

To avoid wait times, to apply for assistance, to verify your information and/or to access our services, you can create an account and login to the Self-Service Portal (SSP) found on the "Ohio Benefits" website at <https://benefits.ohio.gov/>

To Apply for Food, Cash and/or Medical Benefits or Check Case Status - *please call or go online.*

Online: www.benefits.ohio.gov

Phone: 1-844-640-6446

Ohio Medicaid Hotline: 1-800-324-8680

Submitting Applications, Verifications and Documents for Cash, Food, and/or Medical Assistance:

Please include your social security number and/or case number and current phone number or alternate contact information on ALL documents.

- **Email:** LUCAS_DOCUMENTS@JFS.OHIO.GOV
- **Mail:** P.O. Box 10007, Toledo, OH 43699-0007
- **Fax:** (419) 213-8820
- **Drop Box:** You may also drop off paper applications and verifications in the drop box 24 hours a day / 7 days a week at 3737 W. Sylvania Ave., Toledo, OH
- **Print online forms:** www.lucasjfs.org
(click "Downloadable Online Service Center Forms")

Limited Lobby Services (3737 W. Sylvania Ave. Toledo, OH) Monday – Friday, 8:30am-4:30pm

- Scanning verifications
- Printouts (must have photo ID)
- Appointments
- Lobby capacity will be limited by security.
- Applications and forms are accessible inside or outside lobby entrance during hours of operation.

Income Printouts

- **For proof of Eligibility or Income Statements:** Call Customer Service at 1-844-640-6446 or
- **Email your request to:** LUCAS_DOCUMENTS@JFS.OHIO.GOV (type "Income Verification" in the subject line.)
- **You can also access statements on your Self-Service Portal (SSP):** <https://benefits.ohio.gov/>

To Apply for Childcare Benefits

- **Online:** <https://benefits.ohio.gov/>
(Click on "Apply for Child Care Assistance")

Verifications necessary to determine Childcare program eligibility:

- Proof of Income
- Proof of any child support **paid or received**
- Proof of citizenship or qualified alien status for children in need of care
- Proof of a qualifying activity for all caretakers in the household (for example: work or school/training)
- Provide the name and address of an eligible Childcare provider for each child in need of care (To find a Childcare Provider in Lucas County and surrounding area visit: <http://childcaresearch.Ohio.gov>)

Send verifications, documents and/or questions via

- **Email to:** LUCAS-CHILDCARE@JFS.OHIO.GOV
- **Fax to:** (419) 213-8547

Important Updates / Federal Law Change

- From March 2023 through the end of February 2024 Lucas County has waived the interview requirement for individuals **renewing** their **cash and SNAP benefits**. The waiver of the interview is only applicable for cash and SNAP redeterminations.
- Initial applications still require interviews.
- All applications and documents will be processed as normal.
- A completed 7204 must be submitted with verifications for all Income and Expenses. Assistance groups **remain subject to all other reporting requirements** until their recertification.
- Renewals for Medical Assistance **are still required annually** and can be completed by mail, phone or online through the Self-Service Portal.
- Important updates are shared at: www.facebook.com/LucasCountyDJFS/
- LCDJFS will see clients by **pre-arranged appointment only in instances** where a client has either insufficient technology or inability to navigate our system remotely or the need to make a cash payment on a repayment agreement. *(If a situation arises that requires face-to-face contact, the necessity for such an appointment will be determined by the agency. You must request and schedule such an appointment.)*

Payments on Medicaid

- Lump sum payments to Ohio Department of Medicaid (ODM), should be sent to the following address:
**OH Dept of Medicaid/Lump Sum
L-3676
Columbus, Ohio 43260**
(With your check, include a cover letter with your name, SSN, case number, and reason for submitting the check.)

Other Important Phone Numbers

- **Adult Protective Services (APS):** 1-855-644-6277
- **Area Office on Aging:** 419-382-1137
- **Child Support Services:** 419-213-3000 or toll free 1-800-466-6396 // Fax: 419-213-8591
- **Community Health Worker:** 419-250-2756 or 412-309-4502
- **Eppicard (TANF/Cash):** 1-866-320-8822
- **Fraud:** 419-213-8701
- **Legal Aid of Western Ohio, Inc.:** 419-213-8376
- **Long Term Care (LTC):** 419-213-8360
- **Medicaid:** 1-800-324-8680
- **Non-Emergency Medical Transportation (NET):** 419-213-8910
- **Ohio Directions Card (SNAP/Food):** 1-866-386-3071
- **Ohio Means Jobs (OMJ):** 419-213-5627
- **P-EBT (ODJFS):** 1-866-244-0071 or visit [Ohio Pandemic EBT Program \(ohiopebt.org\)](http://OhioPandemicEBTProgram(ohiopebt.org))
- **Social Security Administration (SSA):** 1-800-772-1213
- **Suicide & Crisis Lifeline:** 9-8-8
- **United Way:** 2-1-1 or 800-650 HELP

If your group or organization would like a presentation regarding our services, please contact our Community Liaison @ 419.213.8716.

We do NOT process Unemployment Claims.

You must contact the Ohio Department of Job & Family Services for Unemployment Benefits: 1-877-644-6562