BenefitsCal | Quick Guide: Find Your Caseworker

**Purpose**
The purpose of this BenefitsCal Quick Guide is to help customers to locate their case worker information.

**High-Level Process Flows**

**FAQs**

Q: Is there always a case worker assigned?
A: No, a caseworker is not always assigned. Some programs will have a generic phone number for the customer to call the worker of the day

Q: What if there is not an assigned caseworker?
A: Counties may display a general phone number if there is not a caseworker assigned.
Customer Dashboard

To view caseworker details, Customers should login to BenefitsCal.

On the customer dashboard, scroll down to the case information section.

Click the **VIEW CASE DETAILS** button and go to step 2.

OR

Click the **PROGRAM NAME** link and go to Step 3.
Case Details
Click the **VIEW PROGRAM DETAILS** button.

Program Details
Caseworker’s contact information is available:

- Name
- Worker #
- Phone Number

The **Find a local office** hyperlink is also available to assist with talking to a worker.

Clicking the **live chat with us** hyperlink opens a new screen.
**Help Center**

Customers can select their County from the drop list to have a live chat with a county worker.

- This feature is only available to Counties who have enabled the contact center feature.

Click the **Start Chat** button.

A new screen will appear asking the customer for the following information:
- Name
- Phone Number
- Please explain

This will help get the customer to the right person.

**Call Me**

Customers can request a call from the County by selecting their County from the drop list.

Click the **CALL ME** button.

A new screen will appear asking the customer for the following information:
- First Name
- Last Name
- Phone Number

The customer can click the **Submit** button or **Cancel** button if they change their mind.