<table>
<thead>
<tr>
<th>Department of Social and Health Services</th>
<th>Health Benefit Exchange</th>
<th>Health Care Authority</th>
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<tr>
<td><strong>Community Services Division</strong></td>
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<tr>
<td><strong>Customer Service Contact Center</strong></td>
<td><strong>Washington Healthplanfinder Customer Support Center</strong></td>
<td><strong>Lead Organizations</strong></td>
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<tr>
<td><strong>ALTS services</strong></td>
<td></td>
<td><strong>Navigators</strong></td>
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<tr>
<td>including the Office of Deaf and Hard of Hearing and the Long-Term Services and Supports Trust:</td>
<td></td>
<td><strong>Medial Assistance Customer Service Center (MACSC)</strong></td>
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<tr>
<td><a href="https://www.dshs.wa.gov/altsa">https://www.dshs.wa.gov/altsa</a></td>
<td></td>
<td><strong>Medical Eligibility Determination Services (MEDS)</strong></td>
</tr>
<tr>
<td><strong>Find local services including Area Agency on Aging by county:</strong></td>
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<td><a href="https://www.dshs.wa.gov/ALTS/">https://www.dshs.wa.gov/ALTS/</a></td>
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<tr>
<td><strong>Adult Protective Service (APS)</strong></td>
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<tr>
<td><strong>Home and Community Services (HCS)</strong></td>
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<td><strong>Healthcare Authority</strong></td>
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<tr>
<td><strong>Residential Care Services (RCS)</strong></td>
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**APL is responsible for:**
- 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:
  - 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

**HCS determines and maintains the following programs:**
- LTS for institutional and community settings, such as:
  - Nursing facilities
  - In-home
  - Assisted living
  - Adult family home
  - LHC Waiver services:
    - Community First Choice (CFC)
    - COPES
    - Medicaid Personal Care (MPC)
    - New Freedom (King and Pierce counties only)
    - PACE
    - Residential Support Waiver (RSW)
    - Roads to Community Living (RCL)
  - Caregiver services:
    - 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)

**RCS is responsible for the licensing/certification and oversight of the following:**
- Nursing facilities
- Adult family homes
- Assisted living facilities
- Intermediate care for individuals with intellectual disabilities
- Enhanced services facilities
- Certified community residential services & supports

**Hours of operation:**
- APS: 8 a.m. – 5 p.m.
- HCS: 8 a.m. – 5 p.m., Monday – Friday (except state holidays)
- RCS: Monday – Friday (except state holidays)

**Hours of operation:**
- APS: 8 a.m. – 5 p.m.
- HCS: 8 a.m. – 5 p.m., Monday – Friday (except state holidays)
- RCS: Monday – Friday (except state holidays)

**Suggested script:**
- "Have your Client ID or Social Security Number available."
<table>
<thead>
<tr>
<th>Department of Social and Health Services</th>
<th>Office of Insurance Commissioner (OIC)</th>
<th>Health Care Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division of Child Support (DCS)</td>
<td>Consumer Advocacy</td>
<td>Division of Behavioral Health and Recovery (DBHR)</td>
</tr>
<tr>
<td>Developmental Disabilities Administration (DDA) Long-Term Care and Specialty Programs Unit</td>
<td>Statewide Health Insurance Benefits Advisors (SHIBA)</td>
<td>Foster Care and Adoption Support (FCAS)</td>
</tr>
<tr>
<td>800-442-5437 (KIDS) childsupportonline.wa.gov</td>
<td>800-562-6900 insurance.wa.gov/</td>
<td>360-725-1500 hca.wa.gov/mental-health-and-addiction-services</td>
</tr>
<tr>
<td>855-873-0642 Apply for LTC &amp; Specialty Programs: WashingtonConnection.org 855-635-8305 (FAX)</td>
<td>800-562-6900 insurance.wa.gov/shiba</td>
<td>800-562-3022 ext. 15480 <a href="mailto:fcas@hca.wa.gov">fcas@hca.wa.gov</a></td>
</tr>
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</table>

- **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**

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."

The LTC & Specialty Programs Unit manages Medicaid programs for clients living in a variety of settings, receiving:
- **DDA services**
  - 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)**

Service Referral & Information Request Form dsha.wa.gov/dda/service-and-information-request

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."

- **Complaints against insurance 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**

Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays)

- **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**

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."

- **Medicaid Enrollees**
  - To apply for Washington Apple Health (Medicaid) coverage, visit Washington Healthplanfinder or call 855-923-4633.
- **Mental Health Crisis Services:**
  - For a life-threatening emergency: Call 911
  - For suicide prevention: Contact the National Suicide Prevention Lifeline at 800-273-8255 (TRS: 800-799-4889)

How to Get Services:
- **If you are currently an Apple Health client and are seeking mental health services, contact your managed care plan**
  - If you are not enrolled in managed care, contact the Health Care Authority

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."

- **These clients include children and youth:**
  - Under the age of 21 who are in foster care
  - Under the age of 21 who are receiving adoption support
  - Age 18 to 28 years old who aged out of foster care on or after their 18th birthday

**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**
- **Questions about Coordinated Care of WA (CCW)**
- **Inquiries about CCW’s Apple Health Care Connections**
- **Provider questions**

Hours of operation: 7 a.m. – 5 p.m., Monday - Friday (except state holidays)
### Cross Agency Desk Aid

#### Referral Communications Committee - Last Updated 04/15/2023

<p>| 2-1-1 | 877-211-9274 |</p>
<table>
<thead>
<tr>
<th>7-1-1- (relay service)</th>
<th>211.org</th>
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<tbody>
<tr>
<td>• Provide information and referral for community resources and volunteer opportunities.</td>
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<tr>
<td>• Support community-based organizations network.</td>
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</table>

#### Community Living Connections

**wadlc.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.wadlc.org/connect or call 855-567-0252 to find a local site.

#### Department of Children, Youth & Families

**dcfy.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@dcfy.wa.gov | 800-723-4831 or 360-902-8060**

- Apply for Child Care Subsidy Program 844-626-8667 | FAX 677-309-9747
- WashingtonConnection.org
- Mail: PO Box 11346 Tacoma WA 98411-9903

#### Department of Social and Health Services (DSHS)

**www.dshs.wa.gov**

- Housing and Rent Assistance
- Utility Assistance
- Homeless Services

#### Office of Financial Recovery

**800-562-6114**

- DSHS Overpayments
- Premium Payments
- Estate Recovery

#### Tribal Resources

- HBE - Tribal Liaison – triballiaison@wahbexchange.org
- HCA - Tribal Affairs Administrator – Aren Sparck | aren.sparck@hca.wa.gov
- DSHS Indian Policy: dsha.wa.gov/sesa/indian-policy

### Additional Supports

#### 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
- **Phone:** 800-547-3109
- **Online:** 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. If the application is denied:

- Email Health Care Authority at 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.

#### 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
- Medicaid Providers
- Suspected Medicaid Provider fraud may be reported by calling 833-794-2345 (toll free) or emailing hotline@hca.wa.gov

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### Additional Information

#### 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

#### Medicaid Providers

- Department of Children, Youth & Families (DCYF) & Department of Social and Health Services (DSHS) provide support to Medicaid providers.
- Visit the DSHS Office of Equity, Diversity & Inclusion and Department of Social and Health Services website for more information.

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