



FOR IMMEDIATE RELEASE

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New virtual assistants give quick answers to Ohioans' benefits questions

COLUMBUS, OHIO – The Ohio Departments of Job and Family Services (ODJFS), Administrative Services (DAS), and Medicaid (ODM) have teamed up to offer two new virtual assistants, *Carey* and *EVA*, designed to provide fast, helpful information about Medicaid, food and cash assistance, child care assistance, state hearings, and more.

Carey, Ohioans' Virtual Benefits Assistant, resides on the Ohio Benefits public site and answers general questions, as well as provides helpful links and phone numbers.

"It is important that our customers can get the answers they are looking for in a quick and efficient way," said ODJFS Director Matt Damschroder. "We invite Ohio residents who have general questions about receiving benefits to visit benefits.ohio.gov and click the "Ask Me A Question" icon to activate *Carey*."

They can ask questions like:

- How do I apply for benefits?
- What should I do if I lost my EBT card?
- How do I reset my password?

"*Carey* was developed to advance a seamless user experience, making it easier for Ohioans to access information about the programs and services they need," said DAS Director Kathleen C. Madden.

Madden added that most virtual assistants on State of Ohio websites are designed to provide general information about programs and services offered to Ohioans, who are asked to protect themselves by not entering personally identifiable information like case numbers or Social Security numbers when posing questions.

Ohioans' [Self Service Portal](#) Eligibility Virtual Assistant, or *EVA*, guides users to answers by redirecting them to the appropriate screens during the application, renewal, and report-a-change processes.

EVA can help with questions about applying for benefits or updating information online like:

- Where is my county office?
- How do I upload documents?
- What is my application status?

"Ohioans can access *EVA* after they log into ssp.benefits.ohio.gov, and, not only ask questions, but also get step-by-step help with the process of filling out a benefits application," said ODM Director Maureen Corcoran. "Our departments are committed to serving Ohioans better and these new features dramatically simplify how they apply for assistance with important healthcare, employment, and food benefits."





Department of
Job & Family
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Carey went live October 30th and has assisted 2,829 customers while *EVA* came online November 17th.

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