

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2022-03-04 | **SUBJECT TO CHANGE**

Topic	Question	Response
<i>DHS – SNAP & Financial applications</i>	Do people need to have their case number or ID when calling the Statewide Branch Support Desk (SBSD), and what if they don't know it or don't have one because their application is still pending?	No, they do not need the case number or PIN to be able to talk to someone at the SBSB.
<i>DHS – SNAP & Financial applications</i>	Some clients are still getting denial notices for missed interview when no interview was scheduled. What should they do?	DHS should not be sending out any denial notices for missed interviews; however, some may have been sent out by mistake. If you have the names and date of birth for clients who have received these notices, please let us know and DHS can follow up on their specific case.