

GEORGIA GATEWAY

If you need help completing an application, there are Community and Medical Assistance Partners who can assist you with this process.

- For help locating a resource by phone, you may call 1-877-423-4746
- If you have a hearing impairment, call GA Relay at 1-800-255-0135



Georgia Gateway

Your path to Social Services Benefits.



Medical Assistance Program



Food Stamps (SNAP)



Temporary Assistance for Needy Families (TANF)



For more information, visit www.gateway.ga.gov or call 1-877-423-4746.



What is Georgia Gateway?

Georgia Gateway is Georgia's new system for determining eligibility and maintaining benefits for six health and human service programs. The Georgia Gateway Customer Portal replaces COMPASS as the new self-service portal where you can manage your benefits for several public assistance programs. You can use the Customer Portal to check the status of your application, view notices, and submit documents online.

What Should I Expect?

It can take between 30 and 60 minutes to complete the online application. However, you can save your application and complete it at a later time if you need to.

You can submit verification documents by mail, in person, directly to the Georgia Gateway Customer Portal, or by scanning/uploading directly via the self-service kiosk located in your local Division of Family and Children Services (DFCS) office.

Keep in mind that incomplete applications will be deleted from the system after 60 days. Renewal and change requests are deleted after 24 hours if not completed. Be sure to save your login information so you can get back to your application.



What Programs Can I Access Through Georgia Gateway?

The Georgia Gateway Customer Portal gives you access to manage your benefits online for six programs, including:

- Medical Assistance (Medicaid, PeachCare for Kids® (PCK), Planning for Healthy Babies (P4HB), Aged, Blind and Disabled Medicaid, and more)
- Food Stamps (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Childcare and Parent Services (CAPS)
- Low Income Home Energy Assistance Program (LIHEAP) *After October 2017*

The eligibility requirements for health and human services programs are not changing.

What Do I Need To Do?

You may access the Georgia Gateway Customer Portal to view and manage your benefits using your COMPASS user ID and password. If you do not have a COMPASS account, you may create one by following the instructions on the Georgia Gateway Customer Portal homepage.

If you are currently receiving public assistance in Georgia, your benefit information will be automatically moved to Georgia Gateway. However, if you are an existing PeachCare for Kids (PCK)® or Planning for Healthy Babies (P4HB) customer, your Family Account Number will change as part of the transition.

Beginning February 6, 2017, current PCK and P4HB customers may obtain their new Family Account Number, known as your Case Number in Georgia Gateway, by accessing the Georgia Gateway Customer Portal or by calling 1-877-423-4746 and speaking to a customer service representative.

How Can I Access Georgia Gateway?

- Visit www.gateway.ga.gov wherever you can easily access a computer,
- Visit a local county office to use a self-service computer or speak to an office representative, or
- Work with a registered Community and Medical Assistance Partners who can provide assistance. Call 1-877-423-4746 to find a partner near you.

