

FAMILY SUPPORT DIVISION BENEFIT UPDATES RE: COVID-19

Contacting the Family Support Division (FSD):

- You can reach the Family Support Division at 1-855-373-4636 or at mydss.mo.gov. Call center hours have been extended during the pandemic:
 - Monday-Friday: 6 am to 6:30 pm
 - Saturday & Sunday: Closed
- 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. External drop boxes at resource centers have been removed, so participants generally will not be able to drop off documents at resource centers at this time.
- Most FSD Resource Centers have been closed to the public since March 24th. A few resource centers around the state are now open, but by appointment only. You can search for open offices here: [DSS Map](#). To schedule an appointment, dial 1-855-373-4636 and follow the prompts.
- For more information about FSD benefits during the COVID-19 pandemic, visit <https://dss.mo.gov/covid-19/>.

Food Assistance:

- Starting in July, Missourians will once again be required to complete a periodic review form and telephone interview.
 - Work requirements for Food Stamp recipients between the ages of 18-59 will again be required at an unknown date in the future.
- For more information about food stamp benefits during the COVID-19 pandemic, visit <https://mydss.mo.gov/covid-food-stamp-info>.

Child Care:

- 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 Child Care Subsidy redeterminations in April, May, and June were extended for 90 days. Redeterminations resumed in July 2020.

MO HealthNet (Medicaid):

- 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. This rule does not apply to recipients of the Children’s Health Insurance Program (CHIP) or Show-Me Healthy Babies.
- 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](https://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.