How to Report a Change

Over time your circumstances may change and those changes could affect your benefits. You can report these changes in the DCF Self-Service Portal.

After you have logged into your secure account, you can report and submit a change on any of the following information for your case:

> • Your job or other income
>
> • Household members
>
> • Your address and contact information
>
> • Your expenses
>
> • Your Authorized Representative
>
> • or Other changes, *including changes to resources such as checking/savings accounts, child care provider information, and work or school schedules used for child care.*

So, let's take a look at how you can report a change.

You'll begin by logging into your secure account. On your Home page, under Access my Benefits, click the Report a change to my case link.

Next, select the radio button for the change you wish to report and click the Save and Continue button.

Then, select the appropriate checkbox(es) for the person(s) or information for which the change is being reported and click the Save and Continue button.

Depending on the change being reported, you may see a summary of the information related to the change that you've reported on your case.

Click the Edit button, to update your information. If there is no summary page, you can complete the fields for the change being reported.

Once the information has been updated or completed, click the Save and Continue button.

When you have updated all your information, scroll down the page and click the Save and Continue button to submit your changes.

This brings you to a page listing the change(s) you have reported. Click the Report Another Change button to make additional changes. Click the Summary of Changes button to review, edit, and submit your changes.

The Summary of All Reported Changes page allows you to review all changes you have entered to this point. You may edit the information if needed.

From this page you can take several actions:

- If there are additional changes you wish to report, click the Report a Change button.

- If you do not wish to report your changes at this time but would like to save it to report later, click the Save and Exit button to return to the Home page.
- If you have changed your mind about reporting the change(s), click the Discard all Changes button.
- If you are ready to submit your change(s), click the Continue button.

On the Submit Changes page, enter your Name and the Date, then click the Submit button.

After submitting your request, you will be given a confirmation number. You can print or save the confirmation to a file.

When you are done, click the Exit button to return to the Home page.