



COVID-19 FAQ for People Receiving SNAP, TANF or Medicaid

Q. How do I apply for SNAP, TANF and Medicaid?

A. Go to YourTexasBenefits.com and click Apply. You can also apply over the phone by calling 2-1-1 (after selecting your language, pick Option 2).

Q. I have questions about my SNAP, Medicaid and/or TANF case. Where can I go for information, or who can I contact?

A. You can find information about your case on our website, YourTexasBenefits.com or through the Your Texas Benefits mobile app (for iPhone and Android). You can also call 2-1-1 (after selecting your language, pick Option 2).

Q. I am a current SNAP and/or TANF recipient who is required to participate with the Texas Workforce Commission's Choices program for employment and training. Am I still required to do this?

A. SNAP and/or TANF recipients are not required to participate in Choices or the SNAP Employment & Training program at this time. SNAP E&T and Choices services are temporarily suspended.

SNAP

Q. Will I get extra SNAP benefits because of COVID-19?

A. SNAP recipients will get the maximum amount for their household size (if they don't already) for June. The additional June amount will be deposited by the 15th of each month. The maximum amounts for different family sizes are listed below.

Family size	Monthly SNAP amount
1	\$194

Family size	Monthly SNAP amount
2	\$355
3	\$509
4	\$646
5	\$768
For each additional person, add:	\$146

Q. Will my SNAP benefits automatically be renewed?

A. SNAP benefits due for renewal during the pandemic will be automatically renewed.

You will receive a notice in the mail when it is time to renew benefits again. You can check your case status on our website, YourTexasBenefits.com or on the Your Texas Benefits mobile app.

Q. I already had my interview to renew my SNAP benefits. Will my benefits still be renewed automatically?

A. If you already had an interview for your SNAP renewal and received a notice requesting additional information to process your case, you still need to turn in that information.

Q. I had an interview to renew my SNAP benefits recently and was asked to provide verification of my income. My job is currently closed because of COVID-19 so I am unable to contact anyone to get verification of my income. What should I do?

A. We will work with you to get acceptable verification of income. Provide a written statement that includes:

- 1) Amount of income you receive.
- 2) Where the income is from.
- 3) How often you are paid.
- 4) The total amount you are paid before taxes.

5) When the income stopped (if applicable).

Let us know how you got this information, or what you could not get and a phone number for your employer. Please also include your phone number in case we need to contact you.

Q. My SNAP was denied recently, but my situation has changed. How can I reapply for benefits?

A. You can apply for benefits online at YourTexasBenefits.com or by calling 2-1-1 (after selecting your language, pick Option 2).

Q. I was previously told that because I am considered an able-bodied adult without dependents that I can only receive three months of benefits in a three-year period. Has this rule changed?

A. Yes, based on a federal law (H.R. 6201 - Families First Coronavirus Response Act), states must suspend counting months toward the time limit during the pandemic. Able-bodied adults without dependents and who are not working or participating in work activities an average of 20 hours per week are not subject to federal time limits until further notice. If you were previously subject to time limited benefits and your case was denied, you can reapply for benefits at YourTexasBenefits.com or by calling 2-1-1 (after selecting your language, pick option 2).

Medicaid

Q. Will my Medicaid benefits automatically be renewed?

A. Medicaid benefits due for renewal during the pandemic will be automatically renewed. You will receive a notice in the mail when it is time to renew benefits again. You can check your case status on our website, YourTexasBenefits.com or on the Your Texas Benefits mobile app.

Q. Will all types of Medicaid that need to be renewed during the pandemic be renewed automatically?

A. Yes, it applies to all types of Medicaid, including Medicaid for the Elderly and People with Disabilities (MEPD). You can check your case status on our website, YourTexasBenefits.com or on the Your Texas Benefits mobile app.

Q. My Medicaid was denied earlier this month, but my situation has changed. How can I reapply for benefits?

A. You can apply for benefits online at YourTexasBenefits.com or by calling 2-1-1 (after selecting your language, pick Option 2).