

## Important things to know

We need to work together to be sure your benefits are accurate and continue. Here's what you need to do:

- If you are able to work, you must be working, actively seeking work, or participating in our work training programs.
- You will need to complete and submit information requested by the Department that is needed to determine your eligibility for ongoing benefits, so watch the mail for information from us.
- If you have a situation where your child should receive child support, you must cooperate with Child Support Services in order to receive SNAP benefits.

## Your EBT Card

To check your balance, report lost or stolen cards, or troubleshoot any transactions, you can call Fidelity Information Services (FIS) customer service, 24/7, at **1-888-432-4328** or **1-800-377-3529** for TTY. You can also view your account information by visiting [idahoquestcard.com](http://idahoquestcard.com).

## Important things you must tell us

### Report changes:

call **1-877-456-1233**  
email [mybenefits@dhw.idaho.gov](mailto:mybenefits@dhw.idaho.gov)  
fax **1-866-434-8278**

You are required to report when the income for your household size goes over the limit as specified on our website at [livebetteridaho.org](http://livebetteridaho.org). Also, if you are age 18 through 49, and do not have children living in your household, you must report when your work hours fall below 80 hours per month, or you are no longer working.

You may also want to report changes in your household size, when you move and your address changes, when someone in your household turns 18, or when someone in your household becomes incarcerated for more than 30 days. Reporting these changes will help make sure you receive SNAP benefits you are eligible for.



# Food & Nutrition

Welcome to the Idaho Department of Health and Welfare. We are here to help build strong families through healthy food and nutrition.

Find out more about services that may be available to you!  
Visit online at [211.idaho.gov](http://211.idaho.gov) or dial 2-1-1. Go interactive online at [livebetteridaho.org](http://livebetteridaho.org).



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# “I love it when we eat together.”

Children who regularly eat meals with their families do better in school. We can help you plan shopping lists and buy healthy food so you can cook healthy meals at home with your family.

## Food and nutrition SNAP benefits

SNAP stands for the **S**upplemental **N**utrition **A**ssistance **P**rogram (formerly called Food Stamps). We help Idaho families put healthy food on the table. Eligible families get a debit-like card to use at the grocery store, farmer’s markets, and other food outlets. We can also help you find cooking classes and resources on how to make healthy meals at home.

## How do I apply?

To find out if you are eligible for Idaho’s SNAP program, you can apply at one of our locations throughout the state or call us at **1-877-456-1233**. We will need to know your monthly income, household size, any resources (such as savings accounts), and your citizenship status to determine your eligibility. Any Idaho resident may apply for SNAP benefits.

You may also visit our website at [www.livebetteridaho.org](http://www.livebetteridaho.org).

Your monthly SNAP benefit amount will be determined based on your household size and income.

## How can I use my SNAP benefits?

Your **E**lectronic **B**enefit **T**ransfer (EBT) card works just like a debit card. Your SNAP benefits will be ready for you to use on the same day of each month.

The day of the month your SNAP benefits are available will be assigned to your family based on the last number of the EBT cardholder’s birth year.

If you need help finding out what day you will receive your SNAP benefits each month, login or register for an account on [idalink.idaho.gov](http://idalink.idaho.gov).

**Shop Smart:** There are some restrictions on what you can buy with your SNAP benefits card. For example, non-food items, hot foods, items that will be eaten in the store, beer, wine, cigarettes, and tobacco are not eligible for purchase.

Your SNAP benefits card is intended to help provide healthy food for you and your family. Use it to buy:

- Breads and cereals
- Fruits and vegetables
- Meat, fish, and poultry
- Dairy products
- Seeds and plants to produce food for your family

Growing a garden is a great way to help children love fruits and vegetables. Your SNAP benefits card will let you buy seeds to start your own family garden.

## Plan Smart. Shop Smart. Cook Smart. Eat Smart.

Cooking at home encourages the whole family to eat healthy and saves you money. The Eat Smart Idaho program can help you with healthy eating recipes, shopping lists, and even free cooking classes to stretch every dollar! Get started today and visit [uidaho.edu/extension/eatsmartidaho](http://uidaho.edu/extension/eatsmartidaho).

If you receive SNAP, your school-aged children may also qualify for the School Meal Program at their local school. To learn more contact your child’s school.

These benefits are for you and your family. Make sure you provide accurate information. If any information you provided is not true, you can be required to return any benefits you have received and face sanctions or penalties. Trading, selling, giving away, buying, or transferring SNAP benefits is illegal and could result in the loss of benefits permanently.

## Information you provide

Our job is to help Idaho families determine if they qualify for benefits like SNAP. To do this, we use personal information, like your social security number, to verify through computer matching programs that the information we have is accurate. We check it regularly to make sure you continue to be eligible for the program.

The information you give us may be shared with law enforcement officials and federal or state agencies for official use. We are committed to protecting your confidential information.

We work hard to make sure everyone is receiving the right benefits. Information available through the Income Eligibility Verification System (IEVS) is requested, used, and may be verified through a third-party contact when differences are discovered between the system and what you report. This information may affect your eligibility and level of benefits.

In accordance with federal law and U.S. Department of Agricultural (USDA) policy, the Department of Health and Welfare is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs, or disability.

To file a complaint of discrimination, contact:

USDA, Director, Office of Civil Rights  
1400 Independence Ave S.W.  
Washington, D.C. 20250-9410  
Fax: **(202) 690-7442**  
Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

USDA is an equal opportunity provider and employer.