

South Dakota
Department of
Social Services

Guide to Assistance

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General Information

The information contained in this guide provides you with basic information regarding the programs you may have applied for. If you have questions or need specific information, please contact the Department of Social Services.

To request this information in an accessible format (large print, Braille, audio, or accessible PDF) or to request an interpreter, call 605.773.4678, email, or inform any DSS staff. Requests will be provided at no cost and in a timely manner.

You can visit the Department of Social Services website at dss.sd.gov for information on all programs.

Keep this guide for future reference.

Children & Family Medical Assistance

What are Medicaid and the Children's Health Insurance Program (CHIP)?
The Department of Social Services has several free or low cost medical assistance programs. These programs are for parents or caretakers with children, children under the age of 19 and pregnant women who meet income limits and eligibility guidelines. Effective July 1, 2023, adults aged 19 through 64 who meet income and eligibility guidelines may qualify for Medicaid.

What kind of coverage is there?
Medicaid/CHIP covers a full range of health care services with no premiums to pay. Services include, but are not limited to doctor visits, hospital visits, vision services, dental services, hearing services, check-ups, including sports physicals, immunizations, prescriptions and mental health services.

How do I use my Medicaid/CHIP?
If eligible for Medicaid/CHIP, you will receive a card with the eligible person's name and Medicaid/CHIP number. Keep this card and use it when receiving medical care. Your medical provider will request a copy of your card for proof of eligibility.

What do I do if I need to see someone who is not my Primary Care Provider (PCP)?
There may be times when your doctor may ask for a second opinion or need a specialist to see you. When this happens, you will need a referral. Your doctor should request a referral for you. Make sure you are communicating with your doctor to ensure this is completed.

When do I have to report a change?
Report any changes immediately that may affect eligibility. Some of the most common changes are starting a new job, a change in address, or a change in the number of people in your home. Report changes to your Benefits Specialist as soon as you are aware. There is also an annual renewal requirement. Your Benefits Specialist will explain reporting requirements.

What do I do if I need medical help and do not qualify for Medicaid/CHIP?
Contact the Federal marketplace at healthcare.gov for other insurance options.

Five important things to know:

1. **Yearly Check-ups**
   Your Medicaid/CHIP benefits include preventive services to help make sure you and your family get the care you need to be and stay healthy. Adults and children with full Medicaid coverage should get a yearly check-up, including recommended immunizations. Pregnant women should get the recommended prenatal care.

2. **Medical Bills and Cost Sharing**
   Do not ignore medical bills. There are many reasons you may receive a bill. Some common issues may include:

   - You were not eligible for Medicaid/CHIP on the date you received care.
   - The provider is not enrolled with Medicaid/CHIP.
   - You did not get a referral from your PCP or Health Home.
   - You did not receive a prior authorization for the service from Medicaid.
   - The provider did not know you had Medicaid/CHIP and needs a copy of the Medicaid/CHIP ID card.

If you receive a bill and do not understand why, contact your medical provider as soon as possible. You may have the bill sent to collections if the issue is not resolved. If you have additional questions after contacting your provider, please contact the DSS constituent liaison at 800.597.1603.

3. **Out-of-State Services**
   Most medical services outside South Dakota require prior authorization from Medicaid. Your doctor should request the prior authorization for you for services more than 50 miles from the South Dakota border. Services without a prior authorization are not covered.

4. **Primary Care Provider (PCP) Program**
   The PCP program is a doctor or clinic providing most of your medical care. If you are in the PCP program, you have 30 days to choose a PCP. If you do not choose a PCP within 30 days, one will be chosen for you. You can change your PCP at any time. However, the change will not take effect until the first day of the next month. If you want to choose a PCP or change a PCP, please call 605.773.3495 or visit dss.sd.gov/pcpselection.

   Remember to establish care with your PCP and to write down your PCP's contact information.

5. **Covered Services and Service Limits**
   Some Medicaid/CHIP services have limits. Not every service is covered. Services not covered or are above the limits allowed by Medicaid/CHIP are the responsibility of the patient.

If I have questions about Medicaid/CHIP covered services, who should I call?
Call the DSS constituent liaison at 800.597.1603 with questions about covered services.

Medicaid Non-Emergency Medical Travel (NEMT) Program
This is assistance for non-emergency medical travel needs for eligible recipients. For questions or additional information, call 866.403.1433.

Medicare Savings Program

What is the Medicare Savings Program?
The Medicare Savings Program assists individuals with premiums, deductibles and/or copayments for their Medicare expenses.

Who can apply for the Medicare Savings Program?
If you are a Medicare beneficiary and meet income and resource guidelines, the Department of Social Services will assist you in applying for the Medicare Savings Program.

Who can answer my questions about the Medicare Savings Program?
Contact your Benefits Specialist with questions about this program.

Medicaid for Individuals with Long Term Care Needs

What if I am in need of long term care services?
There are Medicaid programs for individuals who have long term care needs such as assisted living centers, nursing care and home and community based services.

Who is eligible for the long term care services?
If you are 65 years or older or disabled with long term care needs and meet income and resource guidelines.

Who can answer my questions about these programs?
Contact your Benefits Specialist with questions about these programs.

Supplemental Nutrition Assistance Program (SNAP)

What are SNAP benefits?
SNAP benefits are issued to help supplement a household's monthly budget to buy nutritious food to improve their diet. SNAP benefits are used to purchase food, seeds and/or plants to grow food. SNAP benefits may also be used to purchase meals at senior citizen nutrition sites.

How do I get my SNAP benefits?
SNAP benefits are issued through an electronic benefits transfer (EBT) card that can be swiped when purchasing food at authorized stores and farmer's markets.

When do I get my SNAP benefits?
If approved, you will receive your benefits on the 10th of each month.

When do I have to report?
You may be required to complete a report form six months after approval of benefits. Your Benefits Specialist will tell you if you are required to do so. You will also be required to complete a renewal form 12 months after approval of benefits

You must report to the Department of Social Services when you make more money than the amount set for your household size. Your Benefits Specialist will explain other reporting requirements.

Temporary Assistance for Needy Families (TANF)

What are TANF benefits?
Temporary Assistance for Needy Families (TANF) is a program for families with little or no income. The primary focus of the TANF program is to help families meet basic needs while gaining confidence, knowledge and skills to improve employment opportunities. TANF benefits assist you and your family in meeting basic needs such as food, clothing, shelter, household items and personal care items.

Who can receive TANF?
To receive TANF, a family must have a child under age 18 (or up to age 19 if a full-time student in high school) who is missing the support of one or both parents because of death, disability, or a parent not living in the home. The child(ren) must be living with a relative by birth, marriage or adoption. The family must meet income and resource requirements.

How do I get my TANF benefit?
You choose how you want to get the TANF benefit. You can have the benefit deposited to an Electronic Payment Card (EPC) (debit card) or directly deposited in your checking or savings account.

When do I have to report?
If eligible for TANF your Benefits Specialist will explain your reporting requirements.

What if I start to receive child support?
You must turn in any child support sent directly to you to the Division of Child Support (DCS). Contact your Benefits Specialist or local DSS office if you have questions about this process.

Support for customers with disabilities.
Reasonable modifications are available for individuals with disabilities to support full program participation, including assistance with completing applications, participating in interviews, meeting reporting requirements, and engaging in program activities.

Low Income Energy Assistance Program (LIEAP)

What are LIEAP benefits?
LIEAP benefits assist households with a portion of their heating bills during the winter months for their primary heat source. Payments are made directly to the energy supplier for the heating expenses.

Who can answer my questions about LIEAP?
You can contact the LIEAP program by calling 605.773.3766 or 800.233.8503.

Emergency Reconnect
Provides emergency assistance for LIEAP households whose electricity has been disconnected or is at risk of being disconnected or other crisis related to energy needs. Call 800.233.8503 to request assistance. Customers will be asked to provide their disconnect notice.

Furnace Repair/Replacement
Provides emergency furnace repair/replacement for households whose furnace isn't working or isn't working properly. Households that are approved for State LIEAP assistance and own their home need to contact the Community Action Agency serving their County:

- **Inter-Lakes Community Action | 605.256.6518**
  www.interlakescap.com
  serves Brookings, Clark, Codington, Deuel, Grant, Hamlin, Kingsbury, Lake, McCook, Miner, Minnehaha, and Moody counties.
- **Grow South Dakota | 605.698.7654**
  https://www.growsd.org
  serves Beadle, Brown, Campbell, Day, Edmunds, Faulk, Hand, Hughes, Hyde, McPherson, Marshall, Potter, Roberts, Spink, Stanley, Sully and Walworth counties.

- **Rural Office of Community Services | 605.384.3883**
  www.rocsinc.org
  serves Aurora, Bon Homme, Brule, Buffalo, Charles Mix, Clay, Davison, Douglas, Gregory, Hanson, Hutchinson, Jerauld, Jones, Lincoln, Lyman, Mellette, Sanborn, Todd, Tripp, Turner, Yankton and Union counties.

- **Western South Dakota Community Action | 605.348.1460**
  www.wsdca.org
  serves Bennett, Butte, Corson, Custer, Dewey, Fall River, Haakon, Harding, Jackson, Lawrence, Meade, Perkins, Oglala Lakota, Pennington and Ziebach counties.

Weatherization Assistance Program

What is Weatherization Assistance?
Weatherization is the process of making a home more energy efficient and safe by making cost effective improvements to the home. Weatherization is done by four different Community Action Agencies (CAA) located throughout the state. To find the CAA in your area, call 800.233.8503 or visit dss.sd.gov/economicassistance/energy_weatherization_assistance.aspx

Child Care Assistance Program

What is Child Care Assistance?
Child Care Assistance helps low income families pay for child care while they work, attend school or both. Each parent must be working and/or attending school at least 80 hours per month. You may also qualify if attending a college, university or technical institute at least 12 semester credit hours, or you are currently a high school or GED student.

Will the Child Care Assistance Program pay for all of my child care costs?
The amount of child care assistance you can receive is determined using a formula based on household size and gross income (before taxes). Depending on your household income, you may be responsible for a monthly copayment or additional expenses not covered by the program, such as registration or transportation fees.

The number of child care hours covered each month is calculated based on your work and/or school schedules and your child care needs, not to exceed 210 hours per month.

Can I choose my child care provider?
Yes, as long as they are at least 18 years of age and are:

- Registered/licensed by the state of South Dakota;
- In the process of becoming registered/licensed with the state of South Dakota;
- An uncle, aunt, grandparent, great grandparent or non-resident sibling of the child;
- Coming into your home and providing care for only your child(ren); or
- A family friend who is providing care for only your child(ren).

What if I live on a reservation?
If you live on a reservation, support for child care may also be available through a tribal child care program. Please check with your local tribe.

Who can answer my questions about the Child Care Assistance Program?
Contact Child Care Services by calling 800.227.3020. You can request an application by phone, or by visiting a local Department of Social Services or Department of Labor & Regulation office or online at dss.sd.gov/childcare/childcareassistance/.

Child Support Services

What is the Division of Child Support (DCS)?
The Division of Child Support (DCS) helps children get the support they need from both parents. Child support is money parents pay to support their children.

What does DCS do?

- Locates the parent(s) not living in the child's home and their employers and assets;
- Establishes paternity (who the father of the child is);
- Calculates and recommends to the court the amount of child support to be paid if there is not a court order for support;
- Establishes medical support orders; and collects child support ordered by the court.

Who can receive help from DCS?
If you are the child's parent or have court ordered legal guardianship/ custody over the minor child and are not receiving public assistance (TANF, Medicaid, SNAP, Title IV-E, foster care, etc.), you can request child support services through the DCS office that handles the county where your court order was issued. If you do not have a court order, you will need to contact the DCS office handling the county where you live. You will have to request services and pay a $5 fee.

If you are receiving public assistance (TANF, Medicaid, SNAP, Title IV-E foster care) and you are the parent or relative caretaker of a minor child whose other parent does not live in your home, you are automatically referred for child support services. You will not have to pay a fee or request services. DCS may send you forms for completion. Child support services will continue to be provided after benefits are terminated unless the receiver of support declines continued services.

Behavioral Health Services

What are Behavioral Health Services?
The Division of Behavioral Health contracts with accredited behavioral health providers across the state to provide services to adults and youth.

Services include:

- Mental health treatment
- Substance use disorder treatment
- Intensive methamphetamine treatment
- Substance use prevention
- Suicide prevention
- Targeted services for justice involved adults and youth
- Crisis services
- Recovery support services

Financial assistance is available. For additional resources or to find services in your area, visit dss.sd.gov/behavioralhealth/services.aspx.

Call or text 988, or chat 988lifeline.org if you or someone you know is experiencing mental health-related distress, a suicide crisis or concerns about substance use. 988 connects you directly to trained counselors who can assess your situation and provide you help.

Call 211 or text your zip code to 898211 to speak with a local, trained professional to get connected to community-based resources, government programs and other additional needs such as food, housing, transportation, and more.

SDCareerLink

SDCareerLink is designed to connect South Dakotans with the training, guidance, and support they need to improve their lives through stable, meaningful employment. It offers assistance to develop an individualized plan and pathway forward to help people identify, land, and excel in new jobs and careers. SDCareerLink offers:

Personal Support: One-on-one guidance with an Employment Specialist to explore and connect to career and educational opportunities.

Opportunities: Job placement, skill development, training, and education to enhance qualifications.

Assistance: Support with expenses related to securing meaningful employment.

Website dss.sd.gov/economicassistance/SDCareerLink.aspx

Call 605.773.4678

SDCareerLink

Important Websites

Apply Online!

dss.sd.gov

Behavioral Health Resources:
dss.sd.gov/behavioralhealth/agencycounty.aspx

Child Care Assistance:
dss.sd.gov/childcare/childcareassistance/

Child Support: dss.sd.gov/childsupport/

Community Action Agencies (CAA): dss.sd.gov/economicassistance/energy_weatherization_assistance.aspx

DSS Website: dss.sd.gov

Economic Assistance: dss.sd.gov/economicassistance/

Energy Assistance (LIEAP):
dss.sd.gov/economicassistance/energy_weatherization_assistance.aspx

Federal Marketplace: www.healthcare.gov

Medical Eligibility: dss.sd.gov/economicassistance/medical_eligibility.aspx

PCP Selection or change a PCP: dss.sd.gov/pcpselection

Supplemental Nutrition Assistance Program (SNAP):
dss.sd.gov/economicassistance/snap.aspx

Temporary Assistance for Needy Families:
dss.sd.gov/economicassistance/tanf.aspx

Weatherization Assistance:
dss.sd.gov/economicassistance/energy_weatherization_assistance.aspx

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. **mail:**
   USDA Food and Nutrition Service
   1320 Braddock Place, Room 334
   Alexandria, VA 22314; or
2. **email:**
   FNSCIVILRIGHTSCOMPLAINTS@usda.gov

USDA is an equal opportunity provider, employer, and lender.

Notice of Nondiscrimination

As a recipient of Federal financial assistance and a State or local governmental agency, the Department of Social Services does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, or national origin, or on the basis of disability or age in admission or access to, or treatment or employment in, its programs, activities, or services, whether carried out by the Department of Social Services directly or through a contractor or any other entity with which the Department of Social Services arranges to carry out its programs and activities; or on the basis of actual or perceived race, color, religion, national origin, sex, gender identity, sexual orientation or disability in admission or access to, or treatment of employment in, its programs, activities, or services when carried out by the Department of Social Services directly or when carried out by sub-recipients of grants issued by the United States Department of Justice, Office on Violence Against Women.

The Department of Social Services:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact your local DSS office.

If you believe that DSS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a discrimination complaint or grievance with: Discrimination Coordinator, Director of DSS Division of Legal Services, 700 Governors Drive, Pierre, SD 57501. Phone: 605.773.3305, Fax: 605.773.7223, DSSInfo@state.sd.us. You can file a discrimination complaint or grievance in person or by mail, fax, or email. If you need help filing a discrimination complaint or grievance, the Discrimination Coordinator, Director of DSS Division of Legal Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1.800.368.1019, 1.800.537.7697 (TDD) Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, and the Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, and 28 CFR Part 35, the Omnibus Crime Control and Safe Streets Act of 1968, Title IX of the Education Amendments of 1972, Equal Treatment for Faith-based Religions at 28 CFR Part 38, the Violence Against Women Reauthorization Act of 2013, and Section 1557 of the Affordable Care Act.

Español (Spanish) - ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 877.999.5612 (TTY:711).

Deutsch (German) - ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 877.999.5612 (TTY:711).

繁體中文 (Chinese) - 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請 致電 877.999.5612 (TTY:711).

unD (Karen) အအနုညအငသညြ်ပသကျစနဂုမေနညယ်မနနူညြေါကဓါနဲချျဂျအညေခနျွနမလငခနျွမေနလေဥေဘူေနအသပသကဉ်ယ 877.999.5612 (TTY:711).

Tiếng Việt (Vietnamese) - CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 877.999.5612 (TTY:711).

नेपाली (Nepali) - यान दनुहोस:् तपाइ ले नेपाल बो नह छ भन तपाइ को नि त भाषा सहायता सवाह नश क पमा उपल ध छ । फोन गनुहोसर् ो 877.999.5612 (TTY:711).

Srpsko-hrvatski (Serbo-Croatian) - OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 877.999.5612 (TTY:711).

አማርኛ (Amharic) - ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 877.999.5612 (TTY:711).

Sudanic Adamawa (Fulfulde) MAANDO: To a waawi [Adamawa], e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 877.999.5612 (TTY:711).

Tagalog (Tagalog – Filipino) - PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 877.999.5612 (TTY:711).

한국어(Korean) 주의: 한국어를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 번으로 전화해 주십시오 877.999.5612 (TTY:711).

Русский (Russian) - ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 877.999.5612 (TTY:711).

Cushite Oroomiffa (Oromo) - XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 877.999.5612 (TTY:711).

Український (Ukrainian) - УВАГА: Якщо ви говорити українською мовою, перекладацькі послуги, безкоштовно, доступні для вас. Телефонуйте. Телефонуйте 877.999.5612 (TTY:711).

Français (French) - ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 877.999.5612 (TTY:711).

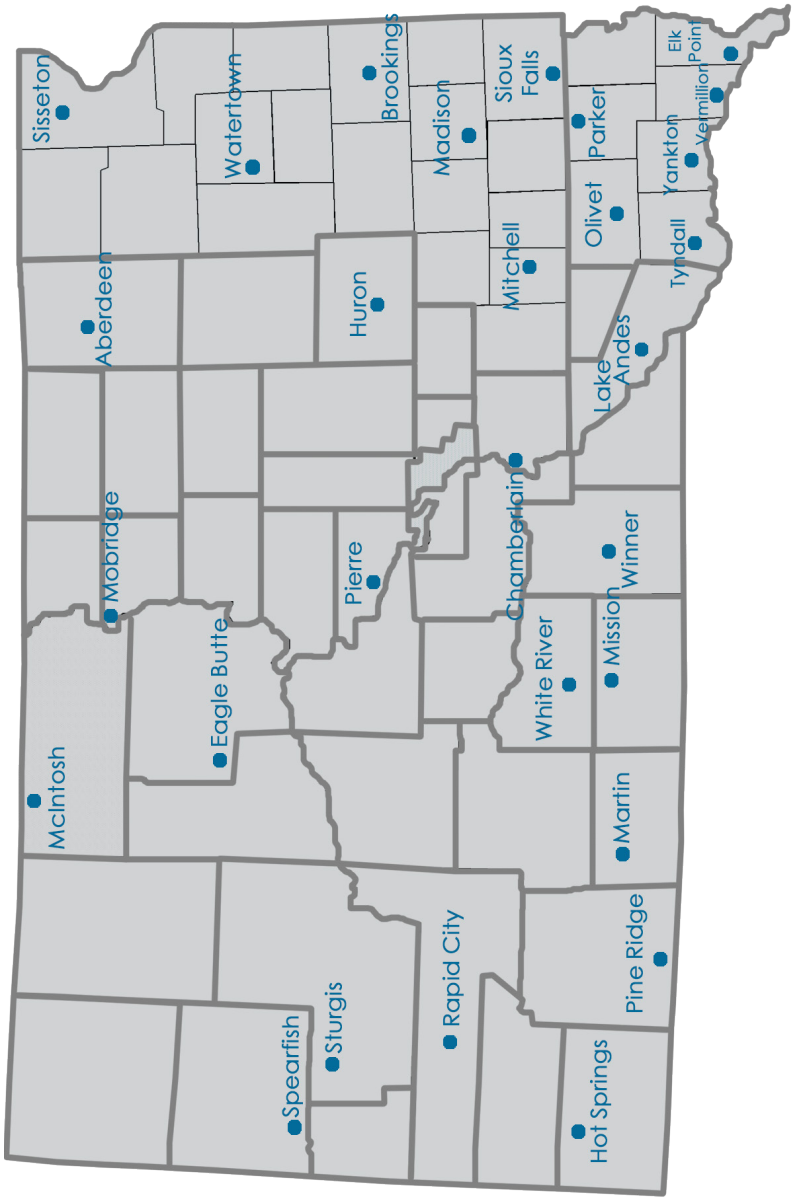
Contact Information

- Behavioral Health Services: 855.878.6057
- Child Care Services: 800.227.3020
- Child Support: 605.773.3641
- CHIP Information: 877.999.5612
- Constituent Liaison: 800.597.1603
- Energy Assistance: 800.233.8503
- Medicaid Information: 800.597.1603
- SNAP Information: 877.999.5612
- TANF Information: 605.773.4678
- Weatherization Information: 800.233.8503

Our Mission

The South Dakota Department of Social Services is dedicated to strengthening families to foster health, wellbeing, and independence.

DSS Local Offices



Printed on recycled paper | July 2026
Panther Graphics | 10,500 copies | $0.40