**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.

This phone system was updated in October 2017 and it no longer uses speech recognition, you must enter prompts on the telephone touch pad.

**Tips for calling:**
- You need client’s **Zip Code**, *and one of the following:*
  - **Social Security Number** or
  - **Provider One Number** (on the front of a client’s Provider One card)
- Have a pen ready to write what you hear
- For best results, listen carefully to the prompts before pressing the next button.

<table>
<thead>
<tr>
<th><strong>Dial 1-800-562-3022</strong></th>
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</thead>
<tbody>
<tr>
<td>“This call will be monitored or recorded for documentation purposes…” <em>(WAIT)</em></td>
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<tr>
<td>“Thank you for calling the Health Care Authority’s Washington Apple Health/Medicaid…” <em>(WAIT)</em></td>
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</tbody>
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**Press 1:** **English** or stay on the line  
Press 2: Spanish  
Press 3: Other Languages

| “If you have an extension number, press 1 now, otherwise stay on the line” *(WAIT)* |
| “You may use one of our self-service options…” *(WAIT)* |

**Press 1:** **Client Self-Service** *(WAIT)*  
**Press 3:** **Check eligibility for coverage**

**Press 2** to enter 9 digit SSN with # at the end
Enter XXX-XX-XXXX#

“Enter Zip Code now” XXXXX

**Press 1:** **To hear benefits for today’s date**
To hear benefits for another date, enter the date using dd/mm/yyyy format.