


This guide will help you learn how to receive benefits during this difficult time. Be safe if you need to apply in-person for benefits. This guide is not legal advice.

-  **SNAP is a fast way to get money for groceries.** You might get benefits as quick as 7 days if you lost income due to COVID-19. Any household that qualifies gets the maximum amount of benefits. Apply at the Department of Human Services.


APPLY FOR SNAP

- Online at www.access.arkansas.gov
- By phone at 800-482-8988
- In-person

-  **Unemployment will help you pay your bills.** If you qualify for unemployment, you get an amount based on your past wages plus \$600 per week. A new unemployment program will be available in late April for those who aren't covered by traditional unemployment and who can't work because of something related to COVID-19. You can get back benefits. Apply at the Department of Workforce Services:

APPLY FOR UNEMPLOYMENT


- Online at www.ezarc.adws.arkansas.gov
- By phone at 855-225-4440
- In-person

-  **Medicaid will help you get health insurance to cover doctors, medicines, and treatments.** If you already get Medicaid, the state cannot terminate you unless you move out of state or ask to be cut off until this emergency is over. Apply at the Department of Human Services:

APPLY FOR MEDICAID

- Online at access.arkansas.gov
- By phone at 855-372-1084
- In-person.

-  **Social Security disability claims are still going on, but slowly.** Some actions to end benefits or collect on overpayments have been put on hold.

-  **The \$1200 economic impact payment will come automatically for most.** But, if you get SSI and have kids or work but didn't file taxes, fill out this form: www.irs.gov/coronavirus/non-filers-enter-payment-info-here

-  **If you are working, you can get up to 2 weeks of paid sick leave for COVID-19 and up to 10 more weeks paid to take care of a child whose school has closed.**

7 TIPS TO HELP

#1

KEEP TRYING AND STAY SAFE

The state's websites might crash. Phone lines are busy. Going in person might be dangerous and can also be slow. Be patient and keep applying.

#2

KEEP PROOF

Write down names, titles, phone numbers, dates, and what people say. Take screenshots of online messages. Keep copies of papers you turn in. Keep any papers or letters you get from an agency in a safe place.

#3

START ALL APPLICATIONS

Don't just wait on unemployment. You can also apply for SNAP, Medicaid, TEA (if you have kids), or other benefits. It's hard to know when you will start to get the benefits, so apply ASAP for anything you might qualify for.

#4

APPEAL IF YOU ARE DENIED AND THINK YOU SHOULD QUALIFY

Each program has a time period for you to appeal. Read the letter closely. Keep a copy of it. Turn in your appeal and get proof that you turned it in.

#5

CALL LEGAL AID AT 800-967-9224 IF YOU CAN'T GET BENEFITS

We will help as best we can. Even if we cannot take your case, we will give you advice on your issue.

#6

TELL DHS IF YOU START GETTING UNEMPLOYMENT

Programs like SNAP have income limits. Unemployment can count against those limits. Let DHS know if you start receiving unemployment benefits, so it can stop SNAP if you are no longer eligible.

***Note:** The \$600 per week of extra unemployment doesn't count as income for Medicaid or ArKids, but counts for other programs. The \$1200 economic impact payment doesn't count for SNAP, Medicaid, ArKids, TEA, or SSI.

#7

SHARE YOUR STORY

You have a right to speak with elected officials or reporters. Share your story to help them understand what's happening and how to fix problems.

Disability and Language Translation

People with disabilities or who do not speak English fluently may have a harder time getting benefits. Please call Legal Aid if you can't get disability accommodations or language translation.