

Resuming SNAP and TANF Interviews FAQ



In January 2020, the U.S. Department of Health and Human Services declared a public health emergency in response to the COVID-19 pandemic. Federal legislation allowed states to temporarily stop required interviews for anyone renewing or applying for **SNAP** or **TANF** benefits.

Effective **June 1, 2024**, the Texas Health and Human Services Commission (**HHSC**) will start required interviews again for people renewing or applying for **SNAP** or **TANF** benefits.

Read through a list of frequently asked questions to learn more about required interviews.



Q: When will interviews resume?

A: Interviews start again on June 1, 2024. All renewals and applications processed on or after June 1 will require a client interview.

Q: Who are interviews resuming for?

A: Interviews will start again for people renewing or applying for SNAP or TANF benefits. Interviews are not required to renew or apply for Medicaid programs.

Q: Do current SNAP and TANF recipients need to have an interview done right away?

A: No. Interviews only happen when it's time to renew. HHSC will reach out to you.

Q: How often do SNAP and TANF applicants and recipients need to be interviewed?

A: SNAP recipients will usually need to be interviewed once a year. TANF recipients will usually need to be interviewed every six months.

Q: What should I expect to be asked about in an interview?

A: We'll ask you follow-up questions about the things you included in your application or renewal, in addition to asking you for information about household members, income and expenses.



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FAQ

Q: How do I know that I need an interview?

A: HHSC will call the telephone number on file for you twice to conduct a phone interview. If no one answers the second time, HHSC will leave a voicemail and mail you notice H1830-FA with next steps. The voicemail and notice will include information about how to complete a phone interview.

Q: What phone number will show up on caller ID when someone tries to call me for an interview?

A: The caller ID will be from 737-867-7700 and read “State of Texas.” Add it to your phone contacts so you know it’s us when we call.

Q: If I receive a voicemail and notice from HHSC that I need to be interviewed, how long do I have to complete the interview?

A: You must be interviewed within seven calendar days of receiving a call from HHSC.

Q: What if I don’t complete an interview within seven calendar days?

A: If you don’t complete an interview within seven calendar days, you might be denied SNAP and TANF benefits.

Q: If my benefits were denied because I didn’t complete an interview within the required time frame, and I’m determined eligible for SNAP or TANF later, will my benefits be retroactively reinstated?

A: No. SNAP or TANF benefits cannot be approved until the interview is completed.