

Proactive Communications will be sent to individuals around key moments of their SNAP, TANF, and Medicaid journey. Communications are received from the following:

- SNAP/TANF SMS messages from 24084
- SNAP/TANF Automated Voice Calls/Voicemails from (888) 564-1228
- Medicaid SMS messages will be sent from 91038
- Medicaid Automated Voice Calls/Voicemails from (888) 817-8661.

Some of the key moments for SNAP/TANF are the following:

- Application Interview - received 24 hours before interview date
- Application Decision - received when decision notice of action is sent to the individual
- Interim Report Reminder - received when notice of action is sent to the individual for their Interim Report
- Recertification Interview - received 24 hours before interview date
- Recertification Decision - received when the reapplication decision notice of action is sent to the individual

Some of the key moments for Medicaid are the following:

- Renewal Packet Sent - received when program was not renewed automatically through our system and a manual renewal packet has been sent
- Renewal Submission Reminder - received when program was not renewed automatically through our system and a manual renewal packet was sent but not yet returned

The State of Ohio is currently sending outbound messages from (844) 640-OHIO (6446) to individuals receiving benefits (SNAP, TANF, Medicaid, Child Care, etc.)

Received for SNAP/TANF and Medicaid:

- Medicaid Discontinuances – received when Medicaid has been discontinued during their certification period

- Pending Verification – received when the submitted application is pending and documents will need to be submitted to complete processing
- Documents Received – received when documents submitted were received by the county agency
- Benefit Approval (Medicaid, SNAP, Cash, and Child Care) – received when benefits have been approved for the individual

Blast Communications may be sent via SMS and Automated Voice calls. These communications will be requested by the County JFS and the content of these messages may vary. Individuals will be receiving the **SMS messages from 20498, and Voice Calls/Voicemails communications will be from (380) 201-9634.**