



The Application Process

I applied. What happens next?

The following steps will help you understand the application process for Medicaid, CHIP, SNAP, Child Care, and Financial assistance. Each step explains what to expect.

➔ **Step 1** The Department of Workforce Services (DWS) will review your application.

- DWS will review your application in 7-10 days and may contact you by phone or mail to discuss your application.
- Check the status of your application at jobs.utah.gov/mycase or call DWS at 801-526-0950 or 1-866-435-7414 Monday - Friday, 8 am - 5 pm.
- Watch for DWS notices sent by mail or if you receive paperless notices, you may log on to jobs.utah.gov/myCase and review the documents tab.
- If you applied for the SNAP program, a telephone interview is required. Call 801-526-0950 or 866-435-7414 to complete the interview. We encourage you to complete your interview within 7 days.

➔ **Step 2** DWS needs to gather your verification.

- Verification is the paperwork, like bank statements or pay stubs, required to verify the information you report to us. The information you provide will help us determine your eligibility.
- If verification is required, DWS will send you a notice. The notice will list what is required and a date the information is due.
- If you need help gathering the requested verification or need more time, call DWS before the due date.
- Once you turn in the requested documents, DWS will review them within 14 days to determine your eligibility. If they need additional information or documentation, they will contact you.

➔ **How do I get DWS the verification they need?**

Online: You can upload verification documents at jobs.utah.gov/mycase

By fax: You can fax them to 1-877-313-4717 or 801-526-9500.

By mail: You can mail documents to:

Department of Workforce Services • Imaging Operations • PO BOX 143245 • Salt Lake City, UT 84114-3245

In person: You can drop off documents at any [DWS Employment Center](#) M - F, 8 am - 5 pm.

➔ **Step 3** DWS makes a decision.

- DWS will determine your eligibility for benefits within 30 days of your application (90 days for medical applications, if you claim a disability). But, if you return verifications within 30 days after an application has been denied, DWS will use the verification received and you may not have to complete a new application.
- Once your eligibility has been determined, DWS will send you a notice of decision explaining the outcome of your application. The notice lists your [appeal rights](#) if you do not agree with the decision.
- If you are approved for a Medicaid program with a cost-sharing requirement such as a spenddown, premium, or cost of care, a separate notice will be sent to you explaining the options, costs, due dates, and ways to make payments, if needed.
- New Medicaid members will receive a wallet sized Medicaid card. If you have received one in the past, a new one will not be mailed unless you request it. For SNAP and Financial programs, an EBT card may be mailed when your application is submitted. If you have an active EBT card another will not be mailed to you.
- Contact DWS at 801-526-0950 or 1-866-435-7414, Monday - Friday, 8 am - 5 pm to request a replacement Medicaid card or to report changes like your income, address, or household.
- Medicaid and CHIP members will get a welcome letter with instructions to enroll in a health plan.