### Department of Social and Health Services

<table>
<thead>
<tr>
<th>Community Services Division</th>
<th>Aging and Long-Term Support Administration (Long-Term Care)</th>
<th>Residential Care Services (RCS)</th>
<th>Developmental Disabilities Administration (DDA) Long-Term Care Specialty Unit</th>
<th>Washington Healthplanfinder Customer Support Center</th>
<th>Lead Organizations Navigators</th>
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<tbody>
<tr>
<td>Customer Service Contact Center</td>
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<tr>
<td>- 1-877-501-2233</td>
<td>- 1-877-980-9220 (Answer Phone)</td>
<td>- Apply here: <a href="https://www.washingtonconnection.org">www.washingtonconnection.org</a></td>
<td>- 1-855-873-0642</td>
<td>- <a href="https://www.wshbexchange.org">www.wshbexchange.org</a></td>
<td>- 1-800-562-3022 (Toll Free)</td>
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### Health Benefit Exchange

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<tr>
<th>Department of Social and Health Services</th>
<th>Health Benefit Exchange</th>
<th>Health Care Authority</th>
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<tbody>
<tr>
<td>HCS processes the following Medicaid programs:</td>
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<td>- Nursing facility services</td>
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<td>- LTC services for community settings:</td>
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<tr>
<td>o In-home care</td>
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<tr>
<td>o Assisted living</td>
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<tr>
<td>o Adult family home</td>
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<tr>
<td>- HCS Waiver services:</td>
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<tr>
<td>o Community First Choice (CFC)</td>
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<tr>
<td>o Medicaid Personal Care (MPC)</td>
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<tr>
<td>o COPES</td>
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<tr>
<td>o PACE</td>
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<tr>
<td>o Roads to Community Living (RCL)</td>
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<tr>
<td>o TSOA</td>
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<tr>
<td>o MAC</td>
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<tr>
<td>- New Freedom (King and Pierce County only)</td>
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<tr>
<td>- Residential Support Waiver</td>
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<tr>
<td>- Associated cash and food benefits for HCS clients (except for TANF/Food)</td>
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<tr>
<td>- Request an appeal for HCS programs</td>
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### Cross Agency Desk Aid

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<thead>
<tr>
<th>Suggested script:</th>
<th>for Planning and outages, visit <a href="https://www.wshbexchange.org/providerone">ProviderOne Customer Service Center</a></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>- Please have your Client ID or Social Security Number available.</td>
<td>- For application issues, please have the HPF application ID or Social Security Number available.</td>
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</tbody>
</table>

### Health Care Authority

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<thead>
<tr>
<th>Medical Assistance Customer Service Center (MACSC)</th>
<th>Medical Eligibility Determination Services (MEDS)</th>
</tr>
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### Additional Resources

- [https://www.wahbexchange.org](https://www.wahbexchange.org)
- [https://www.dshs.wa.gov](https://www.dshs.wa.gov)
Office of Insurance Commissioner (OIC)  

- **Consumer Advocacy**  
  - Statewide Health Insurance Benefits Advisors (SHIBA): 1-800-562-6900  
  - Division of Child Support (DCS): 1-800-442-5437 (KIDS)  
  - Division of Behavioral Health and Recovery (DBHR): 1-360-725-1500  
  - Foster Care Medical Unit (FCMU): 1-800-562-3022 ext. 15480  

- **Department of Social and Health Services**  
  - Fidelity Information System (FIS): 1-888-328-9271 (24hrs)  
  - EBT Card Replacement and Balance Information  
  - Change PIN number  
  - Client will need their EBT card number and Social Security  

- **Health Care Authority**  
  - Medicare Enrollees  
    - To apply for Washington Apple Health (Medicaid) coverage, visit WashingtonHealthplanfinder or call 1-855-923-4633.  
  - Mental Health Crisis Services:  
    - 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.  

- **Additional Supports**  
  - How to Get Services:  
    - If you are currently an Apple Health client and are seeking mental health services, you have two levels of coverage:  
      - o For lower intensity services, contact your managed care plan (or contact the Health Care Authority (HCA) if you have not enrolled in managed care).  
      - o For higher intensity services, your coverage depends on where you live:  
        - 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 (RCHO).  
  - Medicaid Enroles  
    - 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  

- **Tribal Resources**  
  - **HBE - Tribal Liaison**  
    - Deborah Sosa  
    - Tribal.liaison@healthplanchange.org  
  - **HCA - Tribal Affairs Administrator**  
    - Jessie Dean  
    - 360-725-1649 or jessie.dean@hca.wa.gov  
  - **DHS Indian Policy**  
    - https://www.dshs.wa.gov/state/indian-policy  

- **Department of Commerce**  
  - Locate Homeless Prevention and Assistance/Statewide Coordinated Entry Points for Housing  
  - Long-Term Care Ombudsman Program  
    - 1-800-562-6028  
    - TTY: 1-800-737-7921  
    - www.waombudsman.org  

- **To apply for Washington Apple Health (Medicaid) coverage**  
  - If you live in any other county, contact the Health Care Authority (HCA) if you have not enrolled in managed care.  

- **Additional Supports**  
  - How to report Medicaid fraud  
    - You can help prevent misuse by reporting suspected Medicaid fraud for the following:  
      - Recipients of Apple Health (Medicaid) coverage  
      - Medicaid Providers  
    - If you suspect someone is fraudulently reporting their circumstances to receive Washington Apple Health (Medicaid) coverage, please notify  
      - WAHIEligibilityFraud@hca.wa.gov  
      - Tribal.liaison@wahbexchange.org  

- **Additional Supports**  
  - **Children’s institutional Medical Assistance/Statewide Coordinated Entry**  
    - Jessie.dean@hca.wa.gov  
  - **Additional Supports**  
    - **Children’s institutional Medical Assistance/Statewide Coordinated Entry**  
      - Washington Apple Health Foster Care  
        - Eligibility inquiries  
        - Request a ProviderOne Services Card  
        - Request enrollment or disenrollment from Managed Care  
      - **Apple Health Foster Care managed care program**  
        - Contact:  
          - HCAMCorporations@hca.wa.gov  
          - Questions about Coordinated Care of WA (CCW)  
          - Inquiries about CCW’s Apple Health Core Connections  
          - Provider questions  

- **Additional Supports**  
  - **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 Family Health Hotline 1-800-322-2588  
      - Test “WIC” to 96859  

- **Additional Supports**  
  - **Community Living Connections**  
    - www.waclc.org  

- **Additional Supports**  
  - **COFA Islander Health Care**  
    - Email: cohqlfquestions@hca.wa.gov  
    - Phone: 1-800-547-3109  
    - Online: www.hca.wa.gov/cofa

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Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays).  

- **Office of Insurance Commissioner (OIC)**  
  - Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays).  
  - Suggested script: “Please have your Case Number, or Social Security Number available.”  

- **Department of Social and Health Services**  
  - Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays).  
  - Suggested script: “Please have your Client ID or ProviderOne ID available.”  

- **Health Care Authority**  
  - Hours of operation: 7:30 am – 5:00 pm, Monday – Friday (except state holidays).  
  - Suggested script: “Please have your MyCaringID number available.”  

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