

Frequently Asked Questions

How can I apply for benefits?

See our page on how to apply for benefits.

How can I find out who my worker is?

If you have an ongoing or pending case with our agency, and do not know who your assigned worker is, call **469-4524**.

What should I do if I suspect child abuse or elderly abuse?

For child abuse, you can call child protective services at **469-4524**. (After 5:00 PM, call 1-800-552-7096.) For elderly abuse, call adult protective services at **469-4524**. (After 5:00PM, call 1-888-832-3858.)

I have questions about applying for long term care.

If you are someone in your family needs nursing facility care or personal care in the home and cannot afford the cost, you should apply for Medicaid at your local Department of Social Services.

Eligibility Determination

An individual's gross monthly income must be less than the private rate for care in a nursing facility or for personal care. The person's resources (cash, bank accounts, stocks, bonds, etc.) cannot exceed \$2000. Applicants with spouses have different income and resource rules and determinations than single individuals.

Prescreening

Prescreening is the preauthorization of Medicaid payment for covered Long Term Care services. A nurse from the local Health Department and an adult service worker visit the patient at home to assess the level of care that the patient needs. This information is given to the local Health Department director and a decision is made as to whether or not long term care is necessary and cost efficient. The prescreening process may be completed by a hospital screening committee if the person is in an acute care hospital at the time the placement is needed.

Medicaid Provider

The nursing facility or personal care provider must be a Medicaid provider. If the individual is in a nursing home, he or she must be in a Medicaid certified bed.

Patient Pay

The patient will have to pay a portion of the cost for his or her nursing facility care or personal care. The amount is based on their total monthly income with some allowances made for expenses such as personal needs (\$30 for nursing home residents; \$1028.00 for personal care recipients as of 01/01/07), the cost of secondary medical insurance, and the amount needed for the maintenance needs of a spouse or minor dependent child in the community.

Steps in the Screening Process

Request a screening for nursing home, personal care, adult day care, etc. by calling Service After choosing an agency, contact the Health Department at **469-3771** and have them forward the original screening forms to the nursing home, personal care agency, or adult daycare of their choice.

I need more information on becoming a Foster Parent.

Social service agencies need individuals and families willing to foster parent children of all ages and who may exhibit a variety of problems. Foster children vary in age from newborn babies to teens. Once in foster care, a child may remain until he or she is 18 years of age, and in special circumstances, until age 21 years. Folks with a desire to parent teens or sibling groups are always greatly needed. Very often, teens are the "forgotten children" - but families who have committed to fostering teens have found it to be an extremely rewarding experience. It is truly satisfying to make a difference in the life of an adolescent who is about to enter young adulthood and who may have never received guidance and caring. Likewise, opening your home to sibling groups so that further loss may be avoided is a true gift. Children who enter foster care may have a variety of special needs. They may have medical or psychological problems such as HIV/AIDS, fetal alcohol syndrome, mental retardation, attention deficit disorder (ADD/ADHD), or essentially any problem that may befall children. Social service agencies typically attempt to match a foster child with a foster home based on the strengths and needs of both.

Foster parents are provided special training to prepare them for the job of caring for foster children. The Dinwiddie Department of Social Services has developed and provides the training it feels is necessary for this preparation. The dates, times and lengths of training will depend on the agencies needs. For more information, please contact **469-4524** and request to speak with the foster care worker.

What if I lose or damage my EBT card?

If your EBT card is lost, stolen, or damaged, call the toll free Customer Service Help-Line at 1-866-281-2448, to report it. A new card will be mailed to you on the next business day or you can contact your worker to request a new card and come in and receive a replacement. A \$2.00 replacement fee will be charged and will be deducted from the balance on your EBT card. No one will be able to use your EBT card once you report it missing.

How long will it take to get a new EBT card?

Once you report your card lost or stolen, a new card will be mailed to you. You should receive your replacement card with 5-6 days. Your PIN will remain the same as before.

You may want to continue to use the same PIN. If you want to change your PIN, you need to contact your worker to see about coming in to change your PIN.

How will I know the balance on my EBT card?

There are two easy ways to check: Always keep your store receipts that show your EBT balance. Check the receipt from your last purchase; it shows your available balance. Call the Customer Service Help Line at 1-866-281-2448. Always know your balance before you go shopping---some retailers may have a machine located at their customer service desk that may be used to check your balance before you go through the checkout line.

Where can I shop with my EBT card?

Probably where you shop now. All stores that take the EBT card should have a "Quest" or Cardinal Card sign on the door. If you do not see these signs, ask the store manager or a clerk if they accept EBT before you start shopping.

What if I don't want to use all my benefits in one month?

The food stamp benefits you do not use stay on your EBT card until you use them. However, if you don't use your card for 90 days, your benefits will be frozen and you must contact your worker to reactivate your account.

What if I plan to move or change my address?

Call your worker. No matter which program you are involved with from Social Services, you must always report changes in your address, living arrangements, and/or income to your worker.

My church or group wants to help. Where can I get more information?

Contact the Administrative Support Unit at **469-4524** to see how you or your group can help the citizens of Dinwiddie County.