

**WHAT SERVICES ARE PROVIDED AT THIS AGENCY?** Food Stamps, Medicaid, Cash Assistance, Emergency Assistance, (shelter, rent, utilities, etc.), Home Health Care, Long Term Care, Adult Protective Services, Child Support Services and Medical Transportation (ask your case worker about specific program details.)

**IS AN APPOINTMENT REQUIRED TO APPLY FOR BENEFITS?** Most new customers do not need an appointment as they are seen on a first come, first seen basis. Appointments are required for Long Term Care (Nursing Home) applicants. Call 201-368-7667 to make an appointment for Long Term Care Applications. Existing customers may contact their case worker to determine if a new application is necessary. FamilyCare is a mail-in program. New customers can phone our agency to receive an application in the mail or obtain one online @ [www.bcbss.com](http://www.bcbss.com).

**IS THERE AN EXPECTED WAIT TIME FOR AN INTERVIEW?** The wait time varies depending on your interview / application type. New customers may have a wait time and existing customers may be seen sooner if they have an appointment.

**HOW LONG WILL IT TAKE FOR AN APPLICATION TO BE PROCESSED?** The standard processing time for most applications is 30 days. Some applications may be expedited if specific criteria are met (ask your case worker for details about expedited cases). FamilyCare applications could take longer.

**HOW MAY VERIFICATIONS BE DELIVERED TO A CASE WORKER?** Verifications may be delivered any of the following ways: fax, mail or hand delivered to the agency. The agency will provide self-addressed stamped envelopes as well as a mail box located in the main lobby for added convenience. Be sure to include your case number and worker's name on all verifications.

**CAN SOMEONE APPLY FOR BENEFITS OUTSIDE OF THE AGENCY?** The agency has various outreach sites for applicants who are not able to come to the office. (You may get a list of these sites from your case worker or check our website at [www.bcbss.com](http://www.bcbss.com) or ask any agency representative). For Medicaid for the aged and disabled, please call the office.

**HOW WILL I BE NOTIFIED ABOUT MY ELIGIBILITY?** When your case has been completed an eligibility notice will be mailed to you. An approval letter will include your benefit amount, new case worker information, instructions about how to obtain your benefits and the date you will receive your benefits. A denial letter will include the denial reason and fair hearing instructions.

**HOW ARE BENEFITS TRANSFERRED FROM ANOTHER STATE OR COUNTY?** Benefits are not transferable from state to state. If you have moved from another state you must provide proof that the case is closed. If you have moved from another county in New Jersey you must report your new address to the other county so that they can close your case and transfer it to us. It is your responsibility to report a new residence to the old and new counties. You will still have to apply for some programs when you arrive in the new county because not all benefits are transferable such as Food Stamps.

**WHAT ARE THE AGENCY'S HOURS OF OPERATION?** Monday, Wednesday, Thursday and Friday from 8 am to 4:30 pm. Tuesdays from 8 am to 8 pm.

**WHAT IS THE AGENCY'S CONTACT INFORMATION?** Address: 216 Route 17 North, Rochelle Park, NJ 07662

Phone: (201) 368-4200 (YOU MAY OBTAIN A DIRECT LINE AND FAX # FROM YOUR INDIVIDUAL CASE WORKER). You can also visit our website at [www.bcbss.com](http://www.bcbss.com).

**HOW CAN A LOST OR DAMAGED EBT CARD OR MEDICAID CARD BE REPORTED AND/OR REPLACED?** If an EBT card is damaged you must report to the agency (bring a photo I.D. to obtain a replacement.) If an EBT card is lost you must call the following phone number: 1 (800) 997-3333 and then report to the agency for a replacement. If your Medicaid card has been lost or stolen, call 1-877-414-9251.