

Cross Agency Desk Aid

Referral Communications Committee - Last Updated 03/03/2025


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 Services and Supports (LTSS)			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)				
877-501-2233 Apply here: WashingtonConnection.org 888-338-7410 (FAX)	Report abuse, abandonment, neglect, self-neglect or financial exploitation of a vulnerable adult: 877-734-6277, or 866-ENDHARM, or dshs.wa.gov/altsa/reportadultabuse	Find your local HCS office: intra.altsa.dshs.wa.gov/hcs/maps.htm Apply for HCS programs: WashingtonConnection.org 855-635-8305 (FAX)	Report abuse or neglect in a licensed/certified setting: 800-562-6078 dshs.wa.gov/altsa/reportadultabuse	855-923-4633 855-627-9604 (TTY) customersupport@wahbexchange.org wahealthplanfinder.org 360-841-7620 (FAX)	Lead Organization Contact Information available at: wahbexchange.org/partners/navigators/	800-562-3022 fortress.wa.gov/hca/p1contactus/	800-562-3022 fortress.wa.gov/hca/p1contactus/
<ul style="list-style-type: none">Apply for, report changes or renew Food and Cash programs (SNAP, EBT, ABD/ HEN Referral, TANF/WorkFirst, Refugee Assistance)Apply for Classic Medicaid programs, SSI, 65+, and disabledRequest an appeal of Classic Medicaid, Food and Cash programsWASHCAP (Food for households whose only income is SSI or combination of SSI/SSA) 877-380-5784 For additional application assistance refer to the Public Access Directory for community partners: Public Access Directory - Washington Connection (Your Link to Services)Constituent Relations 800-865-7801Employment Pipeline Employment Pipeline Brochure (DSHS 22-1560)	<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 DSHSProviding protective services with consent of the vulnerable adult that may include:<ul style="list-style-type: none">Assistance with protection ordersPetitioning for guardianshipReferrals for legal assistanceReferrals for case management, in-home or residential care, or to other agenciesCoordination with law enforcement if criminal activity is suspected <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">LTSS for institutional and community settings, such as:<ul style="list-style-type: none">Nursing facilitiesIn-homeAssisted livingAdult family homeHCS Waiver services:<ul style="list-style-type: none">Community First Choice (CFC)COPEsMedicaid Personal Care (MPC)New Freedom (King and Pierce counties only)PACEResidential Support Waiver (RSW)Roads to Community Living (RCL)Caregiver services:<ul style="list-style-type: none">Family Caregiver Support Program managed by Area Agencies on Aging (AAA)Tailored Supports for Older Adults (TSOA)Medicaid Alternative Care (MAC)Associated cash and food benefits for HCS clients (except for TANF/Food) <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">Nursing facilitiesAdult family homesAssisted living facilitiesIntermediate care for individuals with intellectual disabilitiesEnhanced services facilitiesCertified community residential services & supports <p>To search for a licensed home in your area, visit 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 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<ul style="list-style-type: none">Help navigating the applicationReport a change to your applicationReport a customer issue or a system errorHealth Insurance Premium Tax Credit (HIPTC) questionsQualified Health and Dental Plans (QHP/QDP) eligibility, enrollment, and questions<ul style="list-style-type: none">1095-A questionsLocate an HBE Navigator or BrokerHelp is available in more than 240 languages<ul style="list-style-type: none">Language and disability accommodations are provided at no costAppeal QHP eligibility results: wahbexchange.org/new-customers/appeals/; or call 855-859-2512 for information.	<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 NavigatorTo request outreach materials and presentations	<ul style="list-style-type: none">Apple Health benefit coverage questionsProvider billing and claims questionsProviderOne Client Services Card*Apple Health Managed Care enrollment and questions* <p>*Self-service option: ProviderOne DSHS (wa.gov)</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 changesApple Health for Kids premium payment questions (CHIP)Request an appeal for Apple Health Programs
Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays). Interview hours: 8 a.m. – 2 p.m. Suggested script: "Please have your Client ID or Social Security Number available."	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: dshs.wa.gov/altsa/home-and-community-services/adult-abuse-and-prevention			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: Contact Us Washington Health Benefit Exchange - Washington Health Benefit Exchange	Hours of operation are generally 8 a.m. – 5 p.m., Monday – Friday (except holidays). Suggested script: "For application issues, please have the HPF application ID available."	Hours of operation: 7 a.m. – 5 p.m., Monday - Friday (except state holidays). Suggested script: "Please have your Client ID or ProviderOne ID available."*	Hours of operation: 8 a.m. – 5 p.m. Monday - Friday (except state holidays). Suggested script: "Please have your Client, ProviderOne, or application ID number available."



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 Programs Unit	Consumer Advocacy	Statewide Health Insurance Benefits Advisors (SHIBA)	Division of Behavioral Health and Recovery (DBHR)	Foster Care Medical Unit (FCMT)
800-442-5437 (KIDS) DShS.wa.gov/ESA/Division-Child-Support	855-873-0642 Apply for LTC & Specialty Programs: WashingtonConnection.org 855-635-8305 (FAX)	800-562-6900 insurance.wa.gov/	800-562-6900 insurance.wa.gov/shiba	360-725-1500 hca.wa.gov/mental-health-and-addiction-services	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 800-468-7422 • Hearings and conference boards • Outreach to community partners and stakeholders • Modify orders • Employer relations and New Hire Reporting 800-562-0479 • Community Relations Unit 800-457-6202 • Alternative Solutions Program Toll free 800-604-1146 • AlternativeSolutions@dshs.wa.gov 	<p>The LTC & Specialty Programs 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) ○ Institutional and Intermediate Care (ICF/IID) • Hospice medical • Healthcare for Workers with Disabilities (HWD/S08) 800-871-9275 • Residential mental health services • Associated cash (no TANF) and food assistance (except for children) <p>Service Referral & Information Request Form 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 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 800-273-8255 (TRS: 800-799-4889) • For 24/7 free, confidential emotional support and referrals to crisis services contact the Washington Recovery Help Line at 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, contact your managed care plan <ul style="list-style-type: none"> ○ 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</p> <ul style="list-style-type: none"> • Questions about Coordinated Care of WA (CCW) • Inquiries about CCW's Apple Health Core Connections • Provider questions <p>Contact: HCAMCprograms@hca.wa.gov </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.”	Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays) Closed from Noon – 1 p.m. Suggested script: “Please have your Client ID or Social Security Number available.”	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 Client ID or ProviderOne ID available.”	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)

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Additional Supports				
<p>2-1-1 877-211-9274 7-1-1 (relay service) 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>CSD Customer Connect 877-501-2233</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• Among other options	<p>COFA Islander programs</p> <p>For help with your COFA Islander Health Care or COFA Islander Dental Care:</p> <ul style="list-style-type: none">• Email: cofaquestions@hca.wa.gov• Phone: 800-547-3109• Online: hca.wa.gov/cofa	<p>Children’s Institutional Medical (K01)</p> <ul style="list-style-type: none">• Children’s Institutional Medical (K01) Email Health Care Authority at K01APP@hca.wa.gov	
<p>Community Living Connections wacdc.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.wacdc.org/connect or call 855-567-0252 to find a local site. 	<p>Department of Children, Youth & Families dcyf.wa.gov</p> <ul style="list-style-type: none">• 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 800-723-4831 or 360-902-8060• Apply for Child Care Subsidy Program 844-626-8687 FAX 877-309-9747 WashingtonConnection.org Mail: PO Box 11346 Tacoma WA 98411-9903	<p>Department of Commerce</p> <p>Locate Homeless Prevention and Assistance/Statewide Coordinated Entry Points for Housing</p> <p>Fidelity Information System (FIS) 888-328-9271 (24hrs) 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>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 (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• Medicaid Providers Suspected Medicaid Provider fraud may be reported by calling 833-794-2345 (toll free) or emailing hottips@hca.wa.gov	
<p>Long-Term Care Ombudsman Program 800-562-6028 TTY: 800-737-7931 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>DSHS Office of Equity, Diversity & Inclusion</p> <ul style="list-style-type: none">• 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) <i>Note: DSHS staff should consult their Administration or Division’s Americans with Disabilities Act (ADA) Coordinator, Language Access Advisor, policies, and procedures first.</i>• Report an issue related to website or other information and communication technologies accessibility. Email: DSHSAccessibility@dshs.wa.gov• Report a Civil Rights complaint Email: iraucomplaints@dshs.wa.gov Call: 800-521-8060 (TTY: 800-521-8061) <p>For more information visit the DSHS Office of Equity, Diversity & Inclusion website.</p>	<p>Office of Financial Recovery 800-562-6114</p> <ul style="list-style-type: none">• DSHS Overpayments• Premium Payments• Estate Recovery <p>Tribal Resources</p> <ul style="list-style-type: none">• HBE- Tribal Liaison – tribal.liaison@wahbexchange.org; or James.Manuel@wahbexchange.org• HCA- Tribal Affairs Administrator – Aren Sparck tribalaffairs@hca.wa.gov• DSHS Indian Policy: 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 Help Me Grow Washington Hotline 800-322-2588• Text “WIC” to 96859• Parenthelp123.org	

