



Benefits Portal

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What can I upload?

You may be asked to send in documents if you received a Pending Verifications for Applicants/Recipients form (State Form 54107) or a Medicaid/Hoosier Healthwise/HIP Eligibility Review form. Uploading is a much quicker way to provide those documents than mailing, faxing or walking the documents into a local office. If you upload a document, you do not need to also provide it in one of the other methods.

Based on your case, you may need to provide proof of:

- Age, identity, or citizenship (birth certificate, passport, Social Security card, etc.)
- Residency (rent or mortgage receipts, statement from landlord, utility bill, etc.)
- Household composition (school records, child care provider's records, landlord's statement, records, etc.)
- Income/resources (pay stubs, self-employment records, bank statements, etc.)
- Medical information (medical bills, prescription/insurance receipts, statements from medical provider, etc.)
- Etc.

You may also upload a completed form that you received. Medicaid/Hoosier Healthwise Eligibility Review Form, SNAP Interim Contact Form, Authorized Representative form. **Do not upload completed applications, but instead fax, mail, or drop them off at a local office!**

You may upload multiple-page documents but if each page is a separate image, you should select and upload each page image at the same time. [Return to top](#)

Reasons an upload may fail

There are various reasons why an upload may fail. It could exceed the allowable file size. Uploaded documents must be less than 20MB in size with a maximum of 20 files uploaded at one time. Only certain file types are allowed: PDF, JPG, JPEG, PNG, BMP, GIF, TIFF and DOCX. There are also certain restrictions around the file name itself (its length or whether it contains unacceptable special characters). The system will also perform security checks on a document selected for upload (for example, a virus/malware check) and the document will not be able to be uploaded if these checks fail. There may also be technical issues at the time preventing the upload and you will need to try again later.

After the document is uploaded successfully, it will still be judged by eligibility to ensure that the document is readable. You may be contacted by eligibility if it is not. It would be helpful to check your Upload History page or Documents Received list on your Case Information page after a day or two to ensure that your uploaded document has been processed and made its way to eligibility.



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A useful tool is available to check up on an uploaded document's status: Document Upload History. There is a link on your Home page to get to it. You will see several possible statuses for every file you uploaded over the past 6 months:

- Processing - the uploaded file has been submitted but is pending a success or failure message; it may take 24-48 hours to complete processing
- Processed - the uploaded document was successfully processed
- Processing Failed – the upload failed due to a technical error
- Invalid – the uploaded file was an application or contained an application and was therefore rejected

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Uploading using an iPhone

If you have problems uploading documents using an iPhone, it may be because your phone is using a format that is not compatible with the upload functionality. If this occurs, you can automatically have your phone convert images to JPG when you transfer them. To do this, follow these steps:

1. Go to **Settings**.
2. Tap **Photos**.
3. In the Transfer to Mac Or PC section, tap **Automatic**.

If this does not fix the problem, you can simply set your iPhone (or tablet) to always use the JPG format:

1. Go to **Settings**.
2. Tap **Camera**.
3. On the Camera settings page, tap **Formats**.
4. Tap **Most Compatible**.

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How do I contact DFR?

DFR can be contacted by calling 1-800-403-0864 or by going to <https://www.in.gov/fssa/dfr/ebt-hoosier-works-card/find-my-local-dfr-office/> to find the nearest local office.

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