News Release

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FOR IMMEDIATE RELEASE:

Frederick County Agency Updates for April 23, 2020

Frederick, MD – April 2, 2020

Health Department:

The Health Department is now reporting 726 positive cases of COVID-19 and 45 deaths. For more information, please visit health.frederickcountymd.gov/coronavirus.

JIC:

Community leaders are joining together and invite you to participate in a "Frederick Together: Virtual Town Hall" next Thursday evening, April 30, 2020, from 6 PM – 7:30 PM. Moderated by the Frederick NewsPost, the Town Hall will bring together the following panelists:

- Frederick County Executive, Jan Gardner
- The City of Frederick, Mayor Michael O'Connor
- Frederick County Health Officer, Dr. Barbara Brookmyer
- President/CEO of Frederick Health, Tom Kleinhanzl
- President/CEO of the Frederick County Chamber of Commerce, Rick Weldon.

The Town Hall will be available for viewing on Frederick County Government TV, the City's Channel 99, and on Facebook Live. Leading up to and during the event, questions can be sent to JIC@frederickcountymd.gov using the Subject: TOWN HALL. During the town hall, you may also write in questions via Facebook Live chat.

Questions regarding this event can be directed to Ashley Waters, Communications Manager at The City of Frederick (awaters@cityoffrederickmd.gov / 301-600-1385)

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Frederick Health Hospital:

What is the white tent (not the drive-through testing) outside of Frederick Health Hospital?

Through the State of Maryland, Frederick Health Hospital has received a mobile unit that will be installed outside of Hospital Entrance #3. FHH has not identified a specific use for the space at this time. Frederick Health Hospital takes comfort in knowing that they will have additional capacity for any needs that arise.

Division of Social Services:

Family Investment Administration Frequently Asked Questions

1. *How do I apply for food, cash, emergency, and aged/blind/disabled or long term care medical assistance?*

   Customers are strongly encouraged to submit applications online via either the Department of Human Services (DHS) website or MyDHR portal: https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home.

   At this time, paper applications are not available from your local department of social service or library due to state buildings being closed to the public. A paper application may also be downloaded from the DHS website and mailed or faxed to your local department of social services office. You can also call the DHS Call Center at 1-800-332-6347 to request a paper application be mailed to your address. Please note the processing of paper applications may be delayed.

2. *How can I check the status of the application I submitted online?*

   You can check the status of your application submitted online on the MyDHR website at: https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home.

3. *How can I get information about my case?*

   Customers can secure information regarding applications submitted online by logging into their MyDHR account on the myDHR website at: https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home. Customers can also call the DHS Call Center at 1-800-332-6347.

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4. *How can I check the balance of my EBT card?*

   Customers can call the Maryland EBT Customer call center at 1-800-997-2222 to obtain their benefit balance and perform other activities (i.e. review transactions, confirm benefit issuance and order a new card) 24 hours a day 7 days a week. Customers can also visit the Maryland EBT website at: www.connectebt.com

5. *What do I do if my recertification period ends in March or is coming due in April or May?*

   No immediate action is needed. Below, please find the revised recertification extensions by program.

   - SNAP: Certification period-extended 6 months
   - TCA: Certification period-extended 6 months
   - TDAP: Certification period-extended 6 months
   - *MA: All MA recertifications ending March 2020 have been extended until April 30, 2020.

   *For Medical assistance programs, we encourage you to visit the Maryland Health Connection website at https://www.marylandhealthconnection.gov for the most recent updates.

6. *I submitted an application prior to the LDSS closure on March 18, 2020, however, I was unable to submit the requested verifications. What should I do?*

   No immediate action is needed. A 90-day extension has been given for any requested or outstanding verifications.

7. *I am unable to complete my work activity. How do I let my case manager know?*

   No immediate action is needed. Programs with work requirements have been waived for 90 days. Please do NOT report to your work site.

8. *How can I appeal a decision made on my case?*

   Please contact the DHS Call Center at 1-800-332-6347 to contact your LDSS to resolve the matter. You can also seek assistance with completing a request for a fair hearing form.

For quicker processing, customers are strongly encouraged to submit applications online via either the Department of Human Services (DHS) website or MyDHR portal: https://mydhrbenefits.dhr.state.md.us/dashboardClient/#/home.

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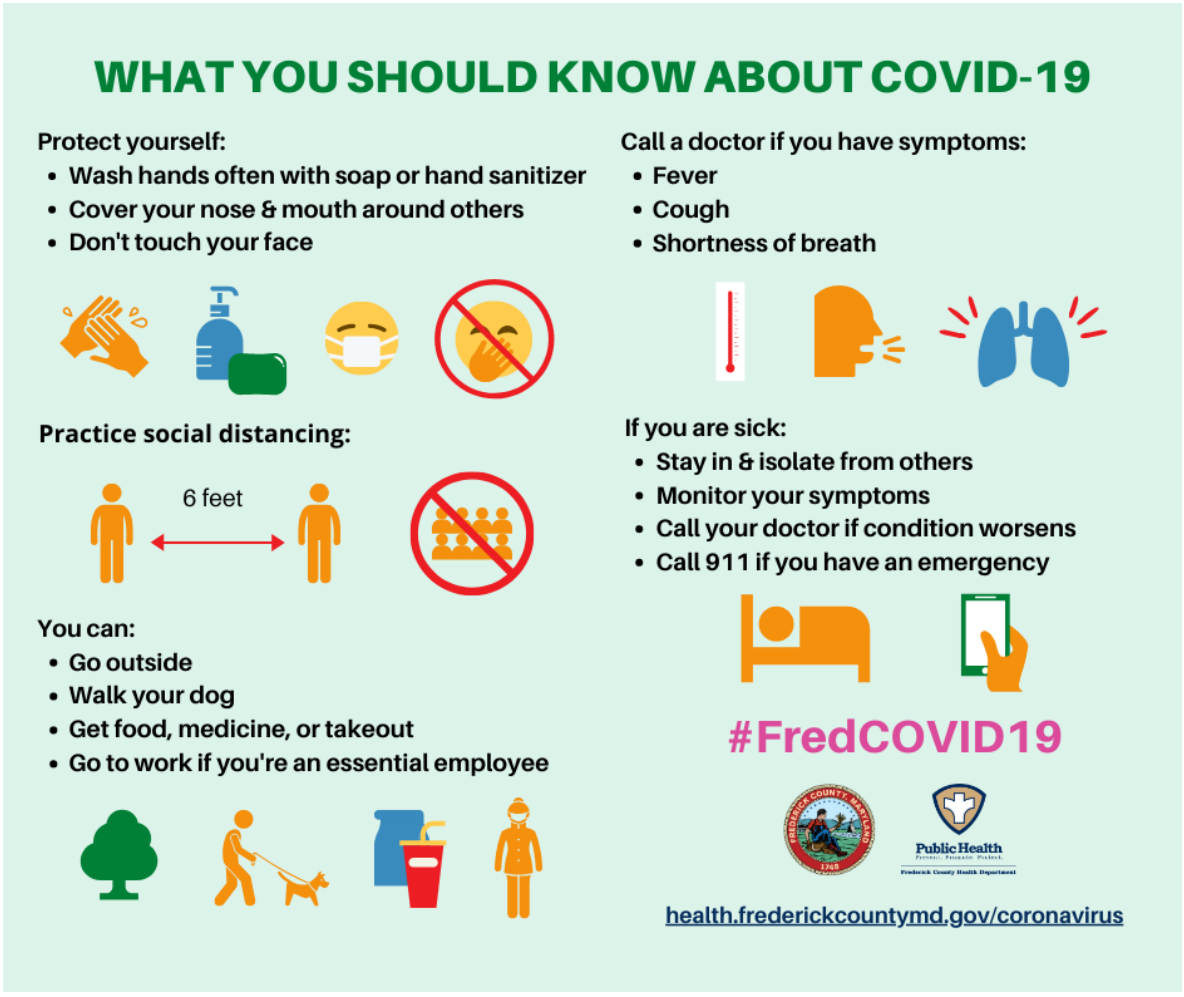
For more information:

Frederick County residents can call 866-411-6803 to reach our local 211 center with general questions about coronavirus or COVID19.

Accurate COVID-19 information is critical to the community. For the most current and accurate information about this situation, please refer to the following:

- City of Frederick: //cityoffrederickmd.gov/covid19
- Frederick County Government: www.frederickcountymd.gov/Coronavirus
- Frederick County Health Department: health.frederickcountymd.gov/coronavirus
- Maryland Department of Health (MDH): coronavirus.maryland.gov
- Centers for Disease Control (CDC): coronavirus.gov

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