

When might I receive texts about my benefits?

Text reminders allow you to **stay on time** with applications and renewals while **skipping unnecessary calls**. See below for the alerts you may receive!

Medicaid

Sign Up

One-Time Welcome

Greets you and confirms you're signed up.



Sent when your first opt-in

Renewing

Renewal Packet Sent

Confirms your renewal packet was mailed, with a link to access online.



Sent when the packet is mailed

Renewal Reminder

A reminder to submit your renewal, with a link to access online.



Sent 5 days before your renewal due month

Update Contact Information

Asks you to confirm your address, with a link to fix it if needed.



Sent on your renewal review date



Benefits

Applying

Application Welcome

Confirms you're signed up and your application was received.



Sent right after you submit your application

Interview Reminder

A reminder of your required interview.



Sent 1 day before your interview

Application Decision

Your result, including benefit amount and load if approved.



Sent the day after your decision notice is mailed

Miscellaneous

Pending Verifications

A link to upload documents you still need to submit.



Sent 5 days before they're due; again on the due date

SNAP E&T Pre-Assessment

Confirms when you're scheduled for a SNAP E&T assessment.



Sent once your assessment is scheduled

SNAP/TANF

Recertification

Recertification Reminder

A reminder of your recertification, and the date it's due.



Sent when your renewal notice is sent

Interview Reminder

A reminder of your interview, with a number to call to reschedule.



Sent 1 day before your interview

Recertification Status

Confirms your renewal was received and is being reviewed.



Sent 5 days before your renewal date

Recertification Decision

Lets you know your renewal is complete and a decision is made.



Sent 1 day after your renewal decision is made

Reporting Changes

Change Reporting Reminder

A reminder of what changes you need to report.



Sent at 3 months and 9 months into benefit period

Interim Report (IR) Reminder

A reminder to complete your IR and the date it's due.



Sent when your IR notice is sent

Interim Report Status

Confirms your IR was received or tells you if something is missing.



Sent 5 days before your IR due month begins

Not signed up? It's easy!

Log in to the **Self-Service Portal** (SSP) and access **Account Settings**



Click on the **Update Contact Information** header



Check the box to receive messages through **Text Message**