Calling the Health Care Authority Medicaid Phone System

Available 24/7

Instructions for calling the HCA/Medicaid phone system to check Medicaid and MSP enrollment.	**Dial 1-800-562-3022**
	"This call will be monitored or recorded for documentation purposes…" (**WAIT**)
This phone system was updated in October 2017 and it no longer uses speech recognition, you must enter prompts on the telephone touch pad.	"Thank you for calling the Health Care Authority's Washington Apple Health/Medicaid…" **(WAIT)**
	Press 1: English or stay on the line Press 2: Spanish Press 3: Other Languages
Tips for calling:	"If you have an extension number, press 1 now, otherwise stay on the line" **(WAIT)**
• You need client's **Zip Code**, *and one of the following:*	"You may use one of our self-service options…" **(WAIT)**
o **Social Security Number** *or*	**Press 1: Client Self-Service (WAIT)**
o **Provider One Number** (on the front of a client's Provider One card)	**Press 3: Check eligibility for coverage**
• Have a pen ready to write what you hear	**Press 2** to enter 9 digit SSN with **#** at the end
	Enter XXX-XX-XXXX**#**
	"Enter Zip Code now" XXXXX
• For best results, listen carefully to the prompts before pressing the next button.	**Press 1: To hear benefits for today's date**
	To hear benefits for another date, enter the date using dd/mm/yyyy format.