Transforming lives.

Washington State Department of Social and Health Services

Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays).  
Interview hours: 8 a.m. – 3 p.m.

Suggested script: “Please have your Client ID or Social Security Number available.”
Department of Social and Health Services

Division of Child Support (DCS)

1-800-442-5437 (KIDS)
www.dshs.wa.gov/dcs

- 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

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.”

Office of Insurance Commissioner (OIC)

Consumer Advocacy

1-855-873-0642
Apply for LTC & Speciality Programs:
www.washingtonconnection.org
1-855-635-8305 (FAX)

- The LTC & Speciality 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)
  - Hospice medical
  - Healthcare for Workers with Disabilities (HWD/SSB) 1-800-871-9275
  - Residential mental health services
  - Associated cash (no TANF) and food assistance (except for children)

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

Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays)
Suggested script: “Please have your Client ID or Social Security Number available.”

Statewide Health Insurance Benefits Advisors (SHIBA)

1-800-562-6900
www.insurance.wa.gov/

- Complain 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)
Suggested script: “Please have your Client ID or ProviderOne ID available.”

Health Care Authority

Division of Behavioral Health and Recovery (DBHRS)

1-800-562-6900
https://www.insurance.wa.gov/shiba

- 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
- Medicaid Enrollees
  - To apply for Washington Apple Health (Medicaid) coverage, visit Washington Healthplanfinder 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 1-800-789-1511 or the mental health crisis line in your area

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: “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

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 CCW’s Apple Health Core Connections
- Provider questions

Contact:
HCAMCprograms@hca.wa.gov

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

These clients include children and youth:
<table>
<thead>
<tr>
<th>Additional Supports</th>
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<tbody>
<tr>
<td><strong>2-1-1</strong> 1-877-211-9274 7-1-1 (relay service) <strong><a href="http://www.211.org">www.211.org</a></strong></td>
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<tr>
<td>- Provide information and referral for community resources and volunteer opportunities.</td>
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<td>- Support community-based organizations network.</td>
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<td><strong>CSD Customer Connect</strong> 877-501-2233</td>
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<tr>
<td>Automated system where clients can check their DSHS benefits</td>
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<tr>
<td>- Obtain case status and payment information</td>
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<tr>
<td>- Hear information about your child care benefits</td>
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<tr>
<td>- Check voice messages left by your worker</td>
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<tr>
<td>- Among other options</td>
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<tr>
<td><strong>COFA Islander Health Care</strong></td>
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<tr>
<td>Email: <a href="mailto:cofaquestions@hca.wa.gov">cofaquestions@hca.wa.gov</a></td>
</tr>
<tr>
<td>Phone: 1-800-547-3109</td>
</tr>
<tr>
<td>Online: <strong><a href="http://www.hca.wa.gov/cofa">www.hca.wa.gov/cofa</a></strong></td>
</tr>
<tr>
<td><strong>Community Living Connections</strong> <strong><a href="http://www.wacic.org">www.wacic.org</a></strong></td>
</tr>
<tr>
<td>A service network that assists older adults, persons with disabilities and caregivers to connect with services and support options in the local community.</td>
</tr>
<tr>
<td>- Go to <a href="http://www.wacic.org/connector">www.wacic.org/connector</a> or call 1-855-567-0252 to find a local site.</td>
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| Department of Children, Youth & Families **www.dcyf.wa.gov** |
| - Report child abuse or neglect |
| - Find a form or publication |
| - Find an office |
| - Child Care Aware of WA Family Center 1-800-446-1114 |

| Department of Commerce **Locate Homeless Prevention and Assistance/Statewide Coordinated Entry Points for Housing** |
| - EBT Card Replacement and Balance Information |
| - Change PIN number |
| - Client will need their EBT card number and Social Security |

| Fidelity Information System (FIS) 1-866-328-8271 (24hrs) **http://www.shieldbe.com** |
| - How to report Medicaid fraud |
| - Tribal Resources |
| - The Women, Infants, and Children Nutrition Program (WIC) |

### How to report Medicaid fraud
You can help prevent misuse by reporting suspected Medicaid fraud for the following:

**Recipients of Apple Health (Medicaid) coverage**

If you suspect someone is fraudulently reporting their circumstances to receive Washington Apple Health (Medicaid) coverage, please notify WAEligibilityFraud@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

**Tribal Resources**

- **HBE: Tribal Liaison – Deborah Sosa** tribal.liaison@wahbexchange.org
- **HCA: Tribal Affairs Administrator – Jessie Dean** tribalaaffairs@hca.wa.gov
- **DSHS Indian Policy**: www.dshs.wa.gov/essa/indian-policy

**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 1-800-322-2588
- Text “WIC” to 96859
- Visit [resources.parenthelp123.org/services/wic-nutrition-program-for-women-infants-children](http://resources.parenthelp123.org/services/wic-nutrition-program-for-women-infants-children)

### Long-Term Care Ombudsman Program

1-800-562-6028 TTY: 1-800-737-7931 | [www.waombudsman.org](http://www.waombudsman.org)

**Transforming lives**

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

### Office of Financial Recovery

1-800-562-6114 |

- DSHS Overpayments |
- Premium Payments |
- Estate Recovery

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