Ohio | **Department of Job and Family Services**

FACT SHEET

The State of Ohio Online Benefit Application

What is the Online Benefit Application?

The State of Ohio Online Benefit Application is a new Web-based tool that allows Ohioans to apply for food assistance, cash assistance and Medicaid online, wherever they can access a Web connection, simply by logging in at **http://ODJFSBenefits.ohio.gov.** They also can use the tool to update their case information.

How can I use the application to apply for assistance online?

First, find a computer with an Internet connection. Public libraries often have computers with Internet access. Starting in early 2011, Ohio's county departments of job and family services also will have Internet-connected computers available for customers to use. Second, go to **http://ODJFSBenefits.ohio.gov.** You will need to create an e-mail account if you don't already have one. Click on "Apply for Benefits," fill out the information requested and then click "Submit." Be as thorough as possible. The more information you can provide, the easier it will be to process your application.

How can I use the application to make changes to my case information?

From a computer with Internet access, go to **http://ODJFSBenefits.ohio.gov** and click on "Report My Changes." If you are using online change reporting for the first time, you will need to request a "Change Request Key."

To obtain a Change Request Key, you must have on hand a copy of any letter you have received from your county agency. Look at the bottom, under the words "THIS SPACE FOR OFFICIAL USE ONLY." You will see your 10-digit "case number," a slash, a "category code," a slash, and a two-digit "sequence number." You will need to enter these numbers on the "Report My Changes" page. Within seven days, a 12-digit Change Request Key will be sent via U.S. mail to your home. (If you have moved, be sure your county agency has your current address before you request the Change Request Key.)

Once you have your Change Request Key, simply return to **http://ODJFSBenefits.ohio.gov** and click again on "Report My Changes." Enter the information requested and click "Submit."

What happens after I submit my application or make changes to my case information?

Your information will be forwarded to your county department of job and family services, and you will receive a confirmation number and e-mail. Be sure to keep these handy when contacting your county. Note that applications submitted before 5 p.m. (EST) Monday through Friday will be received by your county agency that same business day. If you submit your application after 5 p.m. (EST), on a weekend or on a holiday, the county agency will not receive it until the next business day. Someone from your county agency will contact you to verify the information you submitted and possibly to schedule an interview.

Is the Web page secure?

Yes, the Web page is secure. After you click on "Apply for Benefits" or "Report My Changes," the first thing you will be directed to is a security page, where you will have to type in a code pictured in an image. Then you will be required to create a user ID and password. The confidentiality of all information is strictly protected. In addition, information submitted online is not made available to third parties for promotions of products or services.

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