

**GOVERNMENT OF THE VIRGIN ISLANDS OF THE UNITED STATES  
DEPARTMENT OF HUMAN SERVICES**



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## **PRESS RELEASE**

### **VI Department of Human Services Announces St. Croix SNAP/Medicaid Eligibility and Medicaid Special Services Offices Temporary Closure**

*For Immediate Release: May 10, 2022*

**ST. CROIX, U.S. VIRGIN ISLANDS** – Commissioner Kimberley Causey-Gomez advises the public that the VI Department of Human Services (DHS) continues to serve our constituents throughout the territory. To ensure the protection of staff and our constituents, the SNAP/Medicaid Eligibility Office and the Medicaid Special Services office located at 4102 Mars Hill on St. Croix will be temporarily closed on Tuesday, May 10 and Wednesday, May 11, 2022, and will reopen on Thursday, May 12, 2022. This is a result of COVID exposures.

The St. Croix SNAP Issuance Office will remain open to assist SNAP recipients with pinning and lost EBT Cards and other related matters. Clients can also check their EBT card balance by calling 1-866-884-2868. The SNAP Claims and Fraud staff will also continue to work during the next two days.

The health and safety of our employees and constituents during the pandemic is very important to us. DHS is asking the public to refrain from visiting offices in person unless necessary. To access services on St. Croix during this temporary closure, please use the following methods.

#### **Option to return your documents to the St. Croix Office:**

- SNAP E-Mail – [certoffice.stx@dhs.vi.gov](mailto:certoffice.stx@dhs.vi.gov)
- Medicaid E-Mail - [stxmap@dhs.vi.gov](mailto:stxmap@dhs.vi.gov)
- Drop boxes for SNAP and Medicaid are also located at 4102 Mars Hill, Frederiksted, VI 00820

#### **Please contact your case worker or call the SNAP Certification Offices if you have any questions at:**

- St. Croix – (340)-772-7100 Ext. 7159; 7192
- St. Thomas- (340)-774-0930 Ext. 4303 or (340)-774-2399
- St. John – (340)-774-0930 Ext. 4303 or (340)-774-2399 or (340)-776-6334 or (340)-776-6335
- SNAP Issuance STT/STJ (340) 725-5665 or (340) 725-6244
- SNAP Issuance STX District (340) 772-7100 Ext. 7199 or 7103

#### **Please contact your case worker or call the Medicaid Offices if you have any questions at:**

- Medicaid Eligibility and Enrollment: [stxmap@dhs.vi.gov](mailto:stxmap@dhs.vi.gov) (340) 772-7100 Ext. 7114
- Care Coordination: [specialservicesmap@dhs.vi.gov](mailto:specialservicesmap@dhs.vi.gov) (340) 772-7100 ext.7113
- Provider Enrollment & Claims: [proverrelationshipmap@dhs.vi.gov](mailto:proverrelationshipmap@dhs.vi.gov) (340) 725-6163

For more information, please visit the Department of Human Services website, [www.dhs.gov.vi](http://www.dhs.gov.vi) or on Facebook (<https://www.facebook.com/usvidhs>) at US Virgin Islands Department of Human Services. The Department of Human Services (VIDHS) exists to provide social services to members in our community with diverse needs. In times of national uncertainty and hardship we act as a safety-net and exist to inspire hope and empower change through non-judgmental, quality delivery of needed services and resources. Please visit the Department of Human Services website, [www.dhs.gov.vi](http://www.dhs.gov.vi) for more information.

For more information on COVID-19, the new strain of coronavirus, please visit the USVI Department of Health's website, [www.doh.vi.gov/coronavirus](http://www.doh.vi.gov/coronavirus) or text COVID19USVI to 888777. #COVID19USVI

The Bryan-Roach Administration is investing in the Territory's people, infrastructure, and future through transparency, stabilizing the economy, restoring trust in the government, and ensuring that recovery projects are completed as quickly as possible. Visit [transparency.vi.gov](http://transparency.vi.gov).

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