NC FAST — Contact Information

Question Type	Question Description	Who Do I Contact?
ePASS Benefit Questions	Questions related to benefits or eligibility	Your local county department of social services
ePASS FNS Technical Issues	Difficulty using ePASS and getting error messages	FNS Customer Service Center at 1-866-719-0141 or 1-877-452-2514 (TTY Dedicated). The call center is available 7 days a week from 7 a.m. to 10:30 p.m. including state holidays.
ePASS Medicaid Technical Issues	Difficulty using ePASS and getting error messages	DHHS Customer Service Center at 1-800-662-7030 (English, Spanish), or 1-877-452-2514 (TTY Dedicated). The call center is available from 8:00 a.m. to 5:00 p.m. weekdays excluding state holidays.
NC FAST System Benefit Questions	Questions related to benefits or eligibility	Your local county department of social services