

# FAQs About Washington Connection

## Your Link to Online Services

### Why should I use *Washington Connection*?

- You can check to see if you are eligible for DSHS programs.
- You can complete an online DSHS application, review and change form.
- You can access federal, state, tribal and local resources online.
- You can track the status of case actions by viewing your Client Benefit Account.
- It is a free and secure website.
- It is easy to find services you may qualify for.
- It is simple, fast and user-friendly.
- It is available 24 hours a day, **seven** days a week.

### Is there online support for *Washington Connection* navigation problems?

- Users can learn how to navigate *Washington Connection* by viewing the **Navigation Tutorial** located on the *Washington Connection* **Welcome** page.
- Additional tutorials are available under the **About This Site** tab, under **Online Tutorials**.
- You can send an email by clicking on the **Contact Us** link located on the bottom banner of *Washington Connection* to report system issues or broken links.

### Will I need to create a SecureAccess Washington, or SAW, account?

- If you want to complete an application, review or submit a change, you do not need a SAW account. You can use the links on the *Washington Connection* home page to submit the forms without an account.
- If you would like the ability to save unfinished forms to complete later, **you will need** a SAW account.
- If you are interested in creating a Client Benefit Account to access your DSHS benefit information online, creating a SAW account is the first step.

### What is the *Washington Connection* Client Benefit Account, or CBA, and why create one?

- Heads of Household that receive benefits from DSHS Community Services Division and Home and Community Services can create a Client Benefit Account to access benefit information and pre-filled forms online.
- The CBA provides:
  - A listing of the client's current and historical benefits up to three months.
  - A 90-day view of documents submitted and their status.
  - Important dates – including Eligibility Review and Mid-Certification Review due dates.
  - Child care co-pay information.
  - Access to the pre-filled Mid-Certification Review form.

- The CBA does NOT:
  - Provide access to official letters sent to you by DSHS.
    - If you need a copy of a letter previously sent to you by DSHS, call the Customer Service Contact Center at 877-501-2233.
  - Allow you to submit verification documents online. You can turn in verification documents by mail, fax or drop off **at your local office.**

**Mail:** DSHS Customer Service Center, PO Box 11699, Tacoma, WA 98411-9905

**Fax:** 888-338-7410

*Please include your name and Client ID number or last four digits of your Social Security number on each page.*

## What are the requirements to register for a CBA on *Washington Connection*?

- Creating a CBA account requires you to:
  - Have a SecureAccess Washington, or SAW, account.
    - To create a SAW account, click on the **Create New Account** button in the **Create Account** tab and follow the instructions.
    - Once the SAW account has been created and activated, follow the instructions below to create a CBA.
  - Have a DSHS Client ID.
  - Be listed as the head of household for an active, pending, suspended or pending spenddown medical program or listed as the head of household for a closed or denied DSHS program within the last 60 days.
  - Have the head of household's **Social Security** number be federally verified by a system cross-match.
  - Use the same information that is currently on file with the local Community Service Office or Home and Community Services Office (name and residential zip code).
- The system does not currently support creating a CBA in the following situations:
  - You are not the head of household for an active, pending, suspended or pending medical spenddown assistance unit.
  - Your **Social Security** number has not been federally verified by a system cross-match.
  - Your household's benefits have been closed or denied for more than 60 days.
  - You are a head of household for a foster care assistance unit.
  - You are enrolled in the Address Confidentiality Program.

## How can I create a CBA on *Washington Connection*?

- Several helpful documents and tutorials are on [www.WashingtonConnection.org](http://www.WashingtonConnection.org).
  - These documents are located under the second navigational tab, **How do I...**
    - Create an account with *Washington Connection*.
    - Create a Client Benefit Account.
    - You can also find an online Account Tutorial at <https://www.youtube.com/watch?v=ZIBEBI ZEIIA&feature=youtu.be>

## If I need help creating a CBA on *Washington Connection*, who can I call?

- Send a message through the **Contact Us** link located on the bottom banner of any *Washington Connection* page and the Customer Support Team is available to help.
- You can also contact the Customer Service Contact Center **Navigator** at 877-501-2233 and ask for a referral to the Community Support Team. Calls are returned 8 a.m. to 5 p.m., Monday through Friday.