

Medicaid Benefits Portal Process

1. This is the Medicaid Benefits Portal. In the upper right-hand corner, you can either **sign in** if you already have an account, or click **create account**.



**Benefits
Portal**

Explore Benefits ▾ Help ▾ My Healthy Baby

SIGN IN

CREATE ACCOUNT



New EBT Card Feature

As an added protection, SNAP and TANF benefit members now have the ability to lock and unlock their EBT cards if they believe they are at risk of having their benefits stolen via card skimming, card cloning, and other similar methods. Instructions for locking and unlocking your EBT card can be found here: [FSSA: DFR: SNAP benefit fraud by card skimming, card cloning and other similar methods](#)



Welcome to the FSSA Benefits Portal



**Apply Online for SNAP/ Cash
Assistance**

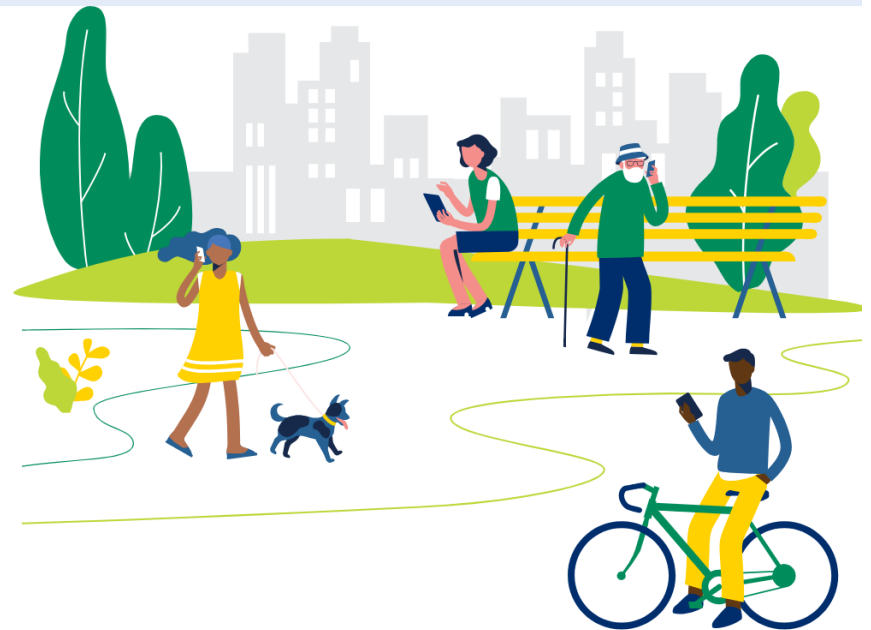
APPLY NOW



**Apply Online for Health
Coverage**

APPLY NOW

You can also [print an application](#) or [have an application mailed to you.](#)



2. To create an account you will need your name; date of birth; the last four digits of your social security number; your email address (only one account per email address); and cell phone number (so you can receive text messages).



Benefits Portal

User Details

Set Password

User Agreement

Verification

Create User Account-User Details

- Creating a User Account helps keep your information private and secure.
- You will be able to access case information and report changes once your account is created.
- You will need an Email address to set up a User Account.
- If you are having trouble creating a User Account, please contact 800-403-0864, and choose the option for Benefits Portal Technical Support.
- If you have a case or application, enter your details as you are known to the agency. This information will be used to link you to the case information to which you have access.
- You will not be able to create a User Account if you do not have an SSN.

Your Name and Other Information

First Name *

This field is required

Date of Birth MM/DD/YYYY *



Email *

Cell Phone

(must be able to receive text messages)

Last Name *

Last 4 digits of SSN *

Confirm Email *

Please Note: If you forget your User ID we will send it to you using Email or text.

Please note: If you do not log in to your account in a 15 month time span your account will be disabled. You will need to set up the account again.

Exit

Next

3. When you log in, you will see the Benefits Portal Home Page.



Benefits Portal Home Page

You can now select to receive notifications electronically. Please go to Manage and select Account then click EDIT in the Notifications panel to update your notification preferences. Click [here to go to the Change Notifications screen now.](#)

Paper applications and online applications that you completed while not logged in will not display here.

Document Upload History

Click here to [view your uploaded documents history](#).

Incomplete Online Application(s)

To access an incomplete Online Application, please click 'Continue'.

Application Number	Type	Name	Date Started	Status	Action
No incomplete applications associated with the User ID at this time.					

Application Summary for Online Application(s)

To print a copy of an online application summary, click on Print Summary. To request a copy of the summary be mailed to the applicant's mailing address, click on Mail Summary. To upload a document to your completed application, click on Upload Documents.

Application Number	Type	Name	Date Submitted	Status	Action
No completed applications associated with the User ID at this time.					

Cases

To view Case Information, click on the case number you wish to view. You will be able to navigate to a page to report changes, get Proof of Eligibility or get certain forms from the Case Information page.

To report changes in your circumstances without going to the Case Information page, click on Report a Change in the Action column for the case for which you want to submit a change report. Click on the Notices/Correspondence link below to access a list of notices and correspondence that you can View/Download/Print. To upload a document to your case, click on Upload Documents.

To view a case's Assistance Groups and see access to electronically respond to redetermination, click on Redeterminations.

Case Number	Case Name	Case Status	Action
		Approved	Report a Change Notices/Correspondence Upload Documents Redeterminations



Authorized Representative Requests

The table below lists the Authorized Representative Requests you've initiated. To make edits to an authorized representative request, please click REVIEW.

Initiated Requests

Authorized Representative	Application/Case Number	Type	Date Requested	Status	Action
No data available in table.					

The table below lists the Authorized Representative Requests you've been sent. To view an authorized representative request, please click REVIEW.

Review Requests

Authorized Representative	Application/Case Number	Type	Date Requested	Status	Action
No data available in table.					

4. To check on your account, click on **Notices / Correspondence** next to your name. You will see all the letters Medicaid has sent for the past year. This will allow you to see if Medicaid has sent a request for information that may have gotten lost in the mail.

Approved

[Report a Change](#) | [Notices/Correspondence](#) | [Upload Documents](#) | [Redeterminations](#)

5. The Notices / Correspondence will lead to the following screen.

**Benefits Portal**

[Home Page](#) [Help](#) [Manage](#) [Log Out](#)

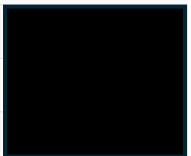
Report a Change

Authorized Representative(AR)

Appointments

Notices/ Correspondence

Notices/Correspondence
The list below contains notices/correspondence sent by FSSA that have been received within the last 14 months and are shown with a maximum of the most recent 200 notices displayed. Click the View/Download/Print links below to access your notice or correspondence.
Show entries Search:

View	Date First Viewed	Notice Name	Date Issued	Name
View/Download/Print	06/30/2025	Proof Of Eligibility	05/29/2025	
View/Download/Print		Proof Of Eligibility	05/29/2025	
View/Download/Print		Eligibility Health Coverage - Approval (Others)	07/29/2024	

6. From here, you can also click on **Solicited Documents** to see what information they are requesting and **Documents Received** to see which documents they have received.



The contact information below is for the Primary Client on the case.

Full Name: [REDACTED]
Home Address: [REDACTED]
County: [REDACTED]
Case Number: [REDACTED]

Date of Birth: [REDACTED]
Mailing Address: [REDACTED]
County: [REDACTED]

[Expand All](#)

[Collapse All](#)

- [Case Forms](#)
- [Report a Change](#)
- [Authorized Representative\(AR\)](#)
- [Appointments](#)
- [Notices/ Correspondence](#)
- [Solicited Documents](#)
- [Documents Received](#)
- [Assistance Groups](#)

[Back](#)



7. Back on the homepage, where your case information is, you can directly **upload your documents**, like paystubs, bank statements, and much more.



Application Number	Type	Name	Date Submitted	Status	Action
No completed applications associated with the User ID at this time.					

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To report changes in your circumstances without going to the Case Information page, click on Report a Change in the Action column for the case for which you want to submit a change report. Click on the Notices/Correspondence link below to access a list of notices and correspondence that you can View/Download/Print. To upload a document to your case, click on Upload Documents.

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Case Number	Case Name	Case Status	Action
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Authorized Representative Requests

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Initiated Requests					
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Review Requests					
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8. Once you've selected Upload Documents, click **Select Files**, and you can upload the documents that Medicaid requests.

 **Benefits Portal**

 [Home Page](#) [Help](#) [Manage](#) [Log Out](#) **Welcome,**

Document Upload

Case Number: **Full Name:**

You are uploading documents/files to the case or application listed above. Click the Select File button to select a file. You can upload multiple files at a time. When done selecting files, click Submit to complete the upload. Be sure to select all the files you need for your application/case before clicking Submit. The documents you select will only be uploaded to this application or case. If you want to upload to a different application/case, you will need to go back and select it from your Homepage.

Do not upload applications, but instead fax, mail or bring them to a local office. If you need additional help, [click here to view Upload Help](#).

Note: By uploading a document, you are agreeing to be contacted by eligibility should the document be considered to be unreadable.

Note: Although the file you upload may be in color, once it is processed and attached to your case or application, it will be converted to greyscale.

SELECT FILES

Allowable file types: PDF, PNG, JPG, JPEG, BMP, TIFF, TIF, GIF, DOCX

File Name	Type	File Size	Status	Action
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Exit

Submit



9. When you're done, remember to log out.