

## FAMILY SUPPORT DIVISION BENEFIT UPDATES RE: COVID-19

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### Contacting the Family Support Division (FSD):

- Effective March 24th and still ongoing, 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](http://mydss.mo.gov). Call center hours have been extended during the pandemic, and weekend hours have been added.
  - The extended hours are:
    - Monday-Friday: 6 am to 6:30 pm
    - Saturday: 8 am to 5 pm
    - Sunday: Closed
- If you need to provide verification documents to the FSD, you can temporarily send them to [FSD.Documents@dss.mo.gov](mailto: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 interviews are temporarily suspended. The Pandemic-Electronic Benefits Transfer (P-EBT) program has now been implemented in Missouri. School districts mailed letters to eligible families about the program and how to apply. If you would like to apply for benefits and have not received this letter, contact your local school district; you must apply by June 30th. However, if someone received Food Stamp benefits in March, they do not need to apply for P-EBT but should automatically receive benefits if eligible.
- For more information about food stamp benefits during the COVID-19 pandemic, visit <https://mydss.mo.gov/covid-food-stamp-info>.

### 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.
- The Coronavirus Aid, Relief, and Economic Security (CARES) Act offers eligible families who are unemployed due to COVID-10 a temporary Child Care Subsidy benefit (up to 90 days) while they look for work.

## **FAMILY SUPPORT DIVISION BENEFIT UPDATES RE: COVID-19**

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### **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.
  - Website: [MO.servicesnavigator.org](http://MO.servicesnavigator.org)
  - This site can also help people locate area food pantries which received a portion of the Coronavirus Relief Fund money from the state