

# Cross Agency Desk Aid

Referral Communications Committee - Last Updated 4/29/2020

Department of Social and Health Services				Health Benefit Exchange		Health Care Authority	
Community Services Division Customer Service Contact Center	Aging and Long-Term Support Administration Long-Term Services and Supports (LTSS)			Washington Healthplanfinder Customer Support Center	Lead Organizations Navigators	Medical Assistance Customer Service Center (MACSC)	Medical Eligibility Determination Services (MEDS)
	Adult Protective Services (APS)	Home & Community Services (HCS)	Residential Care Services (RCS)				
<p><b>1-877-501-2233</b> 1-877-980-9220 (Answer Phone)</p> <p><b>Apply here:</b> <a href="http://www.washingtonconnection.org">www.washingtonconnection.org</a> 1-888-338-7410 (FAX)</p>	<p>Report abuse, abandonment, neglect, self-neglect or financial exploitation of a vulnerable adult: <b>1-877-734-6277, or 1-866-ENDHARM, or <a href="http://www.dshs.wa.gov/altsa/reportadultabuse">www.dshs.wa.gov/altsa/reportadultabuse</a></b></p>	<p><b>Find your local HCS office:</b> <a href="http://intra.altsa.dshs.wa.gov/hcs/maps.htm">intra.altsa.dshs.wa.gov/hcs/maps.htm</a></p> <p><b>Apply for HCS programs:</b> <a href="http://www.washingtonconnection.org">www.washingtonconnection.org</a> 1-855-635-8305 (FAX)</p>	<p>Report abuse or neglect in a licensed/certified setting: <b>1-800-562-6078</b> <a href="http://www.dshs.wa.gov/altsa/reportadultabuse">www.dshs.wa.gov/altsa/reportadultabuse</a></p>	<p><b>1-855-923-4633</b> <b>1-855-627-9604 (TTY)</b> <a href="mailto:customersupport@wahbexchange.org">customersupport@wahbexchange.org</a> <a href="http://www.wahealthplanfinder.org">http://www.wahealthplanfinder.org</a> 1-360-841-7620 (FAX)</p>	<p>Lead Organization Contact Information available at: <a href="http://www.wahbexchange.org/partners/navigators/">www.wahbexchange.org/partners/navigators/</a></p>	<p><b>1-800-562-3022</b> <a href="http://fortress.wa.gov/hca/p1contactus/">fortress.wa.gov/hca/p1contactus/</a></p>	<p><b>1-800-562-3022</b> <a href="http://fortress.wa.gov/hca/p1contactus/">fortress.wa.gov/hca/p1contactus/</a></p>
<ul style="list-style-type: none"> <li>Apply for, report changes or renew <b>Food and Cash programs</b> (SNAP, EBT, ABD/ HEN Referral, TANF/WorkFirst, Refugee Assistance)</li> <li>Apply for <b>Classic Medicaid</b> programs, <b>SSI, 65+, and disabled</b></li> <li>Request an appeal of Classic Medicaid, Food and Cash programs</li> <li><b>WASHCAP</b> (Food for households whose only income is <b>SSI or combination of SSI/SSA</b>) 1-877-380-5784</li> <li>For additional application assistance refer to the Public Access Directory for <b>community partners:</b> <a href="http://www.washingtonconnection.org/home/publicaccessdirectory.go">www.washingtonconnection.org/home/publicaccessdirectory.go</a></li> <li><b>Constituent Relations</b> 1-800-865-7801</li> <li><b>Employment Pipeline</b> <a href="http://www.dshs.wa.gov/sites/default/files/ESA/csd/documents/EP%20Brochurev12019.pdf">www.dshs.wa.gov/sites/default/files/ESA/csd/documents/EP%20Brochurev12019.pdf</a></li> <li><b>Child Care Subsidy Program</b> 1-844-626-8687 *see page 3</li> </ul>	<p>APS is responsible for:</p> <ul style="list-style-type: none"> <li><b>Investigating allegations</b> of mistreatment of vulnerable adults living in their own homes, and in facilities and residential programs licensed or certified by DSHS</li> <li><b>Providing protective services</b> with consent of the vulnerable adult that may include: <ul style="list-style-type: none"> <li>Assistance with protection orders</li> <li>Petitioning for guardianship</li> <li>Referrals for legal assistance</li> <li>Referrals for case management, in-home or residential care, or to other agencies</li> </ul> </li> <li><b>Coordination with law enforcement</b> if criminal activity is suspected</li> </ul> <p>Any person with an initial substantiated APS finding has a right to due process to challenge the finding. If the APS finding is upheld after due process is exhausted and the finding becomes final, the person's name is placed on the Aging and Disability Services Registry.</p>	<p>HCS determines and maintains the following programs:</p> <ul style="list-style-type: none"> <li><b>LTSS</b> for institutional and community settings, such as: <ul style="list-style-type: none"> <li>Nursing facilities</li> <li>In-home</li> <li>Assisted living</li> <li>Adult family home</li> </ul> </li> <li><b>HCS Waiver</b> services: <ul style="list-style-type: none"> <li>Community First Choice (CFC)</li> <li>COPEs</li> <li>Medicaid Person Care (MPC)</li> <li>New Freedom (King and Pierce counties only)</li> <li>PACE</li> <li>Residential Support Waiver (RSW)</li> <li>Roads to Community Living (RCL)</li> </ul> </li> <li>Caregiver services: <ul style="list-style-type: none"> <li>Tailored Supports for Older Adults (TSOA)</li> <li>Medicaid Alternative Care (MAC)</li> </ul> </li> <li>Associated cash and food benefits for HCS clients (except for TANF/Food)</li> </ul>	<p>RCS is responsible for the licensing/certification and oversight of the following:</p> <ul style="list-style-type: none"> <li>Nursing facilities</li> <li>Adult family homes</li> <li>Assisted living facilities</li> <li>Intermediate care for individuals with intellectual disabilities</li> <li>Enhanced services facilities</li> <li>Certified community residential services &amp; supports</li> </ul> <p>To search for a licensed home in your area, visit <a href="http://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services">www.dshs.wa.gov/altsa/residential-care-services/residential-care-services</a>, select the setting and then the locator link.</p> <p>To find an RCS office near you, visit <a href="http://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices">www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices</a></p>	<ul style="list-style-type: none"> <li><b>Apply for or renew health care coverage</b> <ul style="list-style-type: none"> <li>Help navigating the application</li> <li>Report a change to your application</li> <li>Report a customer issue or a system error</li> </ul> </li> <li><b>Health Insurance Premium Tax Credit</b> (HIPTC) questions</li> <li><b>Qualified Health and Dental Plans (QHP/QDP)</b> eligibility, enrollment, and questions <ul style="list-style-type: none"> <li>1095-A questions</li> </ul> </li> <li><b>Request an appeal for denial of HIPTC/QHP, Special Enrollment:</b> <a href="http://www.wahbexchange.org/appeals">www.wahbexchange.org/appeals</a> or call 1-855-859-2512 for information</li> <li>Locate an <b>HBE Navigator or Broker</b></li> <li><b>Help is available in 175 languages</b> <ul style="list-style-type: none"> <li>Language and disability accommodations are provided at no cost</li> </ul> </li> </ul>	<p>For planned maintenance and outages, visit <a href="http://Healthplanfinder Status Center: Outages &amp; Maintenance   Washington Health Benefit Exchange - Washington Health Benefit Exchange">Healthplanfinder Status Center: Outages &amp; Maintenance   Washington Health Benefit Exchange - Washington Health Benefit Exchange</a></p> <p>Email <a href="mailto:navigator@wahbexchange.org">navigator@wahbexchange.org</a></p> <ul style="list-style-type: none"> <li>For questions about becoming a <b>Navigator</b></li> <li>To request <b>outreach materials</b> and presentations</li> </ul>	<ul style="list-style-type: none"> <li>Apple Health <b>benefit coverage</b> questions</li> <li>Provider <b>billing</b> and claims questions</li> <li><b>ProviderOne Client Services Card*</b></li> <li>Apple Health <b>Managed Care enrollment</b> and questions*</li> </ul> <p>*Self-service option: <a href="http://www.waproviderone.org/cli">www.waproviderone.org/cli</a></p>	<ul style="list-style-type: none"> <li>Apple Health Modified Adjusted Gross Income (<b>MAGI</b>) Medicaid eligibility questions (<b>families, children, pregnant women and single adults</b>)</li> <li><b>Post-Eligibility Case Review questions or report changes</b></li> <li>Apple Health for Kids <b>premium payment questions (CHIP)</b></li> <li>Request an <b>appeal</b> for Apple Health Programs</li> </ul>
<p><b>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays).</b> <b>Interview hours: 8 a.m. – 3 p.m.</b></p> <p><b>Suggested script:</b> "Please have your Client ID or Social Security Number available."</p>	<p><b>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays).</b> After hours online reports/voicemail messages are responded to on the next business day. For more information, go to: <a href="https://www.dshs.wa.gov/altsa/home-and-community-services/adult-abuse-and-prevention">https://www.dshs.wa.gov/altsa/home-and-community-services/adult-abuse-and-prevention</a></p>	<p><b>Hours of operation: 8 a.m.-5 p.m., Monday – Friday (except state holidays)</b></p>	<p><b>Hours of operation: Mon – Fri 7:30 a.m. – 5:30 p.m. (except some state holidays).</b> Extended hours may be offered leading up to deadlines. During other hours, visit: <a href="http://Contact Us   Washington Health Benefit Exchange - Washington Health Benefit Exchange">Contact Us   Washington Health Benefit Exchange - Washington Health Benefit Exchange</a> <b>Suggested script:</b> "Please have your HPF application ID or Social Security Number available."</p>	<p><b>Hours of operation are generally 8 a.m. – 5 p.m., Monday – Friday (except holidays).</b></p> <p><b>Suggested script:</b> "For application issues, please have the HPF application ID available."</p>	<p><b>Hours of operation: 7 a.m. – 5 p.m., Monday - Friday (except state holidays).</b></p> <p><b>Suggested script:</b> "Please have your Client ID or ProviderOne ID available."*</p>	<p><b>Hours of operation: 8 a.m. – 5 p.m. Monday - Friday (except state holidays).</b> <b>Suggested script:</b> "Please have your Client, ProviderOne, or application ID number available."</p>	




Department of Social and Health Services		Office of Insurance Commissioner (OIC)		Heath Care Authority	
Division of Child Support (DCS)	Developmental Disabilities Administration (DDA) Long-Term Care Specialty Unit	Consumer Advocacy	Statewide Health Insurance Benefits Advisors (SHIBA)	Division of Behavioral Health and Recovery (DBHR)	Foster Care Medical Unit (FCMT)
1-800-442-5437 (KIDS) <a href="http://www.dshs.wa.gov/dcs/">www.dshs.wa.gov/dcs/</a>	1-855-873-0642 Apply for Specialty Unit programs: <a href="http://www.washingtonconnection.org">www.washingtonconnection.org</a> 1-855-635-8305 (FAX)	1-800-562-6900 <a href="http://www.insurance.wa.gov/">www.insurance.wa.gov/</a>	1-800-562-6900 <a href="https://www.insurance.wa.gov/shiba">https://www.insurance.wa.gov/shiba</a>	1-360-725-1500 <a href="http://www.hca.wa.gov/mental-health-and-addiction-services">www.hca.wa.gov/mental-health-and-addiction-services</a>	1-800-562-3022 ext. 15480
<ul style="list-style-type: none"> <li>Establish paternity and parentage and child support orders</li> <li>Collect / Distribute child support</li> <li>Employer support</li> <li>Negotiate payment plans</li> <li>Payment/EFT options 1-800-468-7422</li> <li>Hearings and conference boards</li> <li>Outreach to community partners and stakeholders</li> <li>Modify orders</li> <li>Employer new hire reporting</li> <li>Community Relations Unit 1-800-457-6202</li> <li>Alternative Solutions Program Toll free 1-800-604-1146</li> <li><a href="mailto:AlternativeSolutions@dshs.wa.gov">AlternativeSolutions@dshs.wa.gov</a></li> </ul>	<p>The Specialty Unit manages Medicaid programs for clients living in a variety of settings, receiving:</p> <ul style="list-style-type: none"> <li><b>DDA services</b> <ul style="list-style-type: none"> <li>Waiver service programs</li> <li>Community First Choice (CFC)</li> <li>Medicaid Personal Care (MPC)</li> <li>Roads to Community Living (RCL)</li> </ul> </li> <li>Hospice medical</li> <li>Healthcare for Workers with Disabilities (HWD/S08) 1-800-871-9275</li> <li>Residential mental health services</li> <li>Associated cash (no TANF) and food assistance (except for children)</li> </ul> <p>Service Referral &amp; Information Request Form <a href="http://www.dshs.wa.gov/dda/service-and-information-request">www.dshs.wa.gov/dda/service-and-information-request</a></p>	<ul style="list-style-type: none"> <li>Complaints against insurance companies, claim denials, poor service, coverage, cancellations, etc.</li> <li>Insurance options</li> <li>Legal rights: insurance laws &amp; regulations</li> <li>Health insurance appeals</li> <li>Complaints against insurance agents / brokers / producers</li> <li>Insurance fraud</li> </ul>	<ul style="list-style-type: none"> <li>Understand your Medicare coverage options and rights: Original Medicare, Medicare Advantage, prescriptions and Medigap plans</li> <li>Evaluate and compare Medicare plans</li> <li>Medicare coordination with Medicaid (dual), state &amp; federal government retirees, veterans, private plans and HBE</li> <li>Medicare Savings Program &amp; low-income subsidies</li> <li>Medicare complaints, questions and fraud prevention</li> </ul>	<p><b>Medicaid Enrollees</b></p> <ul style="list-style-type: none"> <li>To apply for Washington Apple Health (Medicaid) coverage, visit <a href="#">Washington Healthplanfinder</a> or call 1-855-923-4633.</li> </ul> <p><b>Mental Health Crisis Services:</b></p> <ul style="list-style-type: none"> <li>For a life-threatening emergency: Call 911</li> <li>For suicide prevention: Contact the National Suicide Prevention Lifeline at 1-800-273-8255 (TRS: 1-800-799-4889)</li> <li>For 24/7 free, confidential emotional support and referrals to crisis services contact the <a href="#">Washington Recovery Help Line</a> at 1-866-789-1511 or the <a href="#">mental health crisis line in your area</a></li> </ul> <p><b>How to Get Services:</b></p> <ul style="list-style-type: none"> <li>If you are currently an Apple Health client and are seeking mental health services, contact your <a href="#">managed care plan</a> <ul style="list-style-type: none"> <li>If you are not enrolled in managed care, contact the <a href="#">Health Care Authority</a></li> </ul> </li> </ul>	<p>These clients include children and youth:</p> <ul style="list-style-type: none"> <li>Under the age of 21 who are in foster care</li> <li>Under the age of 21 who are receiving adoption support</li> <li>Age 18 to 26 years old who aged out of foster care on or after their 18<sup>th</sup> birthday</li> </ul> <p><b>Apple Health Foster Care:</b></p> <ul style="list-style-type: none"> <li>Eligibility inquiries</li> <li>Request a ProviderOne Services Card</li> <li>Request enrollment or disenrollment from Managed Care</li> </ul> <p><b>Apple Health Foster Care managed care program</b> Contact: <a href="mailto:HCAMCprograms@hca.wa.gov">HCAMCprograms@hca.wa.gov</a></p> <ul style="list-style-type: none"> <li>Questions about Coordinated Care of WA (CCW)</li> <li>Inquiries about CCW's Apple Health Core Connections</li> <li>Provider questions</li> </ul>
Hours of operation: 8 a.m. – 5 p.m., Monday - Friday (except state holidays)	Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays) Closed from Noon – 1pm	Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays)	Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays)	Hours of operation: 8 a.m. – 5 p.m., Monday - Friday (except state holidays)	Hours of operation: 8 a.m. – 5 p.m., Monday - Friday (except state holidays)
Suggested script: "Please have your Case Number, or Social Security Number available."	Suggested script: "Please have your Client ID or Social Security Number available."		Suggested script: "Please have your Client ID or ProviderOne ID available."		



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## Additional Supports

<p><b>2-1-1</b> 1-877-211-9274 7-1-1 (relay service) <a href="http://www.211.org">www.211.org</a></p> <ul style="list-style-type: none"> <li>Provide information and referral for community resources and volunteer opportunities.</li> <li>Support community-based organizations network.</li> </ul>	<p><b>Answer Phone</b> 1-877-980-9220</p> <p>Automated system where clients can check their DSHS benefits</p> <ul style="list-style-type: none"> <li>Obtain case status and payment information</li> <li>Hear information about your child care benefits</li> <li>Check voice messages left by your worker</li> </ul>	<p><b>COFA Islander Health Care</b></p> <ul style="list-style-type: none"> <li>Email: <a href="mailto:cofaquestions@hca.wa.gov">cofaquestions@hca.wa.gov</a></li> <li>Phone: 1-800-547-3109</li> <li>Online: <a href="http://www.hca.wa.gov/cofa">www.hca.wa.gov/cofa</a></li> </ul>	<p><b>Community Living Connections</b> <a href="http://www.waclc.org">www.waclc.org</a></p> <p>A service network that assists older adults, persons with disabilities and caregivers to connect with services and support options in the local community.</p> <ul style="list-style-type: none"> <li>Go to <a href="http://www.waclc.org/connect">www.waclc.org/connect</a> or call 1-855-567-0252 to find a local site.</li> </ul> 
<p><b>Department of Children, Youth &amp; Families</b> <a href="http://www.dcyf.wa.gov">www.dcyf.wa.gov</a></p> <ul style="list-style-type: none"> <li>Report child abuse or neglect</li> <li>Find a form or publication</li> <li>Find an office</li> <li>Child Care Aware of WA Family Center 1-800-446-1114</li> <li>Apply for <b>Child Care Subsidy Program</b> 1-844-626-8687   FAX 1-877-309-9747 <a href="http://www.WashingtonConnection.org">www.WashingtonConnection.org</a> Mail: PO Box 11346 Tacoma WA 98411-9903</li> </ul>	<p><b>Department of Commerce</b> <a href="http://www.dcom.wa.gov">www.dcom.wa.gov</a> <a href="http://www.dcom.wa.gov/locate">Locate Homeless Prevention and Assistance/Statewide Coordinated Entry Points for Housing</a></p>	<p><b>Fidelity Information System (FIS)</b> 1-888-328-9271 (24hrs) <a href="http://www.ebtedge.com">http://www.ebtedge.com</a></p> <ul style="list-style-type: none"> <li><b>EBT Card</b> Replacement and Balance Information</li> <li><b>Change PIN number</b></li> <li>Client will need their EBT card number and Social Security</li> </ul>	<p><b>Office of Financial Recovery</b> 1-800-562-6114</p> <ul style="list-style-type: none"> <li>DSHS Overpayments</li> <li>Premium Payments</li> <li>Estate Recovery</li> </ul>
<p><b>Long-Term Care Ombudsman Program</b> 1-800-562-6028 TTY: 1-800-737-7931 <a href="http://www.waombudsman.org">www.waombudsman.org</a></p> <ul style="list-style-type: none"> <li>Protect, promote and advocate for residents in nursing homes, adult family homes, and assisted living facilities. Report mistreatment of residents in facilities.</li> </ul>	<p><b>How to report Medicaid fraud</b></p> <p>You can help prevent misuse by reporting suspected Medicaid fraud for the following:</p> <p><b>Recipients of Apple Health (Medicaid) coverage</b> If you suspect someone is fraudulently reporting their circumstances to receive Washington Apple Health (Medicaid) coverage, please notify <a href="mailto:WAHEligibilityFraud@hca.wa.gov">WAHEligibilityFraud@hca.wa.gov</a></p> <ul style="list-style-type: none"> <li><b>Medicaid Providers</b> Suspected Medicaid Provider fraud may be reported by calling <b>1-800-562-6906</b> or emailing <a href="mailto:hottips@hca.wa.gov">hottips@hca.wa.gov</a></li> <li><b>Children's institutional Medical (K01)</b> Email Health Care Authority at <a href="mailto:K01APP@hca.wa.gov">K01APP@hca.wa.gov</a></li> </ul>	<p><b>Tribal Resources</b></p> <ul style="list-style-type: none"> <li><b>HBE</b>- Tribal Liaison – Deborah Sosa <a href="mailto:tribal.liaison@wahbexchange.org">tribal.liaison@wahbexchange.org</a></li> <li><b>HCA</b>- Tribal Affairs Administrator – Jessie Dean <a href="mailto:tribalaffairs@hca.wa.gov">tribalaffairs@hca.wa.gov</a></li> <li><b>DSHS Indian Policy:</b> <a href="http://www.dshs.wa.gov/sesa/indian-policy">www.dshs.wa.gov/sesa/indian-policy</a></li> </ul>	<p><b>The Women, Infants, and Children Nutrition Program (WIC)</b></p> <p>There are over 200 WIC clinics across Washington State. To find a WIC clinic near you:</p> <ul style="list-style-type: none"> <li>Call the Family Health Hotline 1-800-322-2588</li> <li>Text "WIC" to 96859</li> <li><a href="http://resources.parenthelp123.org/services/wic-nutrition-program-for-women-infants-children">resources.parenthelp123.org/services/wic-nutrition-program-for-women-infants-children</a></li> </ul>

