Stamps) questions:

Rick McClendon at 410-767-7307 or rmcclend@dhr.state.md.us.

Medical Assistance questions:

Peggy Owens at 410-767-1472 or POwens@dhmmh.state.md.us.

Systems questions:

Sarah Haygood at 410-767-5054 or shaygood@dhr.state.md.us.

Attachment

cc: DHR Executive Staff
DHMH Executive Staff
FIA Management Staff
DHMH Management Staff
Constituent Services
DHR Help Desk

TANF, FOOD STAMP AND MEDICAL ASSISTANCE INFORMATION CONTACT LIST

Effective September, 2008

STATE	TANF TIME LIMITS	TCA CONTACT PHONE NUMBER	TCA CONTACT PERSON	FS CONTACT PHONE NUMBER	FS CONTACT PERSON	MA CONTACT PHONE NUMBER	MA CONTACT PERSON
Alabama	60 Months	Ph: 334-242-1773 Fax: 334-242-0513	Anyone	Ph: 334-242-1700 Fax: 334-242-0513	Anyone	Ph: 334-242-5010 Fax: No Faxes	Anyone
Alaska	60 Months	Ph: 907-465-3347 Fax: 907-465-5154	Central Office	Ph: 907-465-3347 Fax: 907-465-5154	Central Office	Ph: 907-465-3347 Fax: 907-465-5154	Central Office
Arizona	60 Months	Ph: 602-542-3451 Fax: 623-873-4278	Customer Service Unit	Ph: 602-542-3451 Fax: 623-873-4278	Customer Service Unit	Ph: 602-542-3451 Fax: 623-873-4278	Customer Service Unit
Arkansas	24 Months	Ph: 800-482-8988 Fax: 501-682-8978	Customer Assistance Unit	Ph: 800-482-8988 Fax: 501-682-8978	Customer Assistance Unit	Ph: 800-482-8988 Fax: 501-682-8978	Customer Assistance Unit
California* * All Requests Must Specify County	60 Months	Ph: 916-651-8848 Fax: 916-651-8866	Customer Service Unit	Ph: 916-651-8848 Fax: 916-651-8866	Customer Service Unit	Ph: 916-651-8848 Fax: 916-651-8866	Customer Service Unit
Colorado	60 Months	Ph: 303-866-5983 Fax: 303-866-5488	Darryl Madrid	Ph: 303-866-2536 Fax: 303-866-5169	Ruby Gilkey	Ph: 303-866-2993 Fax: 303-866-4411	Main Number
Connecticut	60 Months	Ph: 860-424-5970 Fax: 860-566-5022	Elaine Davis	Ph: 860-424-5970 Fax: 860-566-5022	Elaine Davis	Ph: 860-424-5970 Fax: 860-566-5022	Elaine Davis
Delaware	48 Months	Ph: 302-255-9659 Fax: 302-255-4425	Josephine Uniatowski	Ph: 302-255-9659 Fax: 302-255-4425	Josephine Uniatowski	Ph: 302-255-9659 Fax: 302-255-4425	Josephine Uniatowski
District of Columbia	No Time Limit	Ph: 202-698-4337 Fax: 202-724-2041	Rita Garey	Ph: 202-698-4337 Fax: 202-724-2041	Rita Garey	Ph: 202-698-4337 Fax: 202-724-2041	Rita Garey
Florida	48 Months	Ph: 1-866-762-2237 Fax: No Faxes	Statewide Call Center	Ph: 1-866-762-2237 Fax: No Faxes	Statewide Call Center	Ph: 1-866-762-2237 Fax: No Faxes	Statewide Call Center
Georgia	48 Months	Ph: 1-800-869-1150 Fax: 404-657-9703	Personal Advocates	Ph: 1-800-869-1150 Fax: 404-657-9703	Personal Advocates	Ph: 1-800-869-1150 Fax: 404-657-9703	Personal Advocates
Hawaii	60 Months	Ph: 808-586-5735 Fax: 808-586-5744	Main Telephone Line	Ph: 808-586-5735 Fax: 808-586-5744	Main Telephone Line	Ph: 808-586-5735 Fax: 808-586-5744	Main Telephone Line
Idaho	24 Months	Ph: 208-334-5606 Fax: 208-334-5817	Patty Wentz	Ph: 208-334-5606 Fax: 208-334-5817	Patty Wentz	Ph: 208-334-5606 Fax: 208-334-5817	Patty Wentz
Illinois	60 Months	Ph: 800-843-6154 Fax: 217-557-1370	Statewide Call Center	Ph: 800-843-6154 Fax: 217-557-1370	Statewide Call Center	Ph: 800-843-6154 Fax: 217-557-1370	Statewide Call Center
Indiana	24 Months	Ph: 800-403-0864 Fax: Same Number	Statewide Call Center	Ph: 800-403-0864 Fax: Same Number	Statewide Call Center	Ph: 800-403-0864 Fax: Same Number	Statewide Call Center

TANF, FOOD STAMP AND MEDICAL ASSISTANCE INFORMATION CONTACT LIST

Effective September, 2008

STATE	TANF TIME LIMITS	TCA CONTACT PHONE NUMBER	TCA CONTACT PERSON	FS CONTACT PHONE NUMBER	FS CONTACT PERSON	MA CONTACT PHONE NUMBER	MA CONTACT PERSON
Iowa	60 Months	Ph: 515-281-3959 Fax: 515-281-4597	Frank Bagley Bette Lauder milk	Ph: 515-281-3959 Fax: 515-281-4597	Frank Bagley Bette Lauder milk	Ph: 515-281-3959 Fax: 515-281-4597	Frank Bagley Bette Lauder milk
Kansas	60 Months	Ph: 785-368-8129 Fax: 785-296-6960	Debbie Newcomer	Ph: 785-368-8129 Fax: 785-296-6960	Debbie Newcomer	Ph: 785-368-8129 Fax: 785-296-6960	Debbie Newcomer
Kentucky	60 Months	Ph: 502-564-3440 Fax: 502-564-0405	Anyone	Ph: 502-564-3440 Fax: 502-564-0405	Anyone	Ph: 502-564-3440 Fax: 502-564-0405	Anyone
Louisiana	60 Months	Ph: 225-342-2342 Fax: 225-342-6996	Dana Garlington	Ph: 225-342-2342 Fax: 225-342-6996	Dana Garlington	Ph: 225-342-3855 Fax: 225-342-2603	Dept of Health and Hospitals
Maine	60 Months	Ph: 207-287-6897 Fax: 207-287-5096	Dawn Mulcahey	Ph: 207-287-5054 Fax: 207-285-5096	Bob Thibodeau	Ph: 207-287-5093 Fax: 207-285-5096	Beth Haman
Massachusetts	60 Months	Ph: 617-348-5397 Fax: 617-348-5479	Susan Mathias	Ph: 617-348-5397 Fax: 617-348-5479	Susan Mathias	Ph: 800-841-2900 Fax: No Faxes	Anyone
Michigan	48 Months	Ph: 517-373-3908 Fax: 517-335-6236	Customer Services Unit	Ph: 517-373-3908 Fax: 517-335-6236	Customer Services Unit	Ph: 517-373-3908 Fax: 517-335-6236	Customer Services Unit
Minnesota*							
* TCA and MA Inquiries must be forwarded to the Individual County	60 Months	Ph: 651-431-4001 Fax: No Faxes	The Help Line	Ph: 651-431-4001 Fax: No Faxes	The Help Line	Ph: 651-431-4001 Fax: No Faxes	The Help Line
Mississippi	60 Months	Ph: 601-359-4809 Fax: 601-359-4550	Shirley Wilder	Ph: 601-359-4809 Fax: 601-359-4550	Shirley Wilder	Ph: 601-359-6050 Fax: 601-359-6048	MA Unit
Missouri	60 Months	Ph: 573-751-3221 Fax: 573-751-3677	Customer Services Unit	Ph: 573-751-3221 Fax: 573-751-3677	Customer Services Unit	Ph: 573-751-3221 Fax: 573-751-3677	Customer Services Unit
Montana	60 Months	Ph: 406-444-9291 Fax: 406-444-2547	Carol Carpenter	Ph: 406-444-4097 Fax: 406-444-2547	Tana Boldt	Ph: 406-444-9291 Fax: 406-444-2547	Carol Carpenter
Nebraska	24 Months Within 48 Months	Ph: 402-471-9325 Fax: 402-471-9597	Roxy McCormick	Ph: 402-471-9325 Fax: 402-471-9597	Roxy McCormick	Ph: 402-471-9325 Fax: 402-471-9597	Roxy McCormick
Nevada	60 Months	Ph: 775-684-0615 Fax: 775-684-0617	Staci Lonnegren	Ph: 775-684-0615 Fax: 775-684-0617	Staci Lonnegren	Ph: 775-684-0615 Fax: 775-684-0617	Staci Lonnegren

TANF, FOOD STAMP AND MEDICAL ASSISTANCE INFORMATION CONTACT LIST

Effective September, 2008

STATE	TANF TIME LIMITS	TCA CONTACT PHONE NUMBER	TCA CONTACT PERSON	FS CONTACT PHONE NUMBER	FS CONTACT PERSON	MA CONTACT PHONE NUMBER	MA CONTACT PERSON
New Hampshire	60 Months	Ph: 603-271-4238 Fax: 603-271-4637	Anyone	Ph: 603-271-4238 Fax: 603-271-4637	Anyone	Ph: 603-271-4238 Fax: 603-271-4637	Anyone
New Jersey* * Send Faxes Only on Agency Letterhead to "Out-of-State Lookups"	60 Months	Fax: 609-631-4507	New Jersey* * Send Faxes Only on Agency Letterhead to "Out-of-State Lookups"	Fax: 609-631-4507	New Jersey* * Send Faxes Only on Agency Letterhead to "Out-of-State Lookups"	Fax: 609-631-4507	New Jersey* * Send Faxes Only on Agency Letterhead to "Out-of-State Lookups"
New Mexico	60 Months	Ph: 505-827-7250 Fax: 505-827-7203	John Fairchild Lisa Lujan	Ph: 505-827-7250 Fax: 505-827-7203	John Fairchild Lisa Lujan	Ph: 505-827-7250 Fax: 505-827-7203	John Fairchild Lisa Lujan
New York	60 Months	Ph: 518-473-6110 Ph: 518-473-4496 Fax: 518-474-8090	Anthony Morrison Kelly Rodd	Ph: 518-473-6110 Ph: 518-473-4496 Fax: 518-474-8090	Anthony Morrison Kelly Rodd	Ph: 518-473-6110 Ph: 518-473-4496 Fax: 518-474-8090	Anthony Morrison Kelly Rodd
North Carolina	24 Months	Ph: 919-334-1100 Fax: 919-334-1265	Economic Services Help Desk	Ph: 919-334-1100 Fax: 919-334-1265	Economic Services Help Desk	Ph: 919-334-1100 Fax: 919-334-1265	Economic Services Help Desk
North Dakota	60 Months	Ph: 701-328-3513 Fax: 701-328-1060	Sandy Albrecht	Ph: 701-328-3513 Fax: 701-328-1060	Sandy Albrecht	Ph: 701-328-3513 Fax: 701-328-1060	Sandy Albrecht
Ohio	36 Months	Ph: 614-466-4815 Fax: 614-466-1767	Anyone	Ph: 614-466-4815 Fax: 614-466-1767	Anyone	Ph: 800-324-8680 Fax: No Faxes	Customer Service Hotline
Oklahoma	60 Months	Ph: 405-521-4391 Fax: 405-521-4158	TANF Section	Ph: 405-521-3444 Fax: 405-521-4158	FS Section	Ph: 405-521-4391 Fax: 405-521-4158	TANF Section
Oregon	60 Months	Ph: 503-945-5600 Fax: 503-373-7032	Chris McCain	Ph: 503-945-5600 Fax: 503-373-7032	Chris McCain	Ph: 503-945-5600 Fax: 503-373-7032	Chris McCain
Pennsylvania	1830 Days* * PA Counts Days and not Months	Ph: 800-692-7462 Fax: 717-705-0040	Hotline Services	Ph: 800-692-7462 Fax: 717-705-0040	Hotline Services	Ph: 800-692-7462 Fax: 717-705-0040	Hotline Services
Rhode Island	60 Months	Ph: 401-462-5300 Fax: 401-462-0014	Help Line	Ph: 401-462-5300 Fax: 401-462-0014	Help Line	Ph: 401-462-5300 Fax: 401-462-0014	Help Line
South Carolina	60 Months	Ph: 803-898-0996 Fax: 803-898-7156	Help Line	Ph: 803-898-0996 Fax: 803-898-7156	Help Line	Ph: 888-549-0820 Fax: 803-255-8219	Customer Service Hotline
South Dakota	60 Months	Ph: 605-773-4678 Ph: 605-773-3493 Fax: 605-773-7183	Anyone	Ph: 605-773-4678 Ph: 605-773-3493 Fax: 605-773-7183	Anyone	Ph: 605-773-4678 Ph: 605-773-3493 Fax: 605-773-7183	Anyone

TANF, FOOD STAMP AND MEDICAL ASSISTANCE INFORMATION CONTACT LIST

Effective September, 2008

STATE	TANF TIME LIMITS	TCA CONTACT PHONE NUMBER	TCA CONTACT PERSON	FS CONTACT PHONE NUMBER	FS CONTACT PERSON	MA CONTACT PHONE NUMBER	MA CONTACT PERSON
Tennessee*	60 Months	Fax: 866-876-7552* * All Requests must be Faxed	Customer Services Unit	Fax: 866-876-7552* * All Requests must be Faxed	Customer Services Unit	Fax: 866-876-7552* * All Requests must be Faxed	Customer Services Unit
Texas	60 Months	Ph: 877-787-8999 Fax: 512-491-1967	Information Hotline	Ph: 877-787-8999 Fax: 512-491-1970	Information Hotline	Ph: 877-787-8999 Fax: 512-491-1970	Information Hotline
Utah	36 Months	Ph: 877-817-1800 Fax: 877-313-4717	Eligibility Service Center	Ph: 877-817-1800 Fax: 877-313-4717	Eligibility Service Center	Ph: 877-817-1800 Fax: 877-313-4717	Eligibility Service Center
Vermont	60 Months	Ph: 802-863-7365 Ph: 802-652-6815 Fax: 802-863-7686	Anne McBee Julie Rollo	Ph: 802-863-7365 Ph: 802-652-6815 Fax: 802-863-7686	Anne McBee Julie Rollo	Ph: 802-863-7365 Ph: 802-652-6815 Fax: 802-863-7686	Anne McBee Julie Rollo
Virginia	60 Months 24 Months	Ph: 804-726-7380 Fax: 804 726-7958	Nancy Bass-Hewitt	Ph: 804-726-7380 Fax: 804 726-7958	Nancy Bass-Hewitt	Ph: 804-726-7380 Fax: 804 726-7958	Nancy Bass-Hewitt
Washington	60 Months	Ph: 360-725-4763 Fax: 360-725-4904	Customer Relations Unit	Ph: 360-725-4763 Fax: 360-725-4904	Customer Relations Unit	Ph: 360-725-4763 Fax: 360-725-4904	Customer Relations Unit
West Virginia	60 Months	Ph: 304-558-8290 Fax: 304-558-2059	Switchboard	Ph: 304-558-8290 Fax: 304-558-2059	Switchboard	Ph: 304-558-8290 Fax: 304-558-2059	Switchboard
Wisconsin	60 Months	Ph: 608-261-6317 Fax: 608-327-6484	Customer Services Unit	Ph: 608-261-6378 Fax: 608-267-2269	Customer Services Unit	Ph: 608-261-6378 Fax: 608-267-2269	Customer Services Unit
Wyoming	60 Months	Ph: 307-777-5846 Fax: 307-777-6276	Annette Jones	Ph: 307-777-5846 Fax: 307-777-6276	Annette Jones	Ph: 307-777-5846 Fax: 307-777-6276	Annette Jones
Puerto Rico	60 Months	Ph: 787-289-7600 EXT. 2638 Fax: 787-289-7614 JEARIVERA@ADS EF.GOBIERNO.PR	Jeanette Rivera	Ph: 787-289-7600 EXT. 2638 Fax: 787-289-7614 JEARIVERA@ADSEF. GOBIERNO.PR	Jeanette Rivera	Ph: 787-765-1230 ext 5811 Fax: 787-765-4195 ACONCEPCION@ SALUD.GOV.PR	Anna Concepcion