

SNAP January 2023 FAQ



TEXAS
Health and Human
Services

Supplemental Nutrition Assistance Program (SNAP) January 2023 External FAQ

1. What is the PHE, and why is it important for my SNAP benefits?

In response to the COVID-19 pandemic, since March 2020, the federal government declared a public health emergency (PHE), and HHSC received federal approval from the U.S. Department of Agriculture (USDA) to extend the maximum allowable amount of SNAP benefits to recipients based on family size. All SNAP households received a minimum of \$95 in emergency allotments. Due to recent changes in federal legislation, those emergency allotments will end in February 2023.

2. When the emergency allotment ends, will my SNAP benefits change?

Since April 2020, you may have received emergency allotments, which are the maximum benefit amount for your household size. You will receive notice the month before the SNAP emergency allotment ends. Your SNAP benefits will return to your regular monthly benefit amount.

3. How can I find out what my SNAP benefit amount will be after the emergency allotment ends?

Log in to your YourTexasBenefits.com account or use the mobile app to see the amount in your case details. You can also call 2-1-1, Option 2 and find out what your monthly benefit amount will be without having to speak to an agent.

4. How will I know when my SNAP emergency allotments are ending?

You will receive notice in January, and the last month you will receive SNAP emergency allotments is February 2023.

5. What is the best way to ensure that I stay up to date on my benefits?

Create an account at YourTexasBenefits.com so you can view your account information, including your benefit amount, update your contact information, submit a renewal and respond to requests from HHSC. You can also sign up for electronic alerts and reminders, such as text and email messages, to stay informed about your case.

6. What if I forgot my password for my YourTexasBenefits account?

To reset your password, follow the steps below:

1. Click 'Log In' at the top of the page.
2. Click 'Forgot password?.'
3. Enter your username.
4. Answer the security questions you created when setting up your account.

If you answer your security questions correctly, you can create a new password.

If you can't answer the security questions correctly, call 2-1-1 or 877-541-7905 for assistance. After you pick a language, choose Option 2.

Due to strict security and privacy rules, we can't view or change your security questions.

HHSC is currently making improvements on YourTexasBenefits to make it easier for you to reset your password. This updated functionality should be available by February 2023.

7. What if I can't reset my password for my Your Texas Benefits account online?

If you are unable to reset your password online, please do one of the following:

- **Call 2-1-1** or 877-541-7905. After you pick a language, choose Option 2.
- **Go to an HHSC benefits office.** You will need proof of your identity, such as a driver's license or other photo ID.

8. Can I submit an appeal if my benefits are reduced after the SNAP emergency allotment ends?

No. You cannot submit an appeal for SNAP benefits being reduced when emergency allotments end. You cannot appeal the emergency allotment, but you can appeal your household's benefit amount based on household size and income.

9. What can I do if I want to file a complaint or appeal a case decision?

If you do not agree with the action taken on your case, or if you have a complaint about an HHSC program, service or benefit that has not been resolved to your satisfaction, you can send a question or file a complaint with the HHS Office of the Ombudsman:

- **Call:** 877-787-8999 (8 a.m. to 5 p.m., Central time, Monday through Friday)
- **Go online:** hhs.texas.gov/ombudsman
- **Fax:** 888-780-8099 (toll-free)
- **Mail:** Texas Health and Human Services Commission
Office of the Ombudsman, MC H-700
P.O. Box 13247, Austin, TX 78711-3247

Additionally, on an individual basis, you may be able to appeal any SNAP case decision that you disagree with by mailing a letter to HHSC at: Texas Health and Human Services Commission, P.O. Box 149027, Austin, TX 78714-9027, calling 2-1-1 and selecting Option 2 after selecting a language or by visiting a [local eligibility office](#). **Note:** You cannot appeal the ending of your SNAP emergency allotments.