

**You may be able to
save valuable time by
using these tips!**

Some actions and questions regarding Medicaid, SNAP, and OWF do not need to go through our office or the main state phone line.

Next time you need to make a change to your benefit or have a question, please refer to this brochure to determine the best way to get the information you need.



Stark County Job & Family Services

Division of Human Services

221 3rd St. SE, Canton, OH 44702
Cash, food, & medical assistance applications
Customer service: 1-844-640-OHIO (6446)
Child Care: 330-452-4661

Division of Children Services

402 2nd St. SE, Canton, OH 44702
Report child abuse and neglect: 330-455-KIDS
Foster care and adoption: 330-451-8789

Division of Child Support

221 3rd St. SE, Canton, OH 44702
Customer service: 330-451-8930
Payment information: JFS.ohio.gov/ocs

Executive Offices

221 3rd St. SE, Canton, OH 44702
Customer service: 330-452-4661

Visit our website at
StarkCountyJFS.gov



Tips to Save Time

The best way to get the information
you need for Medicaid, SNAP, & OWF

Division of Human Services



Stark County Job & Family Services
221 3rd St. SE, Canton, OH 44702
StarkCountyJFS.gov

Medicaid Tips

Medicaid Managed Care Plans:

Questions and/or changes to your plan can be directed to Enrollment Services at 1-800-605-3040.

Medicaid-Covered Services/Replacement Card:

Questions and/or requests for a replacement card can be made directly to your Managed Care Provider:

- AmeriHealth Caritas: 1-833-764-7700
- Anthem Blue Cross Blue Shield: 1-844-912-0938
- Buckeye Community Health Plan: 1-866-246-4358
- CareSource: 1-800-488-0134
- Humana Healthy Horizons: 1-877-856-5702
- Molina Healthcare of Ohio: 1-800-642-4168
- United Healthcare: 1-800-895-2017



SNAP Tips

Supplemental Nutrition Assistance Program (SNAP), also known as Food Assistance or Food Stamps.

Do you need to....

- request a replacement SNAP benefit card?
- activate SNAP card?
- change your SNAP card PIN?
- view balance or purchase history?
- lock your SNAP card when not in use to protect benefits?

These actions can all be made by calling the Ohio Direction Card Customer Service phone line at 1-866-386-3071 or by using the “ConnectEBT” app, brought to you by Ohio Department of Job & Family Services (ODJFS).

“ConnectEBT” is available for both iOS and Android.
Use the QR Code to get the app now.



Google Play



Apple App Store

IMPORTANT: Your Interim Report

Do not have your benefits closed or delayed due to failure to submit a completed Interim Report!

Interim reports are required halfway through the SNAP certification to maintain benefits. These cannot be submitted over the phone.

When you receive **Form JFS 07221 “Cash and Food Assistance Interim Report”**, you must complete the entire form. Completion means: 1.) all questions are answered, 2.) verifications of any changes reported have been provided, and 3.) the form is signed.

Submit the completed form to Stark County Job & Family Services by mail, fax, email, or in person at 221 3rd St. SE, Canton, Ohio 44702.

If **Form JFS 07221** is not received by our office, you will receive a **Form JFS 07223 “Cash and Food Assistance Interim Reminder Notice”**. Only one of the forms need to be completed and submitted.

OWF Tips

Ohio Works First (OWF), also known as Cash Assistance or Temporary Assistance for Needy Families (TANF).

Do you need to....

- request a replacement Way2Go benefit card?
- activate Way2Go card?
- view balance or purchase history?

These actions can all be made by one of the following methods:

- Calling the Way2Go Customer Service phone line at 1-855-926-2105.
- Registering for an account at <https://goprogram.com/goedrecipient>
- Using the “ConnectEBT” app, brought to you by Ohio Department of Job & Family Services (ODJFS). Use the QR Code under “SNAP Tips” to get the app now.

New Card Look

Please be aware that Ohio began using new cash cards in September/October 2023. An example of the new card is below.



General Questions:
Stark_CSC@jfs.ohio.gov

Case Verifications/Documents:
Stark-Docs@jfs.ohio.gov

*Please include your name, case #, and social security number in your message. You will receive an automatic confirmation email to let you know the message was received. **Please do not send multiple emails.**