

\*\*\* Special information for DSS Clients \*\*\*

Announcing *FastLink*, our new Document Management Service!

We are pleased to bring you a new way to send in your paperwork for safe and secure electronic storage

DSS has launched a new document management service, called *FastLink*, for our clients and applicants. This new system will allow us to scan and electronically store all applications, renewals, verifications and other forms. No more lost paperwork! It's easy and confidential.

Try our new *FastLink - DSS Document Management Service*. Here's how:

1. Simply use the *FastLink* form we'll send to you with your paperwork. You also can print the *FastLink* form by visiting [www.connect.ct.gov](http://www.connect.ct.gov), and click on "Mail or Fax Documents to DSS."
2. The *FastLink* form is your cover sheet for the paperwork you're sending to us. Please be sure to add your name and client identification number on all documents when mailing or faxing to the DSS ConneCT Scanning Center. The *FastLink* form gives you the easy instructions you need.

Just fill out and use the *FastLink* form and the return envelope DSS provides when requesting your documents. For any documents you need to keep, please be sure to send copies rather than the original. Documents can be mailed with the *FastLink* form to:

DSS ConneCT Scanning Center  
PO Box 1320  
Manchester, CT 06045-9968

Or you can fax your documents, with a *FastLink* cover sheet, to (860) 812-0022.

Please use this new, easy service instead of mailing or dropping off materials to your local DSS office.

Thank you and regards from DSS. We look forward to serving you!



Connect with DSS, 24/7! If you're a DSS customer, have you activated your online benefit account? It's quick & easy. Just visit [www.connect.ct.gov](http://www.connect.ct.gov).

## Good News for DSS Clients!

### There's a new way to get service and benefit information By phone – it's quick, easy and available 24/7

Try our new DSS Client Information Line & Benefits Center service. Here's how:

1. Call 1-855-6-CONNECT (1-855-626-6632)  
(TTD/TTY 1-800-842-4524 for persons with speech or hearing difficulties)
2. Follow the prompts to get the information you need

DSS's new automated 'interactive voice response' telephone system will help you get the information you need without waiting to speak to a DSS worker. You will also have the option of speaking to a worker, if you choose.

Please use this new, toll-free service instead of the local DSS numbers you have been using. This service is available 24 hours a day, seven days a week. You can also connect directly to a worker in our Benefits Center by following the phone menu prompts, Monday through Friday, between 7:30 a.m. and 4 p.m. The Benefits Center is staffed with workers dedicated to answering your questions, processing change requests and providing you with information about other resources.

If you receive HUSKY Health, SNAP, TFA, SAGA, State Supplement, or Medicare Savings Program or other service, please call 1-855-6-CONNECT (1-855-626-6632) to receive information about:

- 1) Replacement EBT card.
- 2) Your benefits or application status
- 3) How to contact Child Support, Social Work, Fair Hearings, and Investigations
- 4) Application forms, redetermination forms and budget sheets.
- 5) Your local DSS office
- 6) Local community resources

We hope you find our Client Information Line & Benefits Center a helpful service!

\*\*\* Please see reverse side for information about our new FastLink document management service \*\*\*



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