



**Press Contact:**  
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**For Immediate Release: February 29, 2024**

## **Division of Family Assistance and Medicaid, Mars Hill Offices, Closed This Week for Maintenance Upgrades**

**Frederiksted, St. Croix** - The Division of Family Assistance and Medicaid announces its closure to the public for the remainder of this week due to ongoing maintenance upgrades. The closure is necessary to address infrastructure issues and ensure the safety and well-being of our employees and clients. Efforts to restore services are ongoing, with normal operations scheduled to resume on **Monday, March 4, 2024**, at 8:00 AM.

While the office remains closed, alternative methods for communication and document submission have been provided:

### **Certification Unit (SNAP/CASH (ECAP))**

- **Drop Box:** Located at 42 Mars Hill, Frederiksted, is accessible from 8:00 AM to 5:00 PM.
- **E-Mail:** [certoffice.stx@dhs.vi.gov](mailto:certoffice.stx@dhs.vi.gov)
- **Postal Mail:** 4102 Mars Hill, Frederiksted, VI 00840
- **Phone:** (340) 772-7106 OR (340) 772-7101

### **Medicaid (MAP)**

To streamline communication and service provision, the Medicaid Dropbox has been placed outside the office door for document drop-offs. Additionally, clients can email Medicaid applications, request notices of decision, submit Recertification applications, or address eligibility inquiries to [stxmap@dhs.vi.gov](mailto:stxmap@dhs.vi.gov).

### **Special Services**

For the Special Services Unit, all dental or off-island referrals can be directed to [specialservicesmap@dhs.vi.gov](mailto:specialservicesmap@dhs.vi.gov). Individuals seeking Medicaid assistance can reach out with inquiries by calling 340-772-7114. For Special Services, contact 340-725-8214, and for matters requiring the attention of the Director of Operations, a call can be placed to 340-725-819.

Clients can also check their card balance by calling **1-866-884-2868** and following the prompts; or by logging on to the EBT App at [www.fisglobal.com/ebtedgemobile](http://www.fisglobal.com/ebtedgemobile).

The Division of Family Assistance and Medicaid apologizes for any inconvenience caused by this week's closure and assures the public of their commitment to providing efficient and accessible services.