



CUSTOMER ASSISTANCE TIP SHEET



ONLINE

WWW.BENEFITSCAL.COM

- SUBMIT AN APPLICATION
- COMPLETE A RENEWAL
- COMPLETE STATUS REPORTS
- SUBMIT DOCUMENTS
- UPDATE HOUSEHOLD CONTACT INFO
- REPORT CHANGES



EMAIL

DPC.HHSA@SDCOUNTY.CA.GOV

- SUBMIT AN APPLICATION
- SUBMIT A RENEWAL
- SUBMIT DOCUMENTS
- UPDATE HOUSEHOLD CONTACT INFO
- REPORT CHANGES

IF REPORTING A CHANGE OR SUBMITTING A DOCUMENT, PLEASE PROVIDE CUSTOMER'S CONTACT INFORMATION



CALL

866-262-9881 ACCESS CALL CENTER
855-588-0188 ACCESS CBO LINE (WITH PIN)

- REQUEST AN APPLICATION
- REQUEST RENEWAL INFORMATION
- REQUEST A RENEWAL PACKET TO BE MAILED
- REPORT CHANGES
- UPDATE HOUSEHOLD CONTACT INFO
- REQUEST CASE UPDATES

YOU WILL NEED TO BE DESIGNATED AUTHORIZED REPRESENTATIVE OR HAVE THE CUSTOMER ON THE LINE



IN PERSON

VISIT YOUR LOCAL FAMILY RESOURCE CENTER

- COMPLETE AN APPLICATION
- COMPLETE A RENEWAL
- SUBMIT DOCUMENTS
- UPDATE HOUSEHOLD CONTACT INFO
- REPORT CHANGES
- 24HR DROP BOX AVAILABLE

FULL LIST OF ADDRESSES CAN BE FOUND ON THE SAN DIEGO COUNTY WEBSITE

