

# Cross Agency Desk Aid

Referral Communications Committee - Last Updated 04/15/2023

Department of Social and Health Services				Health Benefit Exchange		Health Care Authority	
<p>Community Services Division Customer Service Contact Center</p>	<p><b>Aging and Long-Term Support Administration Long-Term Services and Supports (LTSS)</b></p> <p>ALTSA services including the Office of Deaf and Hard of Hearing and the Long-Term Services and Supports Trust: <a href="https://www.dshs.wa.gov/altsa">https://www.dshs.wa.gov/altsa</a></p> <p>Find local services including Area Agency on Aging by county: <a href="https://www.dshs.wa.gov/ALTSA/resources">https://www.dshs.wa.gov/ALTSA/resources</a></p>			<p>Washington Healthplanfinder Customer Support Center</p>	<p>Lead Organizations Navigators</p>	<p>Medical Assistance Customer Service Center (MACSC)</p>	<p>Medical Eligibility Determination Services (MEDS)</p>
	<p><b>Adult Protective Service (APS)</b></p>	<p><b>Home and Community Services (HCS)</b></p>	<p><b>Residential Care Services (RCS)</b></p>				
<p>877-501-2233</p> <p>Apply here: <a href="http://WashingtonConnection.org">WashingtonConnection.org</a> 888-338-7410 (FAX)</p>	<p>Report abuse, abandonment, neglect, self-neglect or financial exploitation of a vulnerable adult: 877-734-6277, or 866-ENDHARM, or <a href="https://dshs.wa.gov/altsa/reportadultabuse">dshs.wa.gov/altsa/reportadultabuse</a></p>	<p><b>Find your local HCS office:</b> <a href="https://intra.altsa.dshs.wa.gov/hcs/maps.htm">intra.altsa.dshs.wa.gov/hcs/maps.htm</a></p> <p>Apply for HCS programs: <a href="http://WashingtonConnection.org">WashingtonConnection.org</a> 855-635-8305 (FAX)</p>	<p>Report abuse or neglect in a licensed/certified setting: 800-562-6078 <a href="https://dshs.wa.gov/altsa/reportadultabuse">dshs.wa.gov/altsa/reportadultabuse</a></p>	<p>855-923-4633 855-627-9604 (TTY) <a href="mailto:customersupport@wahbexchange.org">customersupport@wahbexchange.org</a> <a href="http://wahealthplanfinder.org">wahealthplanfinder.org</a></p> <p>360-841-7620 (FAX)</p>	<p>Lead Organization Contact Information available at: <a href="http://wahbexchange.org/partners/navigators/">wahbexchange.org/partners/navigators/</a></p>	<p>800-562-3022 <a href="https://fortress.wa.gov/hca/p1contactus/">fortress.wa.gov/hca/p1contactus/</a></p>	<p>800-562-3022 <a href="https://fortress.wa.gov/hca/p1contactus/">fortress.wa.gov/hca/p1contactus/</a></p>
<ul style="list-style-type: none"> <li>Apply for, report changes or renew <b>Food and Cash 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 and Cash programs</li> <li><b>WASHCAP</b> (Food for households whose only income is <b>SSI or combination of SSI/SSA</b>) 877-380-5784 For additional application assistance refer to the Public Access Directory for <b>community partners</b>: <a href="#">Public Access Directory - Washington Connection (Your Link to Services)</a></li> <li><b>Constituent Relations</b> 800-865-7801</li> <li><b>Employment Pipeline</b> <a href="#">Employment Pipeline Brochure</a></li> </ul>	<p>APS is responsible for:</p> <ul style="list-style-type: none"> <li><b>Investigating allegations</b> of mistreatment of vulnerable adults living in their own homes, and in facilities and residential programs licensed or certified by DSHS</li> <li><b>Providing protective services</b> with consent of the vulnerable adult that may include: <ul style="list-style-type: none"> <li>Assistance with protection orders</li> <li>Petitioning for guardianship</li> <li>Referrals for legal assistance</li> <li>Referrals for case management, in-home or residential care, or to other agencies</li> </ul> </li> <li><b>Coordination with law enforcement</b> if criminal activity is suspected</li> </ul> <p>Any person with an initial substantiated APS finding has a right to due process to challenge the finding. If the APS finding is upheld after due process is exhausted and the finding becomes final, the person's name is placed on the Aging and Disability Services Registry.</p>	<p>HCS determines and maintains the following programs:</p> <ul style="list-style-type: none"> <li><b>LTSS for institutional and community settings, such as:</b> <ul style="list-style-type: none"> <li>Nursing facilities</li> <li>In-home</li> <li>Assisted living</li> <li>Adult family home</li> </ul> </li> <li><b>HCS Waiver services:</b> <ul style="list-style-type: none"> <li>Community First Choice (CFC)</li> <li>COPEs</li> <li>Medicaid Personal Care (MPC)</li> <li>New Freedom (King and Pierce counties only)</li> <li>PACE</li> <li>Residential Support Waiver (RSW)</li> <li>Roads to Community Living (RCL)</li> </ul> </li> <li><b>Caregiver services:</b> <ul style="list-style-type: none"> <li>Family Caregiver Support Program managed by Area Agencies on Aging (AAA)</li> <li>Tailored Supports for Older Adults (TSOA)</li> <li>Medicaid Alternative Care (MAC)</li> </ul> </li> <li><b>Associated cash and food benefits for HCS clients (except for TANF/Food)</b></li> </ul> <p>Hours of operation: 8 a.m.-5 p.m., Monday – Friday (except state holidays)</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://dshs.wa.gov/altsa/residential-care-services/residential-care-services">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://dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices">dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices</a></p>	<ul style="list-style-type: none"> <li><b>Apply for or renew health care coverage</b> <ul style="list-style-type: none"> <li>Help navigating the application</li> <li>Report a change to your application</li> <li>Report a customer issue or a system error</li> </ul> </li> <li><b>Health Insurance Premium Tax Credit (HIPTC)</b> questions</li> <li><b>Qualified Health and Dental Plans (QHP/QDP)</b> eligibility, enrollment, and questions <ul style="list-style-type: none"> <li>1095-A questions</li> </ul> </li> <li>Locate an <b>HBE Navigator</b> or <b>Broker</b></li> <li><b>Help</b> is available in more than <b>240 languages</b> <ul style="list-style-type: none"> <li>Language and disability accommodations are provided at no cost</li> </ul> </li> <li><b>Appeal</b> QHP eligibility results: <a href="http://wahbexchange.org/new-customers/appeals/">wahbexchange.org/new-customers/appeals/</a>; or Call 855-859-2512 for information.</li> </ul>	<p>For planned maintenance and outages, visit <a href="#">Healthplanfinder Status Center</a>: <a href="#">Outages &amp; Maintenance   Washington Health Benefit Exchange - Washington Health Benefit Exchange</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> </ul>	<ul style="list-style-type: none"> <li>Apple Health <b>benefit coverage</b> questions</li> <li>Provider <b>billing</b> and claims questions</li> <li><b>ProviderOne</b> Client Services <b>Card*</b></li> <li>Apple Health <b>Managed Care enrollment</b> and questions*</li> </ul> <p>*Self-service option: <a href="#">ProviderOne   DSHS (wa.gov)</a></p>	<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</b> Case Review <b>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>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays). Interview hours: 8 a.m. – 3 p.m.</p> <p><b>Suggested script:</b> "Please have your Client ID or Social Security Number available."</p>	<p>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays). After hours online reports/voicemail messages are responded to on the next business day. For more information, go to: <a href="https://dshs.wa.gov/altsa/home-and-community-services/adult-abuse-and-prevention">dshs.wa.gov/altsa/home-and-community-services/adult-abuse-and-prevention</a></p>			<p>Hours of operation: Feb. 1–Oct. 31: Mon – Fri 7:30 a.m. – 5:30 p.m. Nov. 1 - Jan 31: Mon – Fri 7:30 a.m. - 7 p.m. Extended hours may be offered leading up to key enrollment dates, some holidays, and weekends. During other hours, visit: <a href="#">Contact Us   Washington Health Benefit Exchange - Washington Health Benefit Exchange Call, Chat and Email services available</a></p>	<p>Hours of operation are generally 8 a.m. – 5 p.m., Monday – Friday (except holidays).</p> <p><b>Suggested script:</b> "For application issues, please have the HPF application ID available."</p>	<p>Hours of operation: 7 a.m. – 5 p.m., Monday - Friday (except state holidays).</p> <p><b>Suggested script:</b> "Please have your Client ID or ProviderOne ID available.**"</p>	<p>Hours of operation: 7 a.m. – 5 p.m. Monday - Friday (except state holidays).</p> <p><b>Suggested script:</b> "Please have your Client, ProviderOne, or application ID number available."</p>

Department of Social and Health Services		Office of Insurance Commissioner (OIC)		Health Care Authority	
Division of Child Support (DCS)	Developmental Disabilities Administration (DDA) Long-Term Care and Specialty Programs Unit 855-873-0642 Apply for LTC & Specialty Programs: <a href="http://WashingtonConnection.org">WashingtonConnection.org</a> 855-635-8305 (FAX)	Consumer Advocacy	Statewide Health Insurance Benefits Advisors (SHIBA)	Division of Behavioral Health and Recovery (DBHR)	Foster Care and Adoption Support (FCAS)
800-442-5437 (KIDS) <a href="http://childsupportonline.wa.gov">childsupportonline.wa.gov</a>		800-562-6900 <a href="http://insurance.wa.gov/">insurance.wa.gov/</a>	800-562-6900 <a href="http://insurance.wa.gov/shiba">insurance.wa.gov/shiba</a>	360-725-1500 <a href="http://hca.wa.gov/mental-health-and-addiction-services">hca.wa.gov/mental-health-and-addiction-services</a>	800-562-3022 ext. 15480 <a href="mailto:fcas@hca.wa.gov">fcas@hca.wa.gov</a>
<ul style="list-style-type: none"> <li>Establish paternity and parentage and child support orders</li> <li>Collect / Distribute child support</li> <li>Employer support</li> <li>Negotiate payment plans</li> <li>Payment/EFT options 800-468-7422</li> <li>Hearings and conference boards</li> <li>Outreach to community partners and stakeholders</li> <li>Modify orders</li> <li>Employer relations and New Hire Reporting 800-562-0479</li> <li>Community Relations Unit 800-457-6202</li> <li>Alternative Solutions Program Toll free 800-604-1146</li> <li><a href="mailto:AlternativeSolutions@dshs.wa.gov">AlternativeSolutions@dshs.wa.gov</a></li> </ul> <p>Hours of operation: 8 a.m. – 5 p.m., Monday - Friday (except state holidays) Suggested script: "Please have your Case Number, or Social Security Number available."</p>	<p>The LTC &amp; Specialty Programs Unit manages Medicaid programs for clients living in a variety of settings, receiving:</p> <ul style="list-style-type: none"> <li>DDA services <ul style="list-style-type: none"> <li>Waiver service programs</li> <li>Community First Choice (CFC)</li> <li>Medicaid Personal Care (MPC)</li> <li>Roads to Community Living (RCL)</li> <li>Institutional and Intermediate Care (ICF/IID)</li> </ul> </li> <li>Hospice medical</li> <li>Healthcare for Workers with Disabilities (HWD/S08) 800-871-9275</li> <li>Residential mental health services</li> <li>Associated cash (no TANF) and food assistance (except for children)</li> </ul> <p>Service Referral &amp; Information Request Form <a href="http://dshs.wa.gov/dda/service-and-information-request">dshs.wa.gov/dda/service-and-information-request</a></p> <p>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays) Closed from Noon – 1 p.m.</p> <p>Suggested script: "Please have your Client ID or Social Security Number available."</p>	<ul style="list-style-type: none"> <li>Complaints against insurances companies, claim denials, poor service, coverage, cancellations, etc.</li> <li>Insurance options</li> <li>Legal rights: insurance laws &amp; regulations</li> <li>Health insurance appeals</li> <li>Complaints against insurance agents / brokers / producers</li> <li>Insurance fraud</li> </ul> <p>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays)</p>	<ul style="list-style-type: none"> <li>Understand your Medicare coverage options and rights: Original Medicare, Medicare Advantage, prescriptions and Medigap plans</li> <li>Evaluate and compare Medicare plans</li> <li>Medicare coordination with Medicaid (dual), state &amp; federal government retirees, veterans, private plans and HBE</li> <li>Medicare Savings Program &amp; low-income subsidies</li> <li>Medicare complaints, questions and fraud prevention</li> </ul> <p>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays)</p> <p>Suggested script: "Please have your Client ID or ProviderOne ID available."</p>	<p><b>Medicaid Enrollees</b></p> <ul style="list-style-type: none"> <li>To apply for Washington Apple Health (Medicaid) coverage, visit <a href="http://WashingtonHealthplanfinder">Washington Healthplanfinder</a> or call 855-923-4633.</li> </ul> <p><b>Mental Health Crisis Services:</b></p> <ul style="list-style-type: none"> <li>For a life-threatening emergency: Call 911</li> <li>For suicide prevention: Contact the National Suicide Prevention Lifeline at 800-273-8255 (TRS: 800-799-4889)</li> <li>For 24/7 free, confidential emotional support and referrals to crisis services contact the <a href="http://WashingtonRecoveryHelpLine">Washington Recovery Help Line</a> at 866-789-1511 or the <a href="http://mentalhealthcrisislineinyourarea">mental health crisis line in your area</a></li> </ul> <p><b>How to Get Services:</b></p> <ul style="list-style-type: none"> <li>If you are currently an Apple Health client and are seeking mental health services, contact your <a href="http://managedcareplan">managed care plan</a> <ul style="list-style-type: none"> <li>If you are not enrolled in managed care, contact the <a href="http://HealthCareAuthority">Health Care Authority</a></li> </ul> </li> </ul> <p>Hours of operation: 8 a.m. – 5 p.m., Monday - Friday (except state holidays)</p>	<p><b>These clients include children and youth:</b></p> <ul style="list-style-type: none"> <li>Under the age of 21 who are in foster care</li> <li>Under the age of 21 who are receiving adoption support</li> <li>Age 18 to 26 years old who aged out of foster care on or after their 18<sup>th</sup> birthday</li> </ul> <p><b>Apple Health Foster Care:</b></p> <ul style="list-style-type: none"> <li>Eligibility inquiries</li> <li>Request a ProviderOne Services Card</li> <li>Request enrollment or disenrollment from Managed Care</li> </ul> <p><b>Apple Health Foster Care managed care program</b></p> <ul style="list-style-type: none"> <li>Questions about Coordinated Care of WA (CCW)</li> <li>Inquiries about CCW's Apple Health Core Connections</li> <li>Provider questions</li> </ul> <p>Hours of operation: 7 a.m. – 5 p.m., Monday - Friday (except state holidays)</p>



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## Additional Supports

### 2-1-1

877-211-9274

7-1-1 (relay service)

[211.org](http://211.org)

- Provide information and referral for community resources and volunteer opportunities.
- Support community-based organizations network.

### CSD Customer Connect

877-501-2233

Automated system where clients can check their DSHS benefits

- Obtain case status and payment information
- Hear information about your child care benefits
- Check voice messages left by your worker
- Among other options

### COFA Islander programs

For help with your COFA Islander Health Care or COFA Islander Dental Care:

- Email: [cofaquestions@hca.wa.gov](mailto:cofaquestions@hca.wa.gov)
- Phone: 800-547-3109
- Online: [hca.wa.gov/cofa](http://hca.wa.gov/cofa)

### Children's Institutional Medical (K01)

Apply for Children's Institutional Medical (K01) complete an application for Apple Health (Medicaid) coverage through [wahealthplanfinder.org](http://wahealthplanfinder.org). If the application is denied:

- Email Health Care Authority at [K01APP@hca.wa.gov](mailto:K01APP@hca.wa.gov)
  - Subject line: K01 App - (child's first and last name)
  - Body of email (required):
    - Washington Healthplanfinder application number
    - Date of admission
    - Date of discharge (if known)
    - Will this child be in the facility for 30 days or longer? (Yes/No)
  - Attach a signed release of information form if you want HCA staff to be able to discuss the application.
- Learn more about the [K01 application process](#).

### Community Living Connections

[waccl.org](http://waccl.org)

A service network that assists older adults, persons with disabilities and caregivers to connect with services and support options in the local community.

- Go to [www.waccl.org/connect](http://www.waccl.org/connect) or call 855-567-0252 to find a local site.



### Department of Children, Youth & Families

[dcyf.wa.gov](http://dcyf.wa.gov)

- Report child abuse or neglect
- Find a form or publication
- Find an office
- Child Care Aware of WA Family Center 800-446-1114
- **Constituent Relations**  
[ConstRelations@dcyf.wa.gov](mailto:ConstRelations@dcyf.wa.gov) | 800-723-4831 or 360-902-8060
- Apply for **Child Care Subsidy Program**  
844-626-8687 | FAX 877-309-9747  
[WashingtonConnection.org](http://WashingtonConnection.org)  
Mail: PO Box 11346 Tacoma WA 98411-9903

### Long-Term Care Ombudsman Program

800-562-6028

TTY: 800-737-7931

[waombudsman.org](http://waombudsman.org)

- Protect, promote and advocate for residents in nursing homes, adult family homes, and assisted living facilities.
- Report mistreatment of residents in facilities.

### Fidelity Information System (FIS)

888-328-9271 (24hrs)

[ebtedge.com](http://ebtedge.com)

- **EBT Card** Replacement and Balance Information
- **Change PIN number**
- Client will need their EBT card number and Social Security

### How to report Medicaid fraud

You can help prevent misuse by reporting suspected Medicaid fraud for the following:

- **Recipients (patients) of Apple Health (Medicaid) coverage**  
If you suspect someone is fraudulently reporting their circumstances to receive Apple Health coverage, call 360-725-0934 or email [WAHEligibilityFraud@hca.wa.gov](mailto:WAHEligibilityFraud@hca.wa.gov)
- **Medicaid Providers**  
Suspected Medicaid Provider fraud may be reported by calling **833-794-2345 (toll free)** or emailing [hottips@hca.wa.gov](mailto:hottips@hca.wa.gov)

### Department of Commerce

[www.commerce.wa.gov](http://www.commerce.wa.gov)

(360)725-4000

- Housing and Rent Assistance
- Utility Assistance
- Homeless Services



### The Women, Infants, and Children Nutrition Program (WIC)

There are over 200 WIC clinics across Washington State. To find a WIC clinic near you:

- Call the Help Me Grow Washington Hotline 800-322-2588
- Text "WIC" to 96859  
[Parenthelp123.org](http://Parenthelp123.org)

### Office of Financial Recovery

800-562-6114

- DSHS Overpayments
- Premium Payments
- Estate Recovery

### Tribal Resources

- **HBE- Tribal Liaison** – [tribal.liaison@wahbexchange.org](mailto:tribal.liaison@wahbexchange.org)
- **HCA- Tribal Affairs Administrator** – Aren Sparck | [aren.sparck@hca.wa.gov](mailto:aren.sparck@hca.wa.gov)
- **DSHS Indian Policy:**  
[dshs.wa.gov/sesa/indian-policy](http://dshs.wa.gov/sesa/indian-policy)

### DSHS Office of Equity, Diversity & Inclusion

- Communication assistance (interpreters, translations, large print, Braille, audio, video, electronic) are available free of charge **for DSHS customers**.

Call **800-737-0617** Option 4 (TRS: 711)

*Note: DSHS staff should consult their Administration or Division's Americans with Disabilities Act (ADA) Coordinator, Language Access Advisor, policies, and procedures first.*

- Report an issue related to website or other information and communication technologies accessibility. Email: [DSHSAccessibility@dshs.wa.gov](mailto:DSHSAccessibility@dshs.wa.gov)
- Report a Civil Rights complaint  
Email: [iraucorrections@dshs.wa.gov](mailto:iraucorrections@dshs.wa.gov)  
Call: 800-521-8060 (TTY: 800-521-8061)

visit the [DSHS Office of Equity, Diversity & Inclusion website](#)