



**Georgia Department
of Human Services**

Division of Family and Children Services

Customer Contact Center Quick Reference Guide

2024-2025



**Stay Informed.
Stay Covered.**

Customer Contact Center Information

Call:

1-877-423-4746

Operating Hours:

8:00 a.m. – 5:00 p.m. (Mon-Fri)



Quick Reference Guide

Contents

Do you need help navigating the automated telephone system?

Make the most of your time when calling the Customer Contact Center. Use the instructions for the following actions to help you navigate the call menu.

Click on your desired action to jump to instructions:

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Helpful Tips

- Be sure to reserve time to receive your callback. Callback times may vary and can happen as quickly as 15 minutes or will be completed before 5:00 p.m. on the day requested.
- Have your information ready so you can move quickly through the call menu.
- Items to have on-hand:
 - Social Security Number and Date of Birth or 9-digit Client ID
 - Current contact info (e.g., home address, email, phone number, etc.)
 - Income verification documentation (e.g., pay stubs, bank statements, etc.)





Check Your Benefit Status

Check on the status of your SNAP, Medical Assistance, and TANF benefits to find out if your family's case is approved, pending, denied, or closed (and related dates).

Follow the menu options below when prompted:

- **Call 1-877-423-4746**
- **Press 1** for English **OR press 2** for Spanish
- **Press 2** for Division of Family & Children Services
- You will now work with CeCe (virtual assistant) – You may choose to opt out
- **Press 1** if you already receive benefits or for renewal information
- Have your head of household Client ID, social security number, and date of birth ready.
- **Press 2** to apply for benefits or request a form by mail
- **Press 3** to receive Gateway technical assistance

Submit a Telephonic Application

Complete a new or renewal application over the phone with one of our live agents. You will be asked to provide information needed to review you and your family's eligibility.

Follow the menu options below when prompted:

- **Call 1-877-423-4746**
- **Press 1** for English **OR press 2** for Spanish
- **Press 2** for Division of Family & Children Services
- You may choose to opt-out of using the self-service options
- **Press 2** to submit your application over the phone
- **Press 2** if you are calling to apply or renew benefits



Request a Callback from an Agent

Depending on call volume, you may be able to request a callback from an agent for help with your case. Please note, callbacks are based on agent availability, but all callback requests are returned the same day. Please note, this is just one way to request a callback. You may request a callback from other call menu options as well.

Follow the menu options below when prompted:

- **Call 1-877-423-4746**
- **Press 1** for English **OR press 2** for Spanish
- **Press 2** for Division of Family & Children Services
- **Press 2** to receive a form by mail or for assistance with an application over the phone
- **Press 1** to receive a form by mail
- For mail-in form, you can choose to get a callback at the number you are calling from or at another number. Callbacks from a live call center agent may vary and can happen as quickly as 15 minutes or will be completed before 5:00 p.m. on the day requested.
- Expect a call from 877-423-4746 named "Public Service" or "State of Georgia" (varies by carrier) and be prepared with your questions/documentation.

Request Gateway Technical Help

Get help with creating a Gateway account, password resets, and linking accounts, etc.

Follow the menu options below when prompted:

- **Call 1-877-423-4746**
- **Press 1** for English **OR press 2** for Spanish
- **Press 2** for Division of Family & Children Services
- **Press 3** for technical help with Gateway
- For technical help, you can choose to get a callback at the number you are calling from or at another number. Callbacks from a live call center agent may vary and can happen as quickly as 15 minutes or will be completed before 5:00 p.m. on the day requested.
- Expect a call from 877-423-4746 named "Public Service" or "State of Georgia" (varies by carrier) and be prepared with your questions/documentation.



Submitting an Application

| TELEPHONIC APPLICATION METHOD | PROCESSING TIME |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| United States Postal Service | 5-7 business days after receipt to appear in Gateway |
| Drop off the application with a local DFCS Office | 24-48 hours to appear in Gateway |
| Customer Contact Center telephonic application | Customer will immediately receive a transaction number, known as a "T number" to use for follow-up questions |