



Hello Community Partner,

The Ohio Department of Job and Family Services (ODJFS) has been notified that some Supplemental Nutrition Assistance Program (SNAP) recipients have been contacted as part of a phishing scam in which a scammer may try to gain access to their SNAP EBT card information. Additionally, we have also learned of a fraudulent postcard being sent to Ohio residents that appears to come from the Ohio Department of Medicaid (ODM), however ODM has confirmed they have not sent the postcard.

SNAP SCAM REPORT

What's Being Reported

Some SNAP recipients are being contacted by phone or text instructing customers to call back immediately, or their SNAP account will be suspended. When the cardholder calls the number back, it's either a real business number that has the number spoofed or an actual re-creation of Conduent's IVR system that asks for a card number and other personal identifying information.

How You Can Help

Please advise customers to never share their card number or PIN unless they are calling Conduent's IVR number directly, 1-866-386-3071. You can also provide them with the CJFS web site page with resources on how to protect SNAP benefits: [Tips for Protecting Your Electronic Benefits](#). You can also let them know they can download the Connect EBT App, which is officially approved by ODJFS for locking and protecting your SNAP card. See the [Connect EBT App Flyer here](#). See the [video on how to use the App here](#).

How the State is Responding

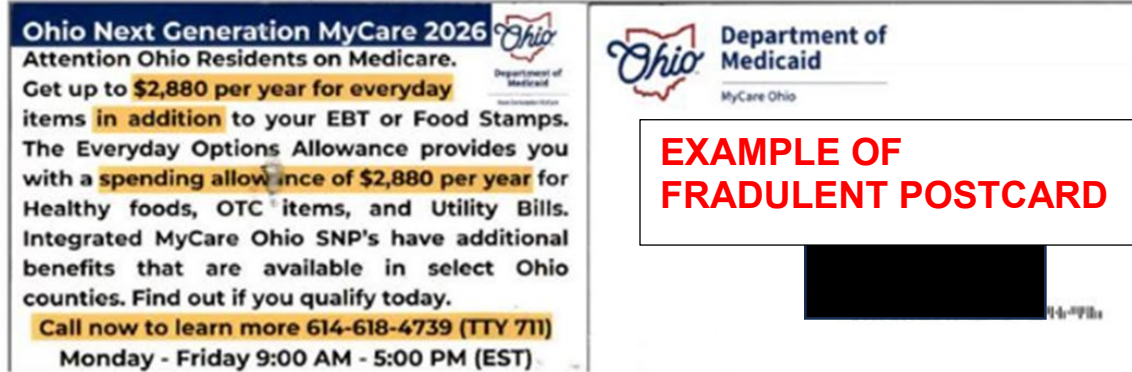
ODJFS is also posting the following message on the EBT Cardholder portal and ODJFS social media:

"If you are contacted by phone or receive a text message stating that you must call back immediately or your EBT account will be suspended, this is an attempt to steal your SNAP benefits. To protect your SNAP benefits, never share your card number or PIN unless you are calling the EBT customer service line directly, 1-866-386-3071."

MEDICAID SCAM REPORT

What's Being Reported

Ohio Department of Medicaid reported on Monday morning that some counties have received phone calls from customers who have received a fraudulent postcard that appears to come from ODM but is fraudulent and not sent by any state agency.



How You Can Help

Please advise customers with questions about Medicaid to contact us at 1-844-640-OHIO (6446). The program referenced and phone number on the postcard are fraudulent. Customers should visit our website hhs.cuyahogacounty.gov/cjfs if they are interested in programs to assist with purchasing food or paying utility bills.

How the State is Responding

ODM has advised that the postcards that have been mailed are under investigation but encourage counties to be aware that some customers may have received some of these postcards and to advise customers about the fraudulent postcards.

Thank you,

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Director

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Cuyahoga Job and Family Services
1641 Payne Avenue, Cleveland OH 44114
Visit us online: hhs.cuyahogacounty.us

Eligibility Contact Center: 1-844-640-OHIO

Email documents to: JFS-Cuyahoga-MIPC@jfs.ohio.gov

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