



# CHAMPAIGN COUNTY DJFS

## Customer Service Line (CSS)

**1-844-640-6446**

**To reach a caseworker for questions about  
Medicaid  
SNAP  
Cash Assistance (TANF):**

- 1** Dial the CSS number (1-844-640-6446).
- 2** At the first menu enter 1 for English or the appropriate number for your language.
- 3** At the next menu choose option 2 for Medicaid/Food/Cash Assistance/Child Care.
- 4** Enter the personal information requested (there will be additional prompts to verify entries)  
Zip Code  
Social Security Number  
Date of Birth
- 5** At the next menu choose option 7 for Customer Service/Report a Change/Information about Case status/Benefit Information.
- 6** At the next menu choose option 2 to speak directly to a caseworker.

**To reach a caseworker for questions about  
Long Term Care Medicaid  
Nursing Home/Waiver  
Passport/Assisted Living:**

- 1** Dial the CSS number (1-844-640-6446).
- 2** At the first menu enter 1 for English or the appropriate number for your language.
- 3** At the next menu choose option 2 for Medicaid/Food/Cash Assistance/Child Care.
- 4** Enter the personal information requested (there will be additional prompts to verify entries)  
Zip Code  
Social Security Number  
Date of Birth
- 5** At the next menu choose option 5 for Nursing Home Care/In-Home Care Services to speak directly to a caseworker.

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