



Benefits.Ohio.Gov Updates and Improvements

User Enhancement Overview

March 2023



Benefits.Ohio.Gov

The Benefits.Ohio.Gov site has been revamped and improved to better serve Ohioans looking for information about assistance programs available to them, answers to common questions and assistance accessing their SSP account.

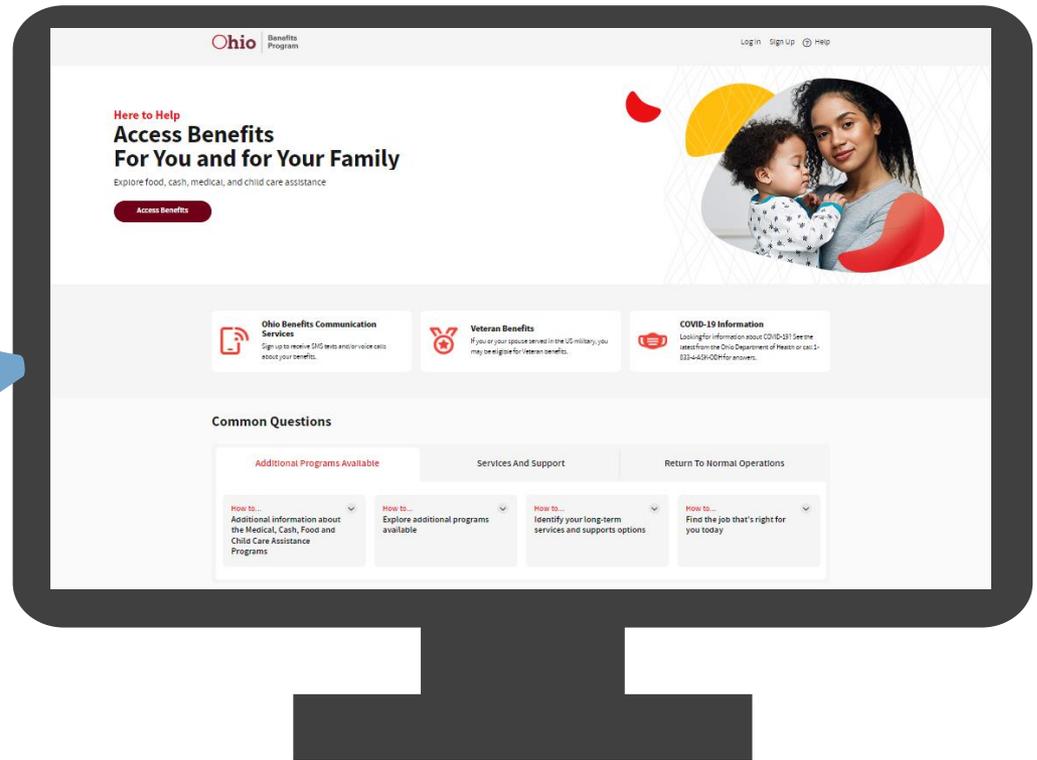
Fresh New Look!

The refreshed benefits.ohio.gov site offers a user-friendly landing page with easy navigation.



Quick Resolutions

The new page features many single-click resources and answers to common user questions to streamline issue resolution and reduce county phone traffic.



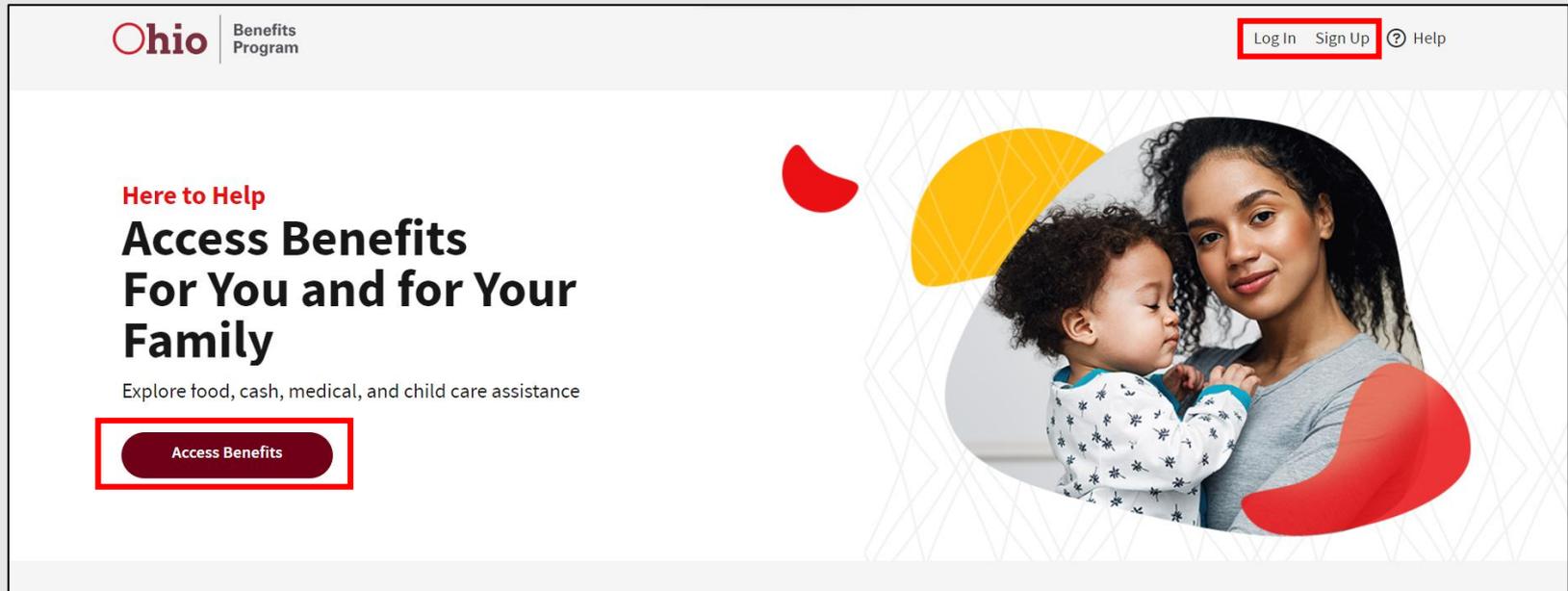
Screenshot Walk-throughs

From the User Perspective

Ease of SSP Access

The new landing page mimics the actual SSP, allowing users to directly access their benefits through their SSP account, immediately be taken to the SSP Log In page or Sign Up for a new SSP account if they do not have an existing one.

Landing Page SSP Access



Informative Highlights

Users seeking to sign up for alerts about their benefits, explore veteran benefits options or find additional information about COVID-19 have single-click access to pertinent resources and websites.

The image shows three white promotional cards with red icons and text. The first card features a mobile phone icon with signal waves and the text 'Ohio Benefits Communication Services' and 'Sign up to receive SMS texts and/or voice calls about your benefits.' The second card features a red star with wings icon and the text 'Veteran Benefits' and 'If you or your spouse served in the US military, you may be eligible for Veteran benefits.' The third card features a red face mask icon and the text 'COVID-19 Information' and 'Looking for information about COVID-19? See the latest from the Ohio Department of Health or call 1-833-4-ASK-ODH for answers.'

The screenshot shows the Ohio Benefits Program website. The header includes the 'Ohio Benefits Program' logo and navigation links for 'Log In', 'Sign Up', and 'Help'. The breadcrumb trail reads 'OBSSP / Home / Resources / Benefits Alerts'. The main heading is 'Benefits Alerts'. Below the heading, a paragraph explains that users can opt-in to receive program reminders and updates via SMS or voice calls. A 'Share this' button with social media icons (Facebook, Twitter, LinkedIn) is present. On the left, a sidebar lists 'RESOURCES' with 'BENEFITS ALERTS' selected. The main content area lists 'Reminders and Notifications regarding:' followed by a bulleted list: 'Applications', 'Reporting and Recertification Requirements', 'Program Updates', and 'Benefit amounts and load dates'. A note below the list says 'For instructions on how to opt-in/out, please view the FAQs below.' At the bottom right, there is an 'Expand All Sections' button. A dropdown menu is open with the text 'What is this service?' and an upward arrow. The dropdown content states: 'Ohio Benefits is offering the OB Comms SVC to allow citizens to receive personalized SMS texts and automated voice calls directly to their phone to:'

Common Question Resolution

Users seeking answers to common questions will find resolution right on the landing page. Categories include Additional Programs Available, Services and Support and Return to Normal Operations, post Public Health Emergency. Within each category users can choose the “How to” most related to their question for the answer and/or relevant resource.

Common Questions Feature

Common Questions

Additional Programs Available Services And Support Return To Normal Operations

How to... ▼
Additional information about the Medical, Cash, Food and Child Care Assistance Programs

How to... ▼
Explore additional programs available

How to... ▼
Identify your long-term services and supports options

How to... ▼
Find the job that's right for you today

[See All Common Questions >](#)

Common Questions: Categories

Additional Programs Available Services And Support Return To Normal Operations

How to... Additional information about the Medical, Cash, Food and Child Care Assistance Programs

How to... Explore additional programs available

How to... Identify your long-term services and supports options

How to... Find the job that's right for you today

Additional Programs Available Services And Support Return To Normal Operations

How to... Seek help from local food banks with completing your SNAP application

How to... Request a hearing if you disagree with a decision made about your public benefits

How to... How to save more without losing healthcare or other benefits

How to... Apply for Unemployment

Additional Programs Available Services And Support Return To Normal Operations

How to... Stay up-to-date

How to... Update your contact information

How to... Respond to requests for information

How to... Transition your coverage

Common Questions: Additional Programs Available

Additional Programs Available **Services And Support** **Return To Normal Operations**

Additional information about the Medical, Cash, Food and Child Care Assistance Programs ⓧ

Medicaid
Ohio Medicaid is here to help Ohioans in times of need. Learn about various types of Medicaid eligibility, how to enroll, healthcare services covered by Ohio Medicaid, and other programs to strengthen your health and well being.

Learn More: Medicaid

Food and Cash Assistance
The Food Assistance Program – formerly called food stamps and known nationally as the Supplemental Nutrition Assistance Program (SNAP) – helps eligible low-income Ohioans stretch their food budgets and buy healthy food. Food assistance benefits are distributed electronically through the Ohio Direction Card, which is similar to a debit card.
Ohio Works First is the financial assistance portion of the state's Temporary Assistance to Needy Families program, which provides cash benefits to needy families for up to 36 months.

Learn More: Food and Cash Assistance

Child Care
The Ohio Department of Job and Family Services (ODJFS) offers financial assistance to eligible parents to help them with child care costs while they engage in work, education or job training. This assistance allows low-income parents to find and keep jobs, and it ensures that their children have access to an early care and education experience they need to succeed in school.

Learn More: Child Care

Common Questions: Services and Support

The screenshot displays a web interface with three tabs: 'Additional Programs Available', 'Services And Support', and 'Return To Normal Operations'. The 'Services And Support' tab is active. Below the tabs, there is a section titled 'Apply for Unemployment' with a close button (X) in the top right corner. The text in this section reads: 'Unemployment benefits provide short-term income to unemployed workers who lose their jobs through no fault of their own and who are actively seeking work. It reduces the hardship felt by families during periods of temporary unemployment. The program is financed by taxes paid by employers to both the federal and state governments. Have you lost your job?'. At the bottom of this section is a dark red button labeled 'Apply for Unemployment'.

Common Questions: Return to Normal Operations

Additional Programs Available

Services And Support

Return To Normal Operations

Respond to requests for information

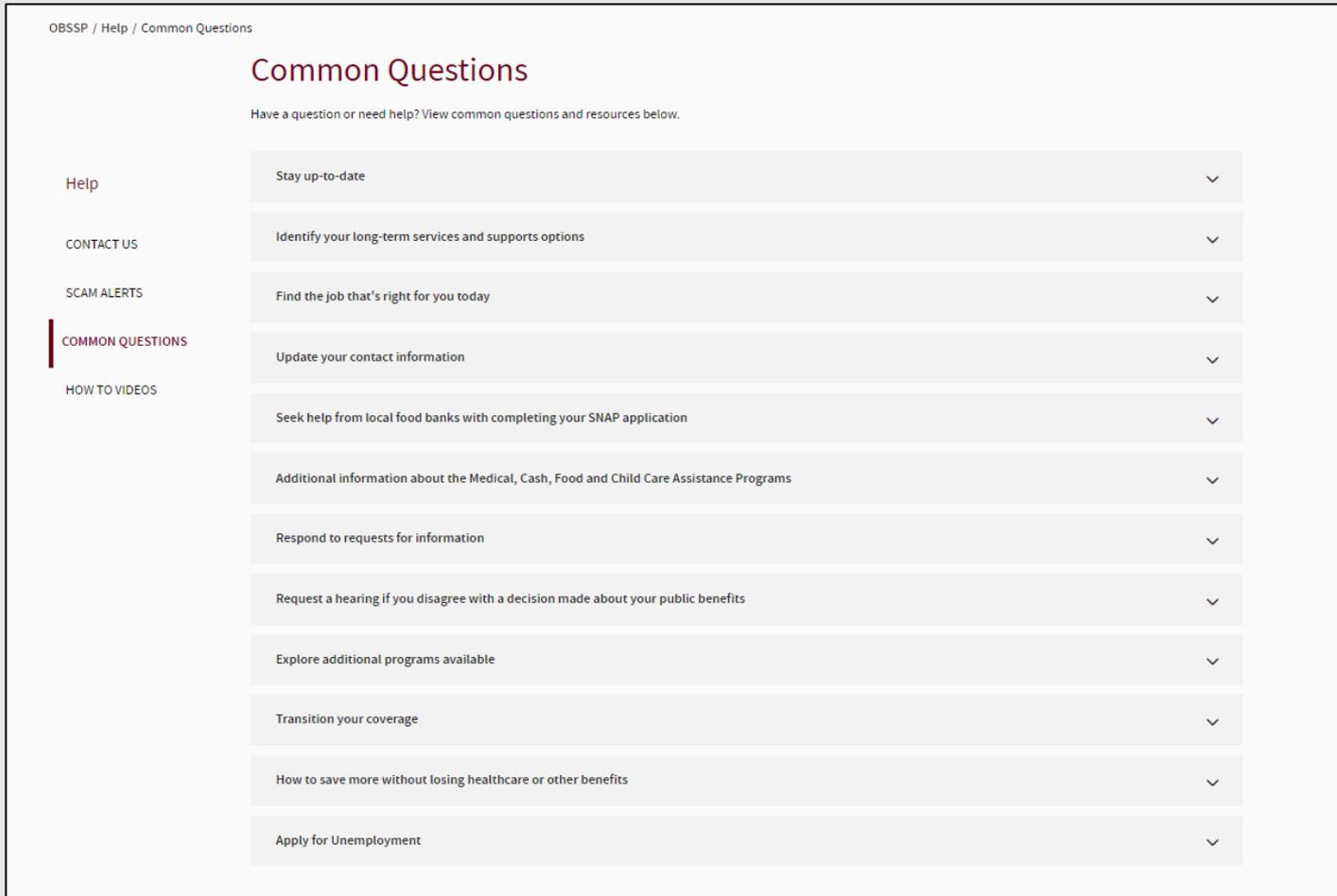
Check your mail and respond to renewal letters or requests for information immediately.

While some renewals can be completed without a need to contact the member, some renewals will require members to respond to mail. If you receive a letter stating that it is time to renew, or that your CDJFS needs more information, you should respond right away. The CDJFS needs to hear from you to review your Medicaid eligibility. If you do not respond to renewal letters or requests for information, you risk losing coverage even if you still meet the eligibility criteria for Medicaid.

- You can manage your Medicaid account, complete renewals, upload documents, and find out the status of your coverage by logging into your Ohio Benefits Self-Service Portal account.
- For additional questions, help is available in person or via phone at your CDJFS.
- You can also call 1-844-640-6446. Help is available Monday through Friday 8 a.m. to 4 p.m. ET.

See All Common Questions

Users can view all common questions and answers via the landing page hyperlink or the Help icon left navigation.



Updates and Spotlight

Relevant updates and information are available on the landing page, as well as a spotlight on critical information, like phishing/scam alerts.

Updates

 [All Updates](#)



Discontinuance of SNAP Emergency Allotments

The federal law has changed and no longer allows for SNAP emergency allotments.

February 06, 2023



NEW
NORMAL

Resuming routine Medicaid eligibility operations

Ohio will resume its normal operations on February 1, 2023. Last updated February 2, 2023

February 02, 2023



Update your Medicaid Contact Information

Important changes are coming to your Ohio Medicaid plan. Update your contact information to stay informed about your Medicaid plan and coverage.

January 01, 2023

Spotlight



Scam Alert!

Please be aware of skimming and phishing scams! There are reports of criminals across the country targeting SNAP and Cash recipients by stealing benefit card information or sending phony text messages to obtain EBT card numbers and pins and steal SNAP benefits. Click on this alert for more information about this fraudulent activity.

Additional Scam Information

OBSSP / Help / Scam Alerts

Scam Alerts

Skimming Scams

Please be aware that criminals across the country are targeting SNAP and cash assistance recipients by stealing benefit card information through skimming. Protect yourself by frequently changing your PIN and going to jfs.ohio.gov/ofam/Tips-for-keeping-your-SNAP-FBT-and-Cash-cards-safe.stm for more information.

Share this



Help

CONTACT US

SCAM ALERTS

COMMON QUESTIONS

HOW TO VIDEOS

Phishing Scams

There are reports of criminals using phony text messages to obtain EBT card numbers and PINs and steal SNAP benefits.

These are known as phishing scams and are a type of fraud. Please do not provide your EBT card number or PIN by phone, email, or text. Do not click on links provided in emails or text messages.

If you think you are the victim of a phishing scam, please contact your local SNAP office.

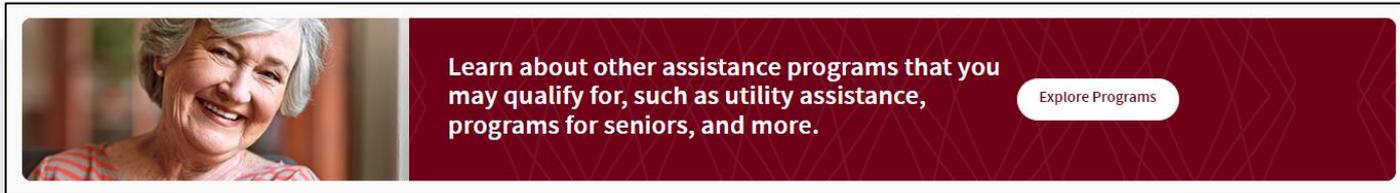
Fraudulent Phone Calls

If you receive a call advising that your SNAP, TANF, Child Care and/or Medicaid benefits are ending and requesting personally identifiable information such as your Social Security Number these calls are NOT generated by the State of Ohio or any of its agencies. If you have questions about your public assistance benefits please contact your local county Department of Job and Family Services.

If you would like to report the scam call you can also contact the State of Ohio Attorney General's office at 1-800-282-0515 or <https://www.ohioprotects.org>.

Explore Programs

Users looking for more information about assistance programs they may qualify for, such as utility assistance, programs for seniors and more can access it via the banner on the landing page. The button will direct users to a collapsible menu of programs to explore.



OBSSP / Home / Resources / Assistance Programs

Assistance Programs

[Expand All Sections](#)

Resources

VETERAN BENEFITS

BENEFITS ALERTS

ASSISTANCE PROGRAMS

- Housing and Utilities ▼
- Mental Health and Addiction Services ▼
- Developmental Disabilities Services ▼
- Aging Services ▲

Area Agencies

The Department of Aging administers programs and services to meet the needs of older Ohioans. These programs are funded by the federal Older Americans Act, Medicaid, and other sources. This map is a searchable directory of organizations providing services to families in the region. Search by your location and click on a map pin or the name of a provider in the results list to learn more about what the provider offers and to obtain contact information.

For local services and supports for older adults and caregivers, call 1-866-243-5678 to be connected to the area agency on aging serving your community.

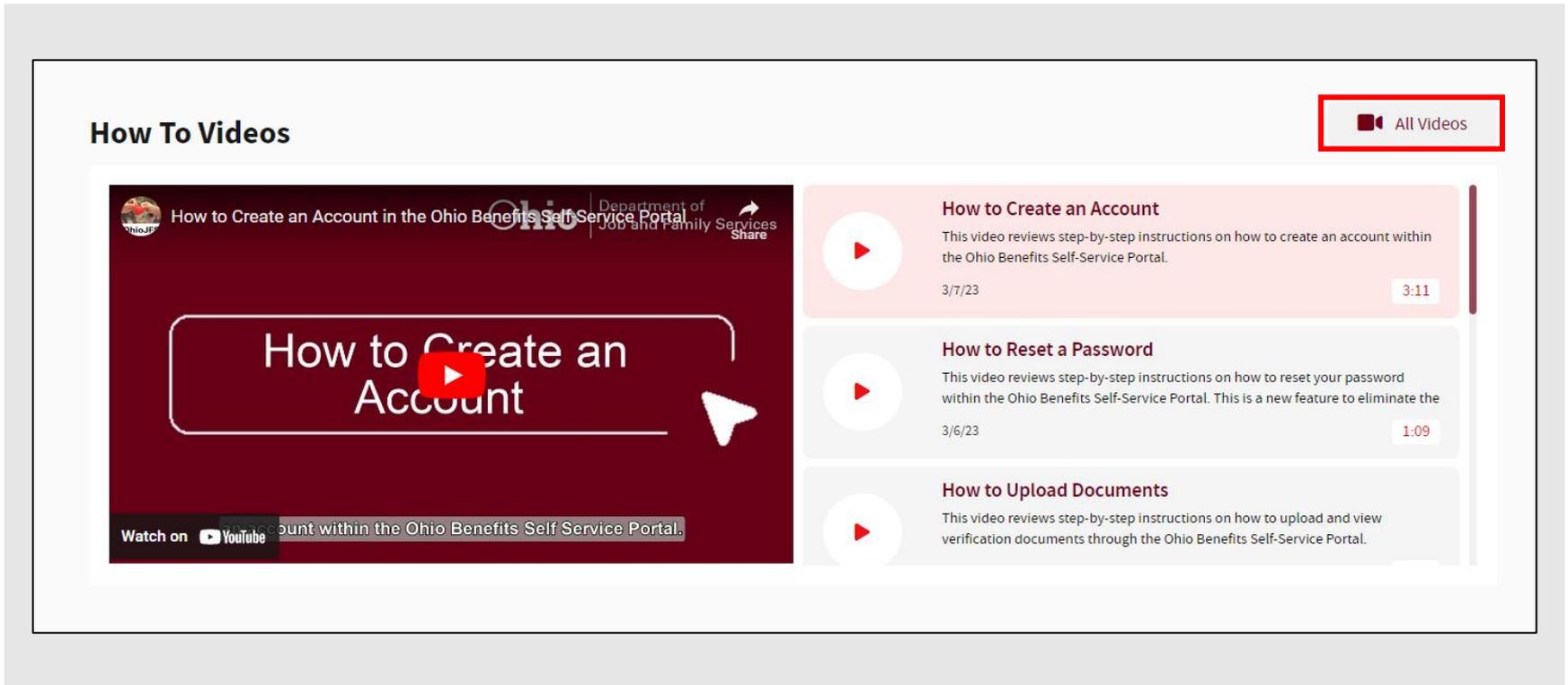
[View Map of Area Agencies](#)

Share this

[f](#) [t](#) [r](#)

How To Videos

A library of videos reviewing step-by-step instructions of SSP functions is housed in a carousel at the bottom of the landing page. The videos can also be viewed on a single page library by selecting the “All Videos” button.



Help

Users looking for further assistance can use the “Help” button in the top right corner of the site. This page will offer the call center phone number, as well as County Department of Job and Family Services contact and location information via an interactive map.

[Adams County Job and Family Services](#)

482 Rice Drive, West Union, OH 45693

Opening Info:
 Monday - Thursday
 7:00a-4:00p
 Friday
 7:00a-11:00a
 * Does not close for lunch
Phone: (937)-544-2371
County: Adams

 **Website:** <https://www.adamscountyoh.gov/job-and-family-services/>

OBSSP / Help / Contact Us

Contact Us

Call Us

If you require additional assistance or were not able to find the answer to your question on this site, call the County Shared Services line at 1-844-640-OHIO (6446).

Find Us

Most ODJFS programs are administered by local agencies, so you can get the assistance you need right in your own county.

Click on your county name below to find contact and location information for your County Department of Job and Family Services (CDJFS) for help with cash, food, medical and child care assistance or adult protective services.

- Help
- CONTACT US**
- SCAM ALERTS
- COMMON QUESTIONS
- HOW TO VIDEOS

Search for Locations

All Counties

Found 85 Example Locations

- Adams County Job and Family Services
482 Rice Drive, West Union, OH 45693
- Allen County Job and Family Services
951 Commerce Pkwy, Lima, OH 45804
- Ashland County Job and Family Services



