

## Homeless Teen Process

Processing homeless teen applications can sometimes be difficult as you must reach someone at the Health Benefit Exchange or Health Care Authority (HCA) to process a minor's application.

HCA will now offer a contact person to assist in the processing of homeless teen applications:

- **HCA CONTACT:** Jessica Cottom (only available during regular HCA office hours of Monday – Friday from 8:00am – 5:00pm)
- **PHONE:** (360) 725-2050
- **EMAIL:** [jessica.cottom@hca.wa.gov](mailto:jessica.cottom@hca.wa.gov)
- **FAX:** (360) 664-2186

**If you have an application for a teen which requires an override as the primary applicant is a minor, you can do the following:**

### **Telephone Call (360-725-2050):**

If the teen is with you and you want to be able to get the application approved in real time you may contact Jessica by telephone at her desk number. Please note Jessica may or may not be available at the specific time you call. If she is available she will take your call and process application. This will allow you the ability to help the teen create their account while they are meeting with you.

If Jessica is not at her desk, you can leave a message. However, at this point the most expeditious way to get the application processed would be to fax in a paper application.

### **Fax Application (360-664-2186):**

If you are working with a teen outside of regular office hours or if you were unable to reach Jessica by telephone please fax in the application. Jessica will try to complete all faxed applications by close of business the following day.

**Emergent:** If you have an emergent case you can always follow up the fax with a telephone call and we will do our best to process same day.

If you as the application assister are expecting a confirmation from Jessica on the application, you will need to include your name and contact information.

**Note:** If you are faxing in an application be sure to copy both sides of the application.