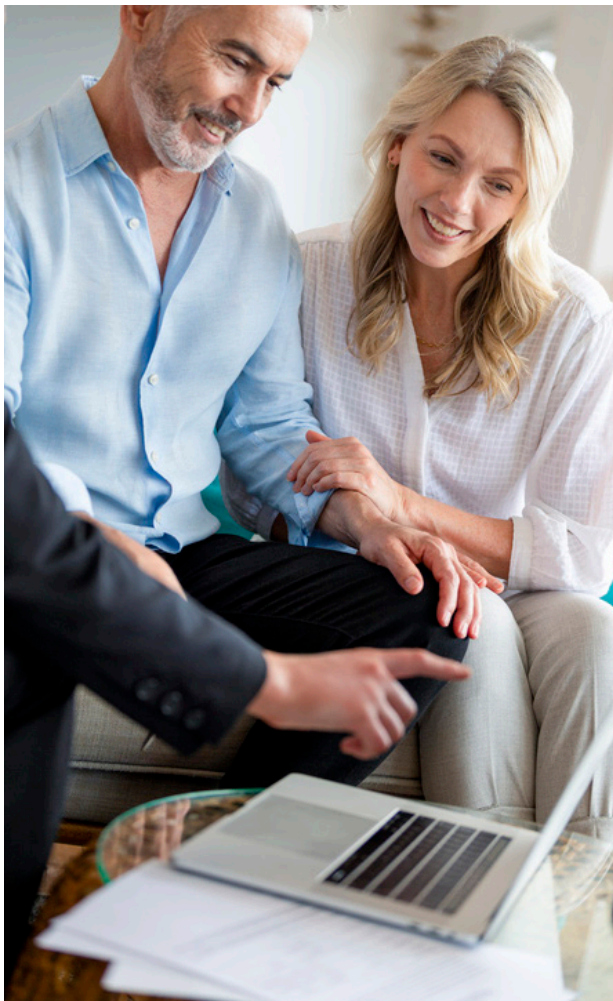


**You may be able to  
save valuable time by  
using these tips!**

Some actions and questions regarding Medicaid, SNAP, and OWF do not need to go through our office or the main state phone line.

Next time you need to make a change to your benefit or have a question, please refer to this brochure to determine the best way to get the information you need.



## **Stark County Job & Family Services**

### **Division of Human Services**

221 3rd St. SE, Canton, OH 44702  
Cash, food, & medical assistance applications  
Customer service: 1-844-640-OHIO (6446)  
Child Care: 330-452-4661

### **Division of Children Services**

402 2nd St. SE, Canton, OH 44702  
Report child abuse and neglect: 330-455-KIDS  
Foster care and adoption: 330-451-8789

### **Division of Child Support**

221 3rd St. SE, Canton, OH 44702  
Customer service: 330-451-8930  
Payment information: JFS.ohio.gov/ocs

### **Executive Offices**

221 3rd St. SE, Canton, OH 44702  
Customer service: 330-452-4661

*Visit our website at*  
**StarkJFS.org**



## **Tips to Save Time**

The best way to get the information  
you need for Medicaid, SNAP, & OWF

*Division of Human Services*



**Stark County Job & Family Services**  
221 3rd St. SE, Canton, OH 44702  
Phone: 330-452-4661  
StarkJFS.org

## Medicaid Tips

### Medicaid Managed Care Plans:

Questions and/or changes to your plan can be directed to Enrollment Services at 1-800-605-3040.

### Medicaid-Covered Services/Replacement Card:

Questions and/or requests for a replacement card can be made directly to your Managed Care Provider:

- AmeriHealth Caritas: 1-833-764-7700
- Anthem Blue Cross Blue Shield: 1-844-912-0938
- Buckeye Community Health Plan: 1-866-246-4358
- CareSource: 1-800-488-0134
- Humana Healthy Horizons: 1-877-856-5702
- Molina Healthcare of Ohio: 1-800-642-4168
- United Healthcare: 1-800-895-2017



## SNAP Tips

*Supplemental Nutrition Assistance Program (SNAP), also known as Food Assistance or Food Stamps.*

### Do you need to....

- request a replacement SNAP benefit card?
- activate SNAP card?
- change your SNAP card PIN?
- view balance or purchase history?
- lock your SNAP card when not in use to protect benefits?

These actions can all be made by calling the Ohio Direction Card Customer Service phone line at 1-866-386-3071 or by using the “ConnectEBT” app, brought to you by Ohio Department of Job & Family Services (ODJFS).

“ConnectEBT” is available for both iOS and Android.  
**Use the QR Code to get the app now.**



Google Play



Apple App Store

### IMPORTANT: Your Interim Report

Do not have your benefits closed or delayed due to failure to submit a completed Interim Report!

Interim reports are required halfway through the SNAP certification to maintain benefits. These cannot be submitted over the phone.

When you receive **Form JFS 07221 “Cash and Food Assistance Interim Report”**, you must complete the entire form. Completion means: 1.) all questions are answered, 2.) verifications of any changes reported have been provided, and 3.) the form is signed.

Submit the completed form to Stark County Job & Family Services by mail, fax, email, or in person at 221 3rd St. SE, Canton, Ohio 44702.

If **Form JFS 07221** is not received by our office, you will receive a **Form JFS 07223 “Cash and Food Assistance Interim Reminder Notice”**. Only one of the forms need to be completed and submitted.

## OWF Tips

*Ohio Works First (OWF), also known as Cash Assistance or Temporary Assistance for Needy Families (TANF).*

### Do you need to....

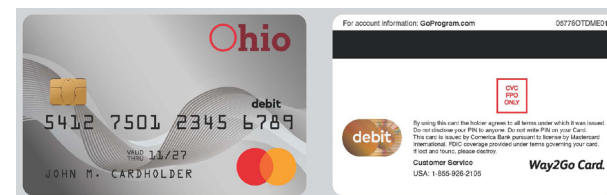
- request a replacement Way2Go benefit card?
- activate Way2Go card?
- view balance or purchase history?

These actions can all be made by one of the following methods:

- Calling the Way2Go Customer Service phone line at 1-855-926-2105.
- Registering for an account at <https://goprogram.com/goedrecipient>
- Using the “ConnectEBT” app, brought to you by Ohio Department of Job & Family Services (ODJFS). Use the QR Code under “SNAP Tips” to get the app now.

### New Card Look

Please be aware that Ohio began using new cash cards in September/October 2023. An example of the new card is below.



**General Questions:**  
[Stark\\_CSC@jfs.ohio.gov](mailto:Stark_CSC@jfs.ohio.gov)

**Case Verifications/Documents:**  
[Stark-Verifications@jfs.ohio.gov](mailto:Stark-Verifications@jfs.ohio.gov)

\*Please include your name, case #, and social security number in your message. You will receive an automatic confirmation email to let you know the message was received. **Please do not send multiple emails.**