

# Cross Agency Desk Aid

## Referral Communications Committee

Last Updated 10/24/2016

Department of Social and Health Services				Health Benefit Exchange		Health Care Authority	
Community Services Division Customer Service Contact Center	Development Disabilities Administration (DDA) Long-Term Care Specialty Unit	Aging and Long-Term Support Administration (Long-Term Care)		Washington Healthplanfinder Customer Support Center	Lead Organizations Navigators	Medical Assistance Customer Service Center (MACSC)	Medical Eligibility Determination Services (MEDS)
		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></p> <p>1-888-338-7410 (FAX)</p>	<p><b>1-855-873-0642</b></p> <p><b>Apply</b> for Specialty Unit programs: <a href="http://www.washingtonconnection.org">www.washingtonconnection.org</a></p> <p>1-855-635-8305 (FAX)</p>	<p><b>Find your local HCS office:</b> <a href="http://adsaweb.dshs.wa.gov/hcs/maps.htm">http://adsaweb.dshs.wa.gov/hcs/maps.htm</a></p> <p><b>Apply</b> for HCS programs: <a href="http://www.washingtonconnection.org">www.washingtonconnection.org</a></p> <p>1-855-635-8305 (FAX)</p>	<p>Report abuse or neglect in a licensed/certified setting: <b>1-800-562-6078</b></p> <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="https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services">https://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="https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices">https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices</a></p>	<p><b>1-855-923-4633</b> <a href="http://www.wahealthplanfinder.org/customer-support@wahbexchange.org">http://www.wahealthplanfinder.org/customer-support@wahbexchange.org</a></p> <p>1-360-841-7620 (FAX)</p>	<p>Lead Organization Contact Information available at: <a href="http://www.wahbexchange.org/wp-content/uploads/2013/05/HBE_NAV_151124_Navigator_Organizations.pdf">http://www.wahbexchange.org/wp-content/uploads/2013/05/HBE_NAV_151124_Navigator_Organizations.pdf</a></p> <p>For planned maintenance and outages, visit <a href="http://wahbexchange.org/customer-resources/outages-and-maintenance/">Healthplanfinder Status Center:</a> <a href="http://wahbexchange.org/customer-resources/outages-and-maintenance/">http://wahbexchange.org/customer-resources/outages-and-maintenance/</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> <li>HPF <b>password reset</b> or lockout: 1-855-256-9598</li> </ul>	<p><b>1-800-562-3022</b> <a href="https://fortress.wa.gov/hca/p1contactus/">https://fortress.wa.gov/hca/p1contactus/</a></p>	<p><b>1-800-562-3022</b> <a href="https://fortress.wa.gov/hca/magiccontactus/ContactUs.aspx">https://fortress.wa.gov/hca/magiccontactus/ContactUs.aspx</a></p>
<ul style="list-style-type: none"> <li>Apply for, report changes or renew <b>Food, Cash, and Child Care 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, Cash and Child Care 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="https://www.washingtonconnection.org/home/publicaccessdirectory.go">https://www.washingtonconnection.org/home/publicaccessdirectory.go</a></li> <li>Constituent Relations 1-800-865-7801</li> </ul>	<p>The Specialty Unit processes the following Medicaid programs:</p> <ul style="list-style-type: none"> <li>DDA Waiver service programs</li> <li>Hospice medical</li> <li>Healthcare for Workers with Disabilities (<b>HWD</b>) program (<b>S08</b>) <b>1-800-871-9275</b></li> <li>Children's institutional (<b>K01</b>)</li> <li>Residential mental health</li> </ul>	<p>HCS processes the following Medicaid programs:</p> <ul style="list-style-type: none"> <li><b>Nursing facility</b> services</li> <li><b>LTC</b> services for community settings: <ul style="list-style-type: none"> <li>In-home care</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 (<b>CFC</b>)</li> <li>Medicaid Personal Care (<b>MPC</b>)</li> <li><b>COPEs</b></li> <li><b>PACE</b></li> <li>Roads to Community Living (<b>RCL</b>)</li> </ul> </li> <li>Associated cash and food benefits for HCS clients (except for TANF/Food)</li> <li>Request an appeal for HCS programs</li> </ul>	<ul style="list-style-type: none"> <li>Apply for or renew health care coverage (<b>families, children, pregnant women and single adults</b>)</li> <li>Health Insurance Premium Tax <b>Credit</b> (HIPTC) questions</li> <li>Qualified Health and Dental Plans (<b>QHP/QDP</b>) questions</li> <li>Healthplanfinder Business questions</li> <li>Locate an HBE <b>Navigator or Broker</b> <a href="http://wahbexchange.org/how-enroll/customer-support-network/">http://wahbexchange.org/how-enroll/customer-support-network/</a></li> <li>Request an <b>appeal</b> for denial of HIPTC/QHP, Special Enrollment: <a href="http://www.wahbexchange.org/appeals">www.wahbexchange.org/appeals</a> or call for information: 1-855-859-2512</li> </ul>	<p>For planned maintenance and outages, visit <a href="http://wahbexchange.org/customer-resources/outages-and-maintenance/">Healthplanfinder Status Center:</a> <a href="http://wahbexchange.org/customer-resources/outages-and-maintenance/">http://wahbexchange.org/customer-resources/outages-and-maintenance/</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> <li>HPF <b>password reset</b> or lockout: 1-855-256-9598</li> </ul>	<ul style="list-style-type: none"> <li><b>ProviderOne</b> Client Services <b>Card</b></li> <li>Provider <b>billing</b> and claims questions</li> <li>Apple Health <b>Managed Care enrollment</b> and questions</li> <li>ProviderOne benefit <b>coverage</b> questions</li> <li><b>Foster Care inquiries</b></li> <li><b>In Clark and Skamania Counties only:</b> Mental Health, Substance Use Disorder and Crisis Services <ul style="list-style-type: none"> <li><b>Additional Supports for SW WA:</b> <ul style="list-style-type: none"> <li>24/hr Crisis Line: 1-800-626-8137</li> <li><a href="http://wa.beaconhealthoptions.com">http://wa.beaconhealthoptions.com</a></li> </ul> </li> </ul> </li> </ul>	<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: 8:00 am – 5:00 pm, Monday – Friday (except state holidays).</b></p> <p><b>Suggested script:</b> "Please have your Client ID or Social Security Number available."</p>	<p><b>Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays), closed from Noon – 1pm</b></p> <p><b>Suggested script:</b> "Please have your Client ID or Social Security Number available."</p>	<p><b>Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays), closed from Noon – 1pm</b></p> <p><b>Suggested script:</b> "Please have your Client ID or Social Security Number available."</p>	<p><b>Hours of operation: 8:00 am – 8:00 pm, Monday – Friday (except state holidays). For weekend hours, visit: <a href="#">Contact Us   Washington Health Benefit Exchange - Washington Health Benefit Exchange</a></b></p> <p><b>Suggested script:</b> "Please have your HPF application ID or Social Security Number available."</p>	<p><b>Hours of operation are generally 8:00 am – 5:00 pm, 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: 7:00 am – 5:00 pm, 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: 7:00 am – 5:00 pm Monday - Friday (except state holidays).</b></p> <p><b>Suggested script:</b> "Please have your Application ID, Client ID or Social Security Number available."</p>	



Office of Insurance Commissioner (OIC)		Department of Social and Health Services		Additional Supports	
<b>Consumer Advocacy</b>	<b>Statewide Health Insurance Benefits Advisors (SHIBA)</b>	<b>Division of Child Support (DCS)</b>	<b>Behavioral Health Administration</b>	<b>Fidelity Information System (FIS)</b> 1-888-328-9271 (24hrs) <a href="http://www.ebtedge.com">http://www.ebtedge.com</a>	
1-800-562-6900 <a href="http://www.insurance.wa.gov/">http://www.insurance.wa.gov/</a>	1-800-562-6900 <a href="http://www.insurance.wa.gov/shiba/">http://www.insurance.wa.gov/shiba/</a>	1-800-442-5437 (KIDS) <a href="http://www.dshs.wa.gov/dcs/">http://www.dshs.wa.gov/dcs/</a>	1-800-446-0259 <a href="https://www.dshs.wa.gov/bha">https://www.dshs.wa.gov/bha</a>	<b>Tribal Resources</b>	
<ul style="list-style-type: none"> <li>• <b>Complaints against insurance companies</b>, claim denials, poor service, coverage, cancellations, etc.</li> <li>• Insurance options</li> <li>• <b>Legal rights</b>: insurance laws &amp; regulations</li> <li>• Health insurance <b>appeals</b></li> <li>• <b>Complaints</b> against insurance agents/brokers/producers</li> <li>• Insurance <b>fraud</b></li> </ul>	<ul style="list-style-type: none"> <li>• Understand your <b>Medicare coverage options and rights</b>: Original Medicare, Medicare Advantage, prescriptions and Medigap plans</li> <li>• <b>Evaluate and compare</b> Medicare plans</li> <li>• <b>Medicare coordination</b> with Medicaid (dual), state &amp; federal government retirees, veterans, private plans and HBE</li> <li>• <b>Medicare Savings Program</b> &amp; low-income subsidies</li> <li>• <b>Medicare complaints</b>, questions and fraud prevention</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Establish Paternity</b> and Child Support Orders</li> <li>• Collect / Distribute Child Support</li> <li>• Employer Support</li> <li>• <b>Negotiate Payment Plans</b></li> <li>• <b>Payment/EFT options</b> 1-800-468-7422</li> <li>• Hearings and Conference Boards</li> <li>• Outreach to Community Partners and Stakeholders</li> <li>• <b>Community Relations Unit</b> 1-800-457-6202</li> <li>• Modify Orders</li> <li>• Employer <b>New Hire Reporting</b></li> <li>• <b>“Alternative Solutions Program”</b> <i>A Compassionate Portal To Child Support Barrier Removal</i> 360-664-5028 <a href="mailto:AlternativeSolutions@dshs.wa.gov">AlternativeSolutions@dshs.wa.gov</a> <a href="http://tiny.cc/DCSAlternativeSolutions">http://tiny.cc/DCSAlternativeSolutions</a></li> </ul> <p><b>Need a job?</b> Contact the Employment Pipeline*: <a href="mailto:EmploymentPipeline@dshs.wa.gov">EmploymentPipeline@dshs.wa.gov</a></p> <p><b>*All DSHS clients are eligible</b></p>	<ul style="list-style-type: none"> <li>• <b>Medicaid Enrollees</b> are covered for mental health and substance use disorder treatment (also known as behavioral health).</li> </ul> <p><b>Mental Health Crisis Services:</b></p> <ul style="list-style-type: none"> <li>• Anyone who needs mental health crisis services can receive them, including those who don't have insurance</li> <li>• For a life-threatening emergency, call 911</li> <li>• For other help in a crisis, call the Washington Recovery Helpline: 1-866-789-1511</li> </ul> <p><b>How to Get Services:</b></p> <ul style="list-style-type: none"> <li>• Find the Behavioral Health Organization in your area, and get other information, in this guide: <a href="https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/BHO/BH_Info_Clients.pdf">https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/BHO/BH_Info_Clients.pdf</a></li> <li>• If you live in Clark or Skamania County, <b>contact your Apple Health plan directly</b>. If you don't know how to contact your plan, call Apple Health: 1-800-562-3022</li> <li>• If you are an American Indian or Alaska Native and need <b>substance use</b> treatment services only, and you don't live in Clark or Skamania County, you may contact agencies directly on this list: <a href="https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/Providers/SUD_Fee-for-Service_Providers.pdf">https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/Providers/SUD_Fee-for-Service_Providers.pdf</a></li> </ul> <ul style="list-style-type: none"> <li>• <b>For free, confidential referrals to services and 24/7 crisis support, call:</b> Washington Recovery Helpline 1-866-789-1511</li> </ul>	<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>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>Department of Commerce</b> <a href="#">Locate Homeless Prevention and Assistance/Statewide Coordinated Entry Points for Housing</a></p>	<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> You can help prevent misuse by reporting suspected Medicaid fraud for the following:</p> <ul style="list-style-type: none"> <li>• <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></li> <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> </ul>
Hours of operation: 8:00 am – 5:00 pm, Monday - Friday (except state holidays).	Hours of operation: 8:00 am – 5:00 pm Monday - Friday (except state holidays).	Hours of operation: 8:00 am – 5:00 pm, Monday - Friday (except state holidays).  <b>Suggested script:</b> “Please have your Case Number, or Social Security Number available.”			

