Case Linking to BenefitsCal Accounts (Temporarily Disabled)

What is Case Linking?

- Case linking allows customers to view information for cases where they are the primary applicant in CalSAWS.

How does Case Linking usually happen?

- Case linking happens:

  o Automatically through an application submission from a customer account or

  o Through a request started from the Customer Dashboard on BenefitsCal (currently disabled)

Why is Case Linking disabled via the Customer Dashboard?

- Many people have had their personal data and passwords stolen from other sites which could be used to gain access to their BenefitsCal account. We need to add additional security to protect customer case data. This will be done through a case link specific Multi Factor Authentication (MFA) process. Without this extra security step in place a bad actor (scammer or hacker) may be able to link a different account to customer case information.

Which BenefitsCal accounts are affected by case linking being disabled?

- Customers applying through GetCalFresh.org, Community Based Organizations (CBOs), in person, over the phone, or those who submitted applications through BenefitsCal without creating an account before submitting the application.

- Customers who had an ongoing case and were not using BenefitsCal to manage their benefits. As of 2/15/2024, these customers cannot request case linking in BenefitsCal until the enhanced MFA process is in place.

Does this impact existing accounts that have one or more cases linked?

- No. Existing linked cases are unaffected, and case information will remain available to the account holder.

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How can customers access EBT account information?

- Customers can go to the State of California EBT website (EBT.ca.gov) or use ebtEDGE mobile app.

Can documents be uploaded in BenefitsCal without a linked case?

- Yes, customers can use the Upload Documents link (Upload Document) on the BenefitsCal Homepage to upload state forms, verifications and other documents needed for their applications or cases by giving information such as Application or Case Number, County, First Name, Last Name and Date of Birth.

Can Redeterminations and Periodic Reports be submitted without a linked case?

- Yes, customers can use the Upload Documents link (Upload Document) on BenefitsCal (Upload Document) Homepage and select the appropriate document type to upload completed forms. This same link should be used to upload supporting documents.

Is there a way I can find the form I need to submit?

- You can get template forms on the forms page to download and complete for submission. (Find, Download and Print Forms)

Is there an alternate process for linking cases?

- New applicants who create an account can submit their application through BenefitsCal and once the application is processed their account will be linked automatically.

- For customers with an ongoing case that is not already linked to their account, there is no alternate process currently until the additional MFA security measures are in place.

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When will case linking be available?

- The CalSAWS team will be working with counties and external partners on a multi-phase approach to restore case linking in BenefitsCal in a more secure manner. A timeline will be sent out as soon as it is available. It is likely to be a matter of weeks or months, not days. Please plan to give yourself time to use alternative methods if you need to send information to the counties. Please continue to use the document upload page and check back later in March and April.