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Hotline currently available for PA residents to call in order to easily get connected to public benefits. Organizations can leverage this hotline to help connect the communities they serve to essential federal and state public benefits related to medical, food and housing assistance completely over the phone.

Details below, including a request that folks sharing the hotline be in touch with me so I can make sure our call centers are prepared for possible influxes in call volume.

The hotline number is **833-373-5869**. Here are the 8 benefits we support over this hotline:

1. **Supplemental Nutritional Assistance Program (SNAP)** - nutrition assistance program that helps households pay for groceries each month.
2. **Medicaid (MA)** - provides health coverage to eligible low-income adults, children, pregnant women, elderly adults, and people living with disabilities.
3. **Pharmaceutical Assistance Contract for the Elderly (PACE)** - is a prescription assistance program, which helps with co-pays, for individuals 65 and older.
4. **Childcare Subsidy (CCIS)** – supports childcare fees for a child under 13 years of age or between 13-19 years old living with a disability.
5. **Children's Health Insurance Program (CHIP)** - is health insurance for children 19 years of age & younger.
6. **Medicare Extra Help (LIS)** – is for Medicare beneficiaries and helps pay for Medicare Part D prescription drug costs.
7. **Property Tax/Rent Rebate (PTRR)** - provides a rebate for eligible homeowner or renters of the property tax or rent they paid in the previous year
8. **Homestead Exemption** - offers Real Estate Tax savings to homeowners by reducing the taxable portion of their property.

It is our hope that this hotline will allow community organizations to serve as many people as possible as quickly as possible during this crisis. Because

managing call volume is very important to us and to our callers, we are asking partners to please reach out to me (at HHackett@bdtrust.org) prior to sharing this number via webinars, mailings, social media, robo-calls, etc. We want to anticipate spikes in call volumes as much as possible and I will use this information to connect with our Contact Center Managers before those distributions so they can plan accordingly.