



MEPD and TW Bulletin 25-09

Date: May. 23, 2025

To: Eligibility Services Supervisors and Staff
Program Managers
Regional Directors
Policy Attorneys
Hearings Officers

From: Access and Eligibility Services Program Policy
State Office 2106

Subject: SNAP and TANF Telephonic Signatures

The information in this bulletin will be included in a future handbook revision. Until the handbook is updated, staff must use the information in this bulletin. If you have any questions regarding the policy information in this bulletin, follow regional procedures.

Active bulletins are posted on the following websites:

- [Medicaid for the Elderly and People with Disabilities Handbook \(MEPDH\)](https://hhs.texas.gov/laws-regulations/handbooks/mepd/policy-bulletins) at <https://hhs.texas.gov/laws-regulations/handbooks/mepd/policy-bulletins>;
- [Texas Works Handbook \(TWH\)](https://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook/texas-works-bulletins) at <https://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook/texas-works-bulletins>.

SNAP and TANF Telephonic Signatures

Background

Texas Health and Human Services Commission (HHSC) accepts Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) applications and renewals signed with a handwritten signature or electronically through the Your Texas Benefits website. The signature process is being expanded to allow applications and renewals to be signed telephonically for TANF and combined cases that include SNAP. This effort will increase timeliness of renewals and applications.

Current Policy

[All Programs](#)

For certain programs, an applicant or authorized representative (AR) may complete and sign an application by phone by calling 2-1-1:

Program	Complete Application by Phone	Sign Application by Phone
SNAP	No	No
TANF	Yes	No
Medical Programs	Yes	Yes

An applicant or AR who requests to apply for all programs by phone is informed that the option to complete and sign an application for all programs by phone is not available. The customer care representative directs the applicant or AR to apply online through Your Texas Benefits website by mail, by fax or at a local office.

[SNAP](#)

An application cannot be completed or signed over the phone. ([TWH A-122.1, Application Signature](#))

[TANF](#)

An applicant or their authorized representative (AR) may complete an application over the phone but cannot sign the application by phone. The information provided by the applicant or AR is captured through YourTexasBenefits.com and a pre-populated application is mailed to the household to obtain a written signature from the applicant or AR. ([TWH A-122.1, Application Signature](#))

New Policy

All Programs

An applicant, recipient or AR may complete and sign an application by phone:

Program	Complete Application by Phone	Sign Application by Phone
SNAP	Yes	Yes
TANF	Yes	Yes
Medical Programs	Yes	Yes

SNAP

The applicant or their authorized representative (AR) may complete an application over the phone by providing their information to the customer care representative. The applicant or AR does have the option to sign the application by phone for combined SNAP cases. The customer care representative enters the information provided by the applicant or AR is captured through YourTexasBenefits.com. SNAP applicants and recipients who sign an application by phone are mailed a Form H1031A, SNAP Telephonic Signatures Cover Letter, and given an opportunity to make and return corrections to HHSC by calling 2-1-1 or going to an HHSC local office.

If corrections are returned by calling 2-1-1, going to an HHSC local office or via mail, fax, or the Your Texas Benefits website or mobile app, refer to [TWH B-116, Information Reported During Application Processing](#), and consider any information the applicant reports between the application date and the decision date when determining eligibility. If the correction is returned outside of the decision date, treat the correction as a report of change and refer to [TWH B-600, Changes](#).

SNAP only cases will begin accepting telephonic signature on 07/01/2025.

TANF

The applicant or their authorized representative (AR) may complete an application over the phone by providing their information to the customer care representative. The applicant or AR does have the option to sign the application by phone. The customer care representative enters the information provided by the applicant or AR is captured through YourTexasBenefits.com.

Automation

Changes to YourTexasBenefits.com and TIERS were implemented with TIERS Release 118.3 on Dec. 14, 2024, and have been implemented with TIERS Release 119.1 on Feb. 22, 2025.

Correspondence

The new Form H1031A was implemented on Feb. 22, 2025.

Handbook

Updates to the MEPDH are not required.

The TWH is currently scheduled to be updated in the July 2025 revision.

Training

Training was made available in PALMS titled R119.1 General Information on Feb. 6, 2025.

Effective Date

This policy was effective Feb. 24, 2025.