

FAMILY SUPPORT DIVISION UPDATES RE: COVID-19

Contacting the Family Support Division (FSD):

- Effective March 24th until at least May 3rd, all state offices are closed to the public, including FSD Resource Centers.
- You can reach the Family Support Division at 1-855-373-4636 or online at mydss.mo.gov. Call center hours have been extended during the pandemic, and weekend hours have been added.
- If you need to provide verification documents to the FSD, you can temporarily send them to FSD.Documents@dss.mo.gov or fax them to 573-526-9400. However, FSD is unable to respond to questions at that email address. FSD staff will also be able to accept documents left in external drop boxes at resource centers.
- For more information about FSD benefits during the COVID-19 pandemic, visit <https://dss.mo.gov/covid-19/>.

Food Assistance:

- The FSD received approval to extend food stamp benefits for individuals whose recertifications were due in March, April, and May. Those benefits will be extended by 6 months, and recipients do not need to call in or submit any verification to continue their benefits. The FSD is waiving all work requirements for able-bodied adults without dependents through the end of the federal emergency COVID-19 declaration.
- Food Stamp telephone interviews are temporarily suspended.
- Through May 7, 2020, Missourians in need can get a food package from mobile and drive-by locations through six Missouri food banks at over 200 distribution sites. For more information go to www.feedingmissouri.org.

Child Care:

- Child Care Subsidy benefits are extended for 90 days. The Child Care Subsidy program will work on a case-by-case basis to approve additional hours of childcare for families affected by COVID-19.

Cash Assistance (TANF):

- The Family Support Division is waiving work requirements for Temporary Assistance (TANF) recipients.

MO HealthNet (Medicaid):

- The FSD has stopped all Medicaid annual renewals through June 2020.

- Telehealth services are now available to MO HealthNet participants. The provider still must be enrolled as a MO HealthNet provider, so not all providers who offer telehealth are covered—but there are some temporarily relaxed rules for provider enrollment.
- There will be no co-pays for COVID-19 testing for MO HealthNet participants.
- Effective March 18th through the end of the federal emergency COVID-19 declaration, FSD will not terminate coverage for any Medicaid participant unless the individual requests a voluntary termination or the individual stops being a Missouri resident. Individuals who have received pre-termination notices from FSD and whose coverage will not terminate due to this new rule will NOT be receiving a second notice stating coverage will remain open. This rule does not apply to recipients of the Children’s Health Insurance Program (CHIP) or Show-Me Healthy Babies.
- Coverage for individuals which was closed on or after March 18th should be reinstated.
- MO HealthNet coverage will be extended to Missourians ages 19-64 who test positive for COVID-19 and meet the income and resource eligibility guidelines. Individuals wishing to apply for this coverage need to submit an application for MO HealthNet for the Aged, Blind, and Disabled along with proof of a COVID-19 diagnosis.
 - To qualify for this coverage, the household resource (asset) limits are \$4,000 for individuals and \$8,000 for couples.
- MO HealthNet is relaxing requirements related to prescription refills and prior authorizations to ensure participants have access to essential medications.

More Help

- The [Missouri Services Navigator](#) helps Missourians find essential services, like food pantries, school meal programs for students, diaper banks, and more.
 - This site can be found at: [MOservicesnavigator.org](https://moservicesnavigator.org)
- The Family Support Division has extended the deadline to apply for help paying for your heating bills through the Low-Income Home Energy Assistance Program until May 31 if you have not already applied. You may also qualify for help through the Energy Crisis Intervention Program if your energy has been shut off or is threatened to be shut off, even if you do not have a disconnection notice.