How to use My DHR

Getting Started

1. Go to www.mydhrbenefits.dhr.state.md.us/dashboardClient/#/home
2. You will see a large button saying "Create Account " in which you will click
    i. You must have an email and if you have any active cases please use the same email on record.
3. All fields marked with an asterisk are required.
    i. Enter your name, middle initial, last name and suffix
    ii. If you are acting as a authorized representative you will select No at the question of "Are you applying for yourself?" otherwise you should select Yes
    iii. Enter sign in information which will be your personal email and your password you have created. You will enter your email and password twice the same to confirm the information is correct.
    iv. Enter your personal information such as date of birth, social security number, gender, phone number and select which phone number is your primary phone.
    v. Social security number Is Not a required field as some may not have a social security number, as well as gender is not a required field as you may not want to disclose your information.
    vi. If you are homeless you will select the box to the right of the screen stating, "I have no residential address"
    vii. You will enter your residential address in the fields of address, your apartment number if you have one should go in the Apt field, enter your city, state and zip code.
    viii. If you are unable to receive mail at your residential address or you are homeless you should fill in the following portion labeled Mailing Address otherwise you should select the box to the right of the screen stating, "Same as Residential Address"
4. After correctly and thoroughly filling out the personal information page you will select the green box "Registration Complete"
    i. This will send you an account confirmation link to your email you created the account with. Sign in and check your email. It is fine to leave the My DHR account page
5. Within your email should be a blue link that simply says, "Activation Link" that you will click and it will bring you back to the My DHR site.
6. You will notice a green "Email Activated" notice at the top of your screen, from then on you will sign in using your personal email and password you created.

What's this?

Welcome to your personal myDHR account page. Along the top of the site you will notice the Home, Messages, Application, Cases and Account links.

1. Messages area will be about your pending applications, applications that are about to expire as MyDHR will only keep a saved incomplete application for 30 days.
2. Applications area will be where you will see and/or start a new application based upon what type of assistance you are seeking such as, "Family Investment" where you can apply for programs such as SNAP (food assistance), TCA (temporary cash assistance), MEAP/EUSP (energy assistance), medical assistance (MCHP) as well as long term care (medical assistance for an individual in a nursing home)
3. Under the applications tab if you are interested in applying to any of the above listed programs you will notice closer to the bottom of the page a green button "Start Assistance Benefits Application"
4. Once you click the button you will come to the page with the different programs listed, make your selection then begin your application.
   i. Remember anything with an asterisk is a required field for you to be able to move on to the next portion of the application.
5. On this site you may also select Child Support and begin a application to enforce child support.
   i. At the bottom of the page you would select "Start Child Support Application"
   ii. You will be prompted that if the other party does not reside in Maryland, and there is no Maryland court order, MyDHR will not be able to provide services.

Application

1. In any application the more information you can add makes it easier and the process quicker for your selected caseworker or anyone looking over the application.
2. During your application you will notice "Your Control Id" followed by a number. In worst case scenario you forget you email and password you may use this number along with your personal information to log back into the application if you do not complete it within one sitting.
3. Towards the end of your application there will be the "Additional Information" section where you could fill in additional information that you may deem helpful to your caseworker deciding on your case as well as if you need reasonable accommodations.

4. The additional information section will also allow you to upload documents if you have the capability to do so such as recent paystubs, birth certificates, medical expenses etc.

Cases

1. Cases tab will be where if you already have cases whether past or present within Maryland Department of Human Resources you will see your case number, case type (i.e. Food Supplement Program), status of said case (i.e. pending, active or denied) and the status date.
2. If your case has been denied, off to the right of the status date you will see a denied reason link that you can click and a bubble with the reason why your case was denied will pop up.
3. Your case number is also a link and will give you case details (i.e. benefit start and end dates, redetermination date, benefit amounts and dates as well as projected next benefit amount and date)

What's Next?

That it ! The following steps will be to make sure you keep a close eye on your mail as you may receive letters in the mail from your regional department of health and human services and/or department of human resources office depending on your application selection. Also check your phone messages whether you listed your home or cell phone number to not miss any correspondence from the offices. Usually you will receive a letter in the mail with a date and time that a caseworker will contact you via your phone number you included in your application. In this letter it will clearly state your caseworkers name and phone number, the regional office address and if the date and time listed and/or phone number your provided is not a good date or time or number incorrect you may contact the caseworker listed to change this information. This phone call will be to go over the information your provided in your application as well as the caseworker may ask for you to submit copies of your personal documents (i.e. photo ID, birth certificate, social security cards, passport etc.) as well as verifications (i.e. bank statements, lease, paystubs etc.). Once the caseworker has received all of documents requested your case will become pending and a decision must be made on your case within 30 days of your application.