

## Calling the Health Care Authority Medicaid Phone System

Available 24/7

<p>Instructions for calling the HCA/Medicaid phone system to check Medicaid and MSP enrollment.</p> <p>This phone system was updated in October 2017 and it no longer uses speech recognition, you must enter prompts on the telephone touch pad.</p> <p>Tips for calling:</p> <ul style="list-style-type: none"> <li>• You need client's <b>Zip Code</b>, <i>and one of the following</i>: <ul style="list-style-type: none"> <li>○ <b>Social Security Number</b> <i>or</i></li> <li>○ <b>Provider One Number</b> (on the front of a client's Provider One card)</li> </ul> </li> <li>• Have a pen ready to write what you hear</li> <li>• For best results, listen carefully to the prompts before pressing the next button.</li> </ul>	<p><b>Dial 1-800-562-3022</b></p>
	<p>"This call will be monitored or recorded for documentation purposes..." <b>(WAIT)</b></p>
	<p>"Thank you for calling the Health Care Authority's Washington Apple Health/Medicaid..." <b>(WAIT)</b></p>
	<p><b>Press 1: English</b> or stay on the line Press 2: Spanish Press 3: Other Languages</p>
	<p>"If you have an extension number, press 1 now, otherwise stay on the line" <b>(WAIT)</b></p>
	<p>"You may use one of our self-service options..." <b>(WAIT)</b></p>
	<p><b>Press 1: Client Self-Service (WAIT)</b></p>
	<p><b>Press 3: Check eligibility for coverage</b></p>
	<p><b>Press 2</b> to enter 9 digit SSN with # at the end</p>
	<p>Enter XXX-XX-XXXX#</p>
	<p>"Enter Zip Code now" XXXXX</p>
	<p><b>Press 1: To hear benefits for today's date</b></p>
	<p>To hear benefits for another date, enter the date using dd/mm/yyyy format.</p>

Updated April 2018

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