

DHHR Customer Services: 1-877-716-1212

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

What is Customer Services?

The West Virginia Department of Health and Human Resources, Office of Customer Services provides clients with prompt and accurate reporting services for changes to a client's benefits for the Supplemental Nutrition Assistance Program (SNAP) and/or Medicaid. Examples include:

- **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, investment accounts and sources of lump sum payments
- **EBT**
Replacing lost or stolen EBT cards, reactivating dormant accounts, removing benefits, verifying amount and usage of card, and re-issuing benefits

How do I report changes to Customer Services?

By phone: 1-877-716-1212; e-mail: dhhrrbcfchangectr@wv.gov; fax: 304-558-1869; and U.S. Postal Service: P.O. Box 1668, Charleston, WV 25326-1668. You can also report changes, apply for benefits and complete reviews from your My InROADS account: www.wvinroads.org.