

## Frequently asked questions

This page includes frequently asked questions about [health care](#), [children's services](#), [economic assistance](#), [services for people with disabilities](#), [aging services](#) and [other questions about DHS programs and services](#).

### General questions about health care

#### Where do I find information on Minnesota's health care programs?

For more information about Minnesota's health care programs, visit the [Health Care home page](#), or the specific program pages: [Medical Assistance](#) (Medicaid) and [MinnesotaCare](#). [Frequently asked questions](#) about Minnesota Health Care Programs can be found on the DHS website.

#### If we are considering moving to Minnesota, will our health care and/or public assistance benefits transfer?

Talk to the person currently handling your case, such as a case manager or a financial assistance worker, to see if your benefits can be transferred to another state. The policies for transferring benefits to other states vary according to the program.

#### I'm a health care provider. Where can I call with questions about health care assistance programs?

Contact information for health care providers is listed on the [Provider Call Center](#) page.

#### I'm a county worker. Where can I call with questions regarding health care assistance programs?

County workers should contact the MMIS County Worker Help Desk at 651-431-3930 or toll-free at 800-366-7894.

#### How do I get Medical Assistance program statistics?

Links to Minnesota family self-sufficiency and [health care program statistics](#) is online.

Frequently asked questions about [HIV/AIDS](#) and [chemical health](#) also can be found online.

### General questions about children's services

#### What should I do if I suspect a child is being abused?

To report suspected child abuse or neglect, contact your [county social service agency](#) or the police. If it is an emergency, call the police at 911.

#### Who do I contact regarding child support issues?

Due to data privacy issues, child support queries (as well as other sensitive personal information) should not be submitted via email. If you need answers to general questions about federal regulations, state statutes or department policies as they relate to child support in Minnesota, contact the Child Support Division at 651-431-4400 or 800-657-3954 for recorded information. Or you can write to the division at: Minnesota Department of Human Services, Child Support Division, PO Box 64946, St. Paul, MN 55164-0946.

If you already have an open child support case in Minnesota, contact your county caseworker with any questions you may have. If questions or problems remain unresolved by the case worker, it is best that you escalate your concern through the county (e.g. through the supervisor, director, etc.) rather than direct your question immediately to the state office. Case work is done at the county level. The counties have the physical files, and they are in the best position to help you. General information about [child support](#) can be found on the DHS website.

#### What does the Department of Human Services do to help with the adoption of waiting children?

More information about [adoption](#) is available in a publication, [Answers to Your Questions About Adoption](#) and a [Adoption and Concurrent Permanency Planning](#) fact sheet.

#### How can I get more information about becoming a foster parent?

More information about how [foster parents](#) help children and their families is online.

**Where can I get information about licensed child care?**

More information about [child care licensing](#) can be found online. Frequently asked questions about [child care licensing](#) also is online.

**Where can I find Minnesota organizations that serve culturally diverse children and families?**

The [Directory of Minnesota Organizations Serving Diverse Populations](#) is published on eDocs, DHS' online document repository.

**General questions about economic assistance****Where do I apply for welfare programs?**

To apply for a public assistance program, contact your local [county human services agency](#).

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**!We are considering moving to Minnesota, will our health care and/or public assistance benefits transfer?**

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**Where can I find housing services?**

[Housing Benefits 101](#) has information about housing options, affordable housing and services to keep you in your home. More information about [Group Residential Housing](#) also is online.

**What is Minnesota doing about welfare reform?**

Our response to federal welfare reform is the [Minnesota Family Investment Program](#) (MFIP).

**Where can I get cash assistance program statistics?**

Links to Minnesota family self-sufficiency and [health care program statistics](#) is online.

**General questions about aging services****Where can I get information about services for elderly people in Minnesota?**

Check out the [seniors area](#) to learn about the types of services available to elderly Minnesotans. [MinnesotaHelp.info](#)® is a website featuring information on community resources for Minnesotans of all ages, with a special online tool to help seniors remain independent and live in their communities.

**How do I report abuse of a vulnerable adult?**

More information about [adult protection](#) is online.

**Where can I find senior housing?**

Many resources are available through [MinnesotaHelp.Info](#)®. [Information for seniors](#) also is available on the DHS website.

**General questions about services for people with disabilities**

**How can I get mental health services?**

More information is online about [adult mental health](#) and [children's mental health](#) programs and services available throughout Minnesota.

**How do I find services for people who are deaf or hard of hearing?**

Information about resources, programs and services for people who are [deaf or hard of hearing](#) can be found online. Frequently asked questions about the [Telephone Equipment Distribution](#) program can be found online.

**How do I get chemical dependency treatment services?**

More information about [chemical health services](#) and frequently asked questions about [chemical health](#) can be found online.

**Where can I learn about home and community-based waivers?**

More information about Minnesota's [home and community-based waiver programs](#) is online.

Frequently asked questions about [HIV/AIDS](#) also can be found online.

**Other questions about DHS programs and services****How do I find resources to help me in my community?**

The [MinnesotaHelp.info](#)® website is an online directory to location resources in your community.

**How do I appeal a human services decision?**

More information about [appeals](#) can be found online.

Frequently asked questions about [employment at DHS](#) and [discrimination](#) in human services program can be found online.

Additional topic or subject-specific content is available at [A to Z topics](#).