

Cross Agency Desk Aid

Referral Communications Committee - Last Updated 7/31/2019

Department of Social and Health Services				Health Benefit Exchange		Health Care Authority	
Community Services Division Customer Service Contact Center	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)
	Adult Protective Services (APS)	Home & Community Services (HCS)	Residential Care Services (RCS)				
<p>1-877-501-2233 1-877-980-9220 (Answer Phone) Apply here: www.washingtonconnection.org 1-888-338-7410 (FAX)</p>	<p>Report abuse, abandonment, neglect, self-neglect or financial exploitation of a vulnerable adult: 1-866-ENDHARM (1-866-363-4276) www.dshs.wa.gov/altsa/reportadulthood</p>	<p>Find your local HCS office: http://intra.altsa.dshs.wa.gov/hcs/maps.htm Apply for HCS programs: www.washingtonconnection.org 1-855-635-8305 (FAX)</p>	<p>Report abuse or neglect in a licensed/certified setting: 1-800-562-6078 www.dshs.wa.gov/altsa/reportadulthood</p>	<p>1-855-923-4633 http://www.wahealthplanfinder.org/customer-support 1-360-841-7620 (FAX)</p>	<p>Lead Organization Contact Information available at: https://www.wahbexchange.org/partners/navigators/</p>	<p>1-800-562-3022 https://fortress.wa.gov/hca/p1/contactus/</p>	<p>1-800-562-3022 https://fortress.wa.gov/hca/p1/contactus/</p>
<ul style="list-style-type: none"> Apply for, report changes or renew Food, Cash, and Child Care programs (SNAP, EBT, ABD/ HEN Referral, TANF/WorkFirst, Refugee Assistance) Apply for Classic Medicaid programs, SSI, 65+, and disabled Request an appeal of Classic Medicaid, Food, Cash and Child Care programs WASHCAP (Food for households whose only income is SSI or combination of SSI/SSA) 1-877-380-5784 For additional application assistance refer to the Public Access Directory for community partners: https://www.washingtonconnection.org/home/publicaccessdirectory.go Constituent Relations 1-800-865-7801 Employment Pipeline https://www.dshs.wa.gov/sites/default/files/ESA/csd/documents/EP%20Brochure12019.pdf 	<p>APS is responsible for:</p> <ul style="list-style-type: none"> Investigating allegations of mistreatment of vulnerable adults living in their own homes, and in facilities and residential programs licensed or certified by DSHS Providing protective services with consent of the vulnerable adult that may include: <ul style="list-style-type: none"> Assistance with protection orders Petitioning for guardianship Referrals for legal assistance Referrals for case management, in-home or residential care, or to other agencies Coordination with law enforcement if criminal activity is suspected <p>Any person with an initial, substantiated APS finding, has a right to an administrative hearing to challenge the finding. If the APS finding is upheld in the administrative hearing, the finding becomes final and the person's name is placed on the Aging and Disability Services (ADS) Registry.</p>	<p>HCS processes the following Medicaid programs:</p> <ul style="list-style-type: none"> Nursing facility services LTC services for community settings: <ul style="list-style-type: none"> In-home care assisted living adult family home HCS Waiver services: <ul style="list-style-type: none"> Community First Choice (CFC) Medicaid Personal Care (MPC) COPEs PACE Roads to Community Living (RCL) TSOA MAC New Freedom (King and Pierce County only) Residential Support Waiver Associated cash and food benefits for HCS clients (except for TANF/Food) Request an appeal for HCS programs 	<p>RCS is responsible for the licensing/certification and oversight of the following:</p> <ul style="list-style-type: none"> Nursing facilities Adult family homes Assisted living facilities Intermediate care for individuals with intellectual disabilities Enhanced services facilities Certified community residential services & supports <p>To search for a licensed home in your area, visit https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services, select the setting and then the locator link.</p> <p>To find an RCS office near you, visit https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices</p>	<ul style="list-style-type: none"> Apply for or renew health care coverage (families, children, pregnant women and single adults) Health Insurance Premium Tax Credit (HIPTC) questions Qualified Health and Dental Plans (QHP/QDP) questions Locate an HBE Navigator or Broker Contact Us Washington Health Benefit Exchange - Washington Health Benefit Exchange Request an appeal for denial of HIPTC/QHP, Special Enrollment: www.wahbexchange.org/appeals or call for information: 1-855-859-2512 	<p>For planned maintenance and outages, visit Healthplanfinder Status Center: Outages & Maintenance Washington Health Benefit Exchange - Washington Health Benefit Exchange</p> <p>Email navigator@wahbexchange.org</p> <ul style="list-style-type: none"> For questions about becoming a Navigator To request outreach materials and presentations 	<ul style="list-style-type: none"> Apple Health benefit coverage questions Provider billing and claims questions ProviderOne Client Services Card* Apple Health Managed Care enrollment and questions* <p>*Self-service option: www.waproviderone.org/client</p>	<ul style="list-style-type: none"> Apple Health Modified Adjusted Gross Income (MAGI) Medicaid eligibility questions (families, children, pregnant women and single adults) Post-Eligibility Case Review questions or report changes Apple Health for Kids premium payment questions (CHIP) Request an appeal for Apple Health Programs
<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>Suggested script: "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: https://www.dshs.wa.gov/altsa/home-and-community-services/adult-abuse-and-prevention</p>			<p>Hours of operation: Mon – Fri 7:30 a.m. – 5:30 p.m. (except state holidays). During other hours, visit: Contact Us Washington Health Benefit Exchange - Washington Health Benefit Exchange Suggested script: "Please have your HPF application ID or Social Security Number available."</p>	<p>Hours of operation are generally 8 a.m. – 5 p.m., Monday – Friday (except state holidays).</p> <p>Suggested script: "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>Suggested script: "Please have your Client ID or ProviderOne ID available."*</p>	<p>Hours of operation: 8 a.m. – 5 p.m. Monday - Friday (except state holidays).</p> <p>Suggested script: "Please have your Client, ProviderOne, or application ID number available."</p>



Department of Social and Health Services		Office of Insurance Commissioner (OIC)		Heath Care Authority	
Division of Child Support (DCS)	Developmental Disabilities Administration (DDA) Long-Term Care Specialty Unit	Consumer Advocacy	Statewide Health Insurance Benefits Advisors (SHIBA)	Division of Behavioral Health and Recovery (DBHR)	Foster Care Medical Unit (FCMT)
1-800-442-5437 (KIDS) http://www.dshs.wa.gov/dcs/	1-855-873-0642 Apply for Specialty Unit programs: www.washingtonconnection.org 1-855-635-8305 (FAX)	1-800-562-6900 https://www.insurance.wa.gov/	1-800-562-6900 https://www.insurance.wa.gov/state-wide-health-insurance-benefits-advisors-shiba	1-360-725-1500 https://www.hca.wa.gov/mental-health-and-addiction-services	1-800-562-3022 ext. 15480
<ul style="list-style-type: none"> Establish paternity and parentage and child support orders Collect / Distribute child support Employer support Negotiate payment plans Payment/EFT options 1-800-468-7422 Hearings and conference boards Outreach to community partners and stakeholders Modify orders Employer new hire reporting Community Relations Unit 1-800-457-6202 Alternative Solutions Program Toll free 1-800-604-1146 AlternativeSolutions@dshs.wa.gov 	<p>The Specialty Unit manages Medicaid programs for clients living in a variety of settings, receiving:</p> <ul style="list-style-type: none"> DDA services <ul style="list-style-type: none"> Waiver service programs Community First Choice (CFC) Medicaid Personal Care (MPC) Roads to Community Living (RCL) Hospice medical Healthcare for Workers with Disabilities (HWD/S08) 1-800-871-9275 Residential mental health services Associated cash (no TANF) and food assistance (except for children) <p>Service Referral & Information Request Form https://www.dshs.wa.gov/dda/service-and-information-request</p>	<ul style="list-style-type: none"> Complaints against insurances companies, claim denials, poor service, coverage, cancellations, etc. Insurance options Legal rights: insurance laws & regulations Health insurance appeals Complaints against insurance agents / brokers / producers Insurance fraud 	<ul style="list-style-type: none"> Understand your Medicare coverage options and rights: Original Medicare, Medicare Advantage, prescriptions and Medigap plans Evaluate and compare Medicare plans Medicare coordination with Medicaid (dual), state & federal government retirees, veterans, private plans and HBE Medicare Savings Program & low-income subsidies Medicare complaints, questions and fraud prevention 	<p>Medicaid Enrollees</p> <ul style="list-style-type: none"> To apply for Washington Apple Health (Medicaid) coverage, visit Washington Healthplanfinder or call 1-855-923-4633. <p>Mental Health Crisis Services:</p> <ul style="list-style-type: none"> For a life-threatening emergency: Call 911 For suicide prevention: Contact the National Suicide Prevention Lifeline at 1-800-273-8255 (TRS: 1-800-799-4889) For 24/7 free, confidential emotional support and referrals to crisis services contact the Washington Recovery Help Line at 1-866-789-1511 or the mental health crisis line in your area <p>How to Get Services:</p> <ul style="list-style-type: none"> If you are currently an Apple Health client and are seeking mental health services: <ul style="list-style-type: none"> If you live in an integrated managed care region, contact your managed care plan If you live in any other county, contact your regional behavioral health organization (BHO) If you are not enrolled in managed care, contact the Health Care Authority 	<p>These clients include children and youth:</p> <ul style="list-style-type: none"> Under the age of 21 who are in foster care Under the age of 21 who are receiving adoption support Age 18 to 26 years old who aged out of foster care on or after their 18th birthday <p>Apple Health Foster Care:</p> <ul style="list-style-type: none"> Eligibility inquiries Request a ProviderOne Services Card Request enrollment or disenrollment from Managed Care <p>Apple Health Foster Care managed care program Contact: HCAMCprograms@hca.wa.gov</p> <ul style="list-style-type: none"> Questions about Coordinated Care of WA (CCW) Inquiries about CCW's Apple Health Core Connections Provider questions
Hours of operation: 8 a.m. – 5 p.m., Monday - Friday (except state holidays)	Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays) Closed from Noon – 1pm	Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays)	Hours of operation: 7:30 a.m. – 5 p.m., Monday – Friday (except state holidays)	Hours of operation: 8 a.m. – 5 p.m., Monday - Friday (except state holidays)	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."	Suggested script: "Please have your Client ID or Social Security Number available."		Suggested script: "Please have your Client ID or ProviderOne ID available."		



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Additional Supports			
<p>2-1-1 1-877-211-9274 7-1-1 (relay service) www.211.org</p> <ul style="list-style-type: none"> Provide information and referral for community resources and volunteer opportunities. Support community-based organizations network. 	<p>Answer Phone 1-877-980-9220</p> <p>Automated system where clients can check their DSHS benefits</p> <ul style="list-style-type: none"> Obtain case status and payment information Hear information about your child care benefits Check voice messages left by your worker 	<p>COFA Islander Health Care</p> <ul style="list-style-type: none"> Email: cofaquestions@hca.wa.gov Phone: 1-800-547-3109 Online: www.hca.wa.gov/cofa 	<p>Community Living Connections www.waclc.org</p> <p>A service network that assists older adults, persons with disabilities and caregivers to connect with services and support options in the local community.</p> <ul style="list-style-type: none"> Go to www.waclc.org/connect or call 1-855-567-0252 to find a local site. 
<p>Department of Children, Youth & Families https://www.dcyf.wa.gov</p> <ul style="list-style-type: none"> Report child abuse or neglect Find a form or publication Find an office Contact DCYF 	<p>Department of Commerce Locate Homeless Prevention and Assistance/Statewide Coordinated Entry Points for Housing</p>	<p>Fidelity Information System (FIS) 1-888-328-9271 (24hrs) http://www.ebtedge.com</p> <ul style="list-style-type: none"> EBT Card Replacement and Balance Information Change PIN number Client will need their EBT card number and Social Security 	<p>Office of Financial Recovery 1-800-562-6114</p> <ul style="list-style-type: none"> DSHS Overpayments Premium Payments Estate Recovery
<p>How to report Medicaid fraud</p> <p>You can help prevent misuse by reporting suspected Medicaid fraud for the following:</p> <ul style="list-style-type: none"> Recipients of Apple Health (Medicaid) coverage If you suspect someone is fraudulently reporting their circumstances to receive Washington Apple Health (Medicaid) coverage, please notify WAHELigibilityFraud@hca.wa.gov Medicaid Providers Suspected Medicaid Provider fraud may be reported by calling 1-800-562-6906 or emailing hottips@hca.wa.gov Children's institutional Medical (K01) Email Health Care Authority at K01APP@hca.wa.gov 	<p>Long-Term Care Ombudsman Program 1-800-562-6028 TTY: 1-800-737-7931 www.waombudsman.org</p> <ul style="list-style-type: none"> Protect, promote and advocate for residents in nursing homes, adult family homes, and assisted living facilities. Report mistreatment of residents in facilities. 	<p>Tribal Resources</p> <ul style="list-style-type: none"> HBE- Tribal Liaison – Deborah Sosa tribal.liaison@wahbexchange.org HCA- Tribal Affairs Administrator – Jessie Dean tribalaffairs@hca.wa.gov DSHS Indian Policy: https://www.dshs.wa.gov/sesa/indian-policy 	<p>The Women, Infants, and Children Nutrition Program (WIC)</p> <p>There are over 200 WIC clinics across Washington State. To find a WIC clinic near you:</p> <ul style="list-style-type: none"> Call the Family Health Hotline 1-800-322-2588 Text "WIC" to 96859

