BenefitsCal

BenefitsCal strengthens the security to protect your data

(855) 355-5757
General Information

Monday – Friday	8:00 AM– 5:00 PM
Saturday	Closed
Sunday	Closed

Case Linking Temporarily Disabled on Customer Dashboard

What is Case Linking?

Case linking is a way for a BenefitsCal account user to view their case on BenefitsCal.

Why is BenefitsCal case linking disabled?

We want to protect our customers. To keep customers safe, we have disabled case linking temporarily.

Can I still log-in to BenefitsCal?

Yes. BenefitsCal now requires you to use Multi-factor Authentication (MFA) to log in to your account.

What is MFA?

You get a code in your email to make sure it's really you who's trying to log in. See below on how to use it.

It's easy to do!

Here's how to log in using MFA:

1. From the BenefitsCal homepage, in the top right corner, click "**Log in**" to get started.
2. Next, enter your email and password.
3. Then, click **"Log In"**.
4. You will receive a special code by email.
5. Check your email for this code.
6. After receiving the code, enter the code on the BenefitsCal screen and click **"Next"**.
7. You will now see the BenefitsCal Terms of Use. After reading and agreeing with the Terms of Use, click **"I Accept"** to access your customer dashboard.

Who will not be able to link a case?

- Customers who have not used BenefitsCal to manage their benefits.
- People who applied through:
  - GetCalFresh.org
  - Community groups/CBOs
  - In-person
  - Over-the-phone
  - BenefitsCal without first creating a BenefitsCal online account.

Who is Not Affected by disabled case linking?

- People who have their cases linked now
- People who applied after creating BenefitsCal account

Where do I find the forms to fill out?

You can get them on the forms page to download and complete at https://benefitscal.com/Help/forms/HCFFD?

Can I upload documents without an account?

Yes. Customers do not need to be signed into an account to do the following:

- Upload a periodic report
- Upload a renewal
- Upload other documents

How do I upload documents without an account?

Go to the document upload page at https://benefitscal.com/ApplyForBenefits/ABADD and
Simply enter:

- Application or case number
- County
- First Name
- Last Name
- Date of Birth

It's that easy!

If you need to check your EBT Balance

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

If you need to get a copy of your verification of benefits or check your case status

If you case is currently not linked, you will have to call your county office.

If you need to see your Notice of Action (NOA)

Your notices are sent to you via postal mail. If you do not have your notice and want a copy, you will need to contact your county office.

Remember, Robin says:

BenefitsCal is a new, simple, easy, and secure way for Californians to apply for the benefits they need.

Visit BenefitsCal.com