

HOW TO REPORT CHANGES IN YOUR CASE



If you are required to report changes (check the reporting requirements handout, DFA Form 215, for more information), you can do 1 of 2 things:

- 1) Log into your NH EASY account and report your change online; or
- 2) Call your Local District Office and follow the instructions below:
 - When you hear the recorded greeting, press 0. (You will be connected to support staff or their voice mail.)
 - Provide the following information to support staff, or leave it on voice mail:
 - ⇒ Your *full* name – and please slowly spell your last name;
 - ⇒ Your birth date (month, day, and year);
 - ⇒ Your Case Number OR RID Number OR MID Number – all of which can be found on any letter you have received from us;
 - ⇒ Your telephone number; *and*
 - ⇒ The type of change to your case. (Below are the types of changes and the information you need to provide for each.)
 - **Change In Residence:**
 - * Provide your new address and the date you moved or will be moving there.
 - **New Employment:**
 - * Provide the name and address of your new employer, the date you started or will start employment, and your rate of pay.
 - **Terminated Employment:**
 - * Provide the name of the employer, your last date of work, your last date of pay, and the reason why employment was terminated.
 - **Income Changes:**
 - * Provide any increase or decrease in your household income, the date of the change, the amount of the change, and the reason why there was a change.
 - **Household Size:**
 - * Provide the name of any person(s) who has or will be leaving or joining your household, their social security number, and the date they left or joined your household.
 - **Other Changes:**
 - * Provide as much information as possible regarding the change so that a determination of what verifications you need to provide to us can be made.

Within 5 days of giving us the above information, you will get a letter along with any forms that you need to complete and return to us. If you do not get anything from us within five days, please call.

If we need more information about your change, we will contact you.

You can report a change to this number 24 hours a day, seven days a week.

You can also report your changes in writing. Send the information requested above to your Family Services Specialist at your local District Office and/or use DFA Form 470, *Change Report Form*. DFA Form 470 and most other forms needed to verify changes in your case can be found on the following websites: <http://www.dhhs.nh.gov/dfa/forms.htm> and <http://www.dhhs.nh.gov/dfa/apply.htm>

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