

Cross Agency Desk Aid

Referral Communications Committee

Last Updated 4/30/2016

Department of Social and Health Services				Health Benefit Exchange		Health Care Authority	
Community Services Division Customer Service Contact Center	Development Disabilities Administration (DDA) Long-Term Care Specialty Unit	Aging and Long-Term Care Support Administration (Long-Term Care)		Washington Healthplanfinder Customer Support Center	Lead Organizations In-Person Assisters/ Navigators	Medical Assistance Customer Service Center (MACSC)	Medical Eligibility Determination Services (MEDS)
		Home & Community Services (HCS)	Residential Care Services (RCS)				
<p>1-877-501-2233</p> <p>1-877-980-9220 (Answer Phone) www.washingtonconnection.org</p> <p>1-888-338-7410 (FAX)</p>	<p>1-855-873-0642 www.washingtonconnection.org</p> <p>1-855-635-8305 (FAX)</p>	<p>No call center at HCS Contact your local office by checking at: http://adsaweb.dshs.wa.gov/hcs/maps.htm www.washingtonconnection.org</p>	<p>Residential Care Services (RCS) Report abuse or neglect in a licensed/certified setting 1-800-562-6078</p> <p>RCS is responsible for the licensing/certification and oversight of</p> <ul style="list-style-type: none"> Nursing facilities Adult family homes Assisted living facilities Intermediate care for individuals with intellectual disabilities Enhanced services facilities Certified community residential services & supports <p>To search for a licensed home in your area, visit https://www.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 https://www.dshs.wa.gov/altsa/residential-care-services/residential-care-services-offices</p>	<p>1-855-923-4633 http://www.wahealthplanfinder.org/customer-support@wahbexchange.org 1-855-867-4467 (FAX)</p>	<p>Lead Organization Contact Information available at: http://www.wahbexchange.org/wp-content/uploads/2013/05/HBE_NAV_151124_Navigators_Organizations.pdf</p> <p>For system functionality visit Healthplanfinder Status Center: http://wahbexchange.org/customer-resources/outages-and-maintenance/</p> <ul style="list-style-type: none"> If an IPA needs to submit a Zendesk ticket Questions about becoming a certified assister To request outreach materials and presentations HPF password reset or lockout: 1-855-256-9598 	<p>1-800-562-3022 https://fortress.wa.gov/hca/p1contactus/</p>	<p>1-855-623-9357 https://fortress.wa.gov/hca/magiccontactus/ContactUs.aspx</p>
<ul style="list-style-type: none"> Apply for, report changes or renew Food, Cash, and Child Care programs (SNAP, EBT, ABD/ HEN Referral, TANF/WorkFirst, Refugee Assistance) Apply for Classic Medicaid programs, SSI, 65+, and disabled Request an appeal of Classic Medicaid, Food, Cash and Child Care programs WASHCAP (Food for households whose only income is SSI or combination of SSI/SSA) 1-877-380-5784 For additional application assistance refer to the Public Access Directory for community partners: https://www.washingtonconnection.org/home/publicaccessdirectory.go Constituent Relations 1-800-865-7801 	<ul style="list-style-type: none"> Medicaid programs for clients with developmental disabilities Hospice Healthcare for Workers with Disabilities (HWD) program (S08) 1-800-871-9275 Children's institutional (K01) Residential mental health eligibility questions 	<ul style="list-style-type: none"> Long-term care nursing facility services In-home care Assisted living or adult family home Community first Choice (CFC) Medicaid personal care Request an appeal for LTC programs Cash and Food benefits for LTC (or HCS) clients 	<ul style="list-style-type: none"> Apply for or renew health care coverage (families, children, pregnant women and single adults) Health Insurance Premium Tax Credit (HIPTC) questions Qualified Health Plans (QHP) questions Healthplanfinder Business questions Locate an HBE In-person Assister/Navigator or Broker http://wahbexchange.org/how-enroll/customer-support-network/ Request an appeal for denial of HIPTC/QHP, Special Enrollment: www.wahbexchange.org/appeals or call for information: 1-855-859-2512 	<ul style="list-style-type: none"> ProviderOne Client Services Card Provider billing and claims questions Apple Health Managed Care enrollment and questions ProviderOne benefit coverage questions Foster Care inquiries: Extension 15480 In Clark and Skamania Counties only: Mental Health, Substance Use Disorder and Crisis Services <ul style="list-style-type: none"> Additional Supports for SW WA: <ul style="list-style-type: none"> 24/hr Crisis Line: 1-800-626-8137 http://wa.beaconhealthoptions.com 	<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 changes Apple Health for Kids premium payment questions (CHIP) Request an appeal for Apple Health Programs 		
<p>Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays).</p> <p>Suggested script: "Please have your Client ID or Social Security Number available."</p>	<p>Hours of operation: 8:00 am – 5:00 pm, Monday – Friday (except state holidays). closed from Noon – 1pm</p> <p>Suggested script: "Please have your Client ID or Social Security Number available."</p>			<p>Hours of operation: 8:00 am – 6:00 pm, Monday – Friday (except state holidays).</p> <p>Suggested script: "Please have your HPF application ID or Social Security Number available."</p>	<p>Hours of operation are generally 8:00 am – 5:00 pm, Monday – Friday (except holidays).</p> <p>Suggested script: "For application issues, please have the HPF application ID available."</p>	<p>Hours of operation: 7:00 am – 5:00 pm, Monday - Friday (except state holidays).</p> <p>Suggested script: "Please have your Client ID or ProviderOne ID available."</p>	<p>Hours of operation: 7:00 am – 5:00 pm Monday - Friday (except state holidays).</p> <p>Suggested script: "Please have your Application ID, Client ID or Social Security Number available."</p>



Office of Insurance Commissioner (OIC)		Department of Social and Health Services		Additional Supports
Consumer Advocacy	Statewide Health Insurance Benefits Advisors (SHIBA)	Division of Child Support (DCS)	Behavioral Health Administration	
1-800-562-6900 http://www.insurance.wa.gov/	1-800-562-6900 http://www.insurance.wa.gov/shiba/	1-800-442-5437 (KIDS) http://www.dshs.wa.gov/dcs/	https://www.dshs.wa.gov/bhsia/division-behavioral-health-and-recovery	<p>JP Morgan/Chase 1-888-328-9271 (24hrs) www.ucard.chase.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>Office of Financial Recovery 1-800-562-6114</p> <ul style="list-style-type: none"> • DSHS Overpayments • Premium Payments • Estate Recovery <p>2-1-1 1-877-211-9274 7-1-1 (relay service) www.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>Answer Phone 1-877-980-9220</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 <p>Tribal Resources</p> <ul style="list-style-type: none"> • DSHS- Office of Indian Policy – (360) 902-7706 • HBE- Tribal Liaison – tribal.liaison@wahbexchange.org • HCA- Tribal Affairs Administrator – Jessie Dean 360-725-1649 or Jessie.dean@hca.wa.gov <p>Long-Term Care Ombudsman Program 1-800-562-6028 TTY: 1-800-737-7931 www.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>How to report Medicaid fraud You can help prevent misuse by reporting suspected Medicaid fraud for the following:</p> <ul style="list-style-type: none"> • Recipients of Apple Health (Medicaid) coverage If you suspect someone is fraudulently reporting their circumstances to receive Washington Apple Health (Medicaid) coverage, please notify WAHEligibilityFraud@hca.wa.gov • Medicaid Providers Suspected Medicaid Provider fraud may be reported by calling 1-800-562-6906 or emailing hottips@hca.wa.gov
<ul style="list-style-type: none"> • 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 	<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 	<ul style="list-style-type: none"> • Establish Paternity 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 • Community Relations Unit 1-800-457-6202 • Modify Orders • Employer New Hire Reporting • “Alternative Solutions Program” <i>A Compassionate Portal To Child Support Services</i> 360-664-5028 AlternativeSolutions@dshs.wa.gov http://tiny.cc/DCSAAlternativeSolutions 	<ul style="list-style-type: none"> • Medicaid Enrollees may access mental health treatment and substance use disorder treatment (also known as behavioral health). This is a covered benefit <p>Mental Health Treatment:</p> <ul style="list-style-type: none"> • Anyone who needs mental health crisis services can receive them, regardless of insurance status • To request services, contact the Behavioral Health Organization in your area. • How to access services if you are American Indian or Alaska Native • For more information about these services: https://www.dshs.wa.gov/sites/default/files/BHSIA/dbh/BHO/BH_Info_Clients.pdf • For free, confidential referrals to services and 24/7 crisis support, call: Washington Recovery Helpline 1-866-789-1511 http://www.warecoveryhelpline.org/ <p>In Clark and Skamania Counties only: If you live in Clark or Skamania County, contact your Apple Health plan directly to request treatment</p> <p>For more information call Apple Health Customer Service at 1-800-562-3022</p>	
Hours of operation: 8:00 am – 5:00 pm, Monday - Friday (except state holidays).	Hours of operation: 8:00 am – 5:00 pm Monday - Friday (except state holidays).	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.”		