

Nash County Department of Social Services

120 W. Washington Street

P.O. Drawer 819

Nashville, NC 27856

Website: www.co.nash.nc.us

Fax: 459-1373

Contact Information:

Family & Children’s Medicaid: 459-1464

Food & Nutrition Services: 459-9822

Adult Medicaid: 459-1464

Work First Family Assistance: 459-1463

Spanish Interpreter: 462-2415

Medicaid Transportation:

A-J: 462-2452

K-Z: 459-1427



We can assist you in registering to vote or updating your registration address.

Nash County Department of Social Services, in partnership with our customers and community, provides programs and services that enhance lives, promote safety and self-sufficiency, strengthen families and build the capacity for hope.



Seen on (date): _____

Worker Name: _____

Contact Number: _____

“In accordance with Federal law and U.S. Department of Agriculture (USDA) and U.S. Department of Health and Human Services (HHS) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. Under the Food Stamp Act and USDA policy, discrimination is prohibited also on the basis of religion or political beliefs.

To file a complaint of discrimination, contact USDA or HHS. Write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). Write HHS, Director, Office for Civil Rights, Room 506-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (202) 619-3257 (TTY). USDA and HHS are equal opportunity providers and employers.”

Nash County Department of Social Services

Income Maintenance Programs



Learn How You Can Help Us Serve You Better

We envision our customers as self-sufficient, productive and empowered partners in our diverse community.

It is our goal to provide services to you in a timely, proficient manner. In order to do so, we need your help!

How To Apply:

- Online at epass.nc.gov .
- Paper copies are available online, in the lobby or can be mailed upon request.
- Applications can be returned by mail or by placing in the drop box on the outside of the entrance.
- You may apply in person.

Status of Your Application:

Time frames for processing applications:

Food & Nutrition:

Standard	25 days
Emergency	4 days

Family & Children’s Medicaid:

45 days

Work First Family Assistance:

45 days

Adult Medicaid:

65 and older:	45 days
Under 65:	90 days

Medicaid Based Upon Disability

Determination: 90 days

Recertification:

Recertification of benefits is required and occurs according to the different program standards. It’s important for you to:

- Submit your recertification information timely.
- Failure to do so makes the process more complicated, takes a great deal more time and will result in a delay in next month’s benefits.



Processing Mail:

- Mail is received by the post office or in the agency drop box outside the entrance.
- All mail is logged in the day it is received.
- The drop box is checked periodically throughout the day.
- Drop box is last checked at 5:00 pm daily.

What Causes The Most Delays In Benefits?

- Failure to submit information timely for new applications.
- Failure to submit recertification information timely.
- Frequent phone calls asking if we received information that was mailed in or dropped off.
- Insufficient postage on information mailed in.



What You Can Do To Help Us Serve You Better:

- Submit all requested information timely.
- When returning mail **on the due date**, it’s best to drop paperwork off with the receptionist to ensure timely receipt.
- Avoid calling unless you have a change to report or failed to receive benefits.
- The time we spend on the phone takes us away from processing applications and reviews.