



Steps to Get a Call Back from the Food Stamp Re-Evaluation Line

Make sure you turn in your application **before** you call. Do not call within 2 days of the Department receiving your application as it can take 2 days for the Department to apply it to your case. Your interview can not be completed if the Department does not have your re-evaluation application.

- 1. Call 1.877.456.1233 (toll free) or 208.334.6700 (Boise area). Wait for the greeting to end for a list of menu options.
- 2. Press 1 for Food Stamps.
- 3. Press 1 for a re-evaluation interview.

A message will tell you to leave a callback number so you do not have to wait on hold. It will tell you to press 1 if you want a call back at the number you called from or press 2 to enter a different number.

- 4. Enter your 10 digit phone number (for example, 2085551234) and press #.
 The system will repeat the phone number to you. It will tell you to press 1 if it is correct, or press 2 to re-enter the number.
- 5. Enter your extension and press # (if required to reach you directly).

 The system will ask if you would like to enter a specific extension to reach you directly. If you enter an extension, the system will repeat it back to you.

A message will tell you that your place in line will be saved and you will be called back at the number you specified. It will say goodbye, and then hang-up. This is what you want to hear to confirm that you successfully registered for a return call.

Important Notes

- Your Food Stamp re-evaluation interview must be completed by phone.
- Leave a phone number where you can be reached, because the phone system does not allow you to leave your name and case number.
- The phone agent will not be able to identify who called. When an agent calls, they will say, "This is the Department of Health and Welfare returning a call," which is why it is important that you be available to answer the call.
- Have your case information available when the phone agent calls you back.
- The system resets every day. If you miss the phone call the day you call, you can call back the next day.