

# Calling the HCA/Medicaid phone system to check Medicaid and MSP enrollment

## TIPS for 1-800-562-3022 (available 24/7):

- 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, mute your phone and use the keypad (not your voice) for all choices in [brackets]. The system may interpret background noises as responses. You may key ahead at any time.

SAY	OR	PRESS
“English”		[1]
“Spanish”		[2]
“Client Services”		[6]
“Check Eligibility” Disclaimer will play about applications		[4]
“Continue”		[2]
“DSHS Services Card”		[1]
“Social Security Card”		[2]
State the Number		[enter the number]
Say your zip code		[enter the zip code]
“Yourself”		[1]

“Other Family Member”	[2]
“Today”	[1]
Say the date you want	[ddmmyyyy]
Available Eligibility Information will play. Select the option you want. Press [9] to repeat.	
Medicaid	[10]
Managed Care (i.e. Healthy Options)	[11]
Medicare Part A	[12]
Medicare Part B	[13]
Medicare Part D	[15]
Other Insurance	[16]
Hospice	[17]
Long Term Care	[18]
Restrictions	[19]
Note: If you choose an Eligibility Option that isn't available to the client, the system will transfer you to the call center.	