



HOW TO GET BACK SNAP BENEFITS THAT WERE CUT OFF

If your benefits were cut off, you may be able to get them back

Did you have your phone interview?



If you missed your phone interview, you must do one of the following:

- Call the interview hotline at 855-527-1310 to complete the interview.
- Call the Customer Service Center at 215-560-7226 and tell the worker that you missed your interview and ask them to send a ticket to your caseworker.
- As a last resort, go to your local welfare office and request a face-to-face interview with a caseworker.

Are you missing verification?



If you did not submit documents, such as pay stubs, you must do the following:

- Submit the documents to your local office by mail, by fax, or in-person
- Call the Customer Service Center two days after you have submitted the documents to verify receipt and tell the worker to send a ticket to your caseworker

Did you complete the semiannual reporting form?

If you did not turn in your 6-month renewal form by the due date, your benefits will stop.

- Turn in the form as soon as possible
- Contact your local office or Customer Service Center right away to speak with a worker

Did you complete the renewal?

If you did not turn in your 12-month renewal by the due date, your case will be automatically closed.

How to file an appeal

To get your benefits turned back on, you have to submit a new application or you may appeal

- In many cases, if you appeal within 12-15 days, you can still receive benefits while you're waiting for the appeal to go through.
- If you missed that deadline, you have 90 days to appeal
- Even if your benefits have been cut off, filing a timely appeal will often allow you to get your benefits reopened back to the date they were cut off.

Call our SNAP Hotline at 215-430-0556 to apply for SNAP or get help with turning your SNAP benefits back on

Need help with appeals? Call Community Legal Services (CLS) at 215-227-2400