

Customer Services 1-877-716-1212

Hours of Operation: Monday-Friday 8:00am-5:00pm

What is Customer Services?

Customer Services provides clients with prompt and accurate reporting services for changes to a client's Supplemental Nutrition Assistance Programs (SNAP), and/or Medicaid benefits. Some examples include:

Sources of lump sum payments

Change of contact information

In-county address changes, out-of-county transfers, closing cases for those moving out-of-state

Changes involving people

Name changes, adding a new person to a case, and/or removing a person from a case

Changes involving income

Earned income, unearned income, and/or self employment

School enrollment

Attending/leaving college, verification of school loans or grants, and/or benefit eligibility

Asset changes

Vehicles, real estate, savings and/or checking accounts, life insurance, and/or investment accounts

EBT

Replacing lost or stolen credit cards, reactivating dormant accounts, removing benefits as per payment process, verifying amount and usage of card (as per customer request), and re-issuing expunged benefits (as appropriate)

How do I report changes to Customer Services?

By telephone, e-mail, fax, U.S. Postal Service, and inROADs. You can also go to www.dhhr.wv.gov/bcf , choose the Call Centers webpage, and select "make changes myself" under the Customer Services section .