### Department of Social and Health Services

#### Community Services Division
Contact Center

| 877-501-2233 | Apply here: WashingtonConnection.org | 888-338-7410 (FAX) |

**Apply for, report changes or renew Food and Cash programs (SNAP, EBT, ABD/HEN Referral, TANF/WorkFirst, Refugee Assistance)**

- For Classic Medicaid, Food and Cash programs
- WASHCAP (Food for households whose only income is SSI or combination of SSI/SNA)

**Constituent Relations**
800-865-7801

**Employment Pipeline**
Employment Pipeline Brochure (DSHS 22-1560)

#### Aging and Long-Term Support Administration

<table>
<thead>
<tr>
<th>Long-Term Services and Supports (LTSS)</th>
<th>Adult Protective Services (APS)</th>
<th>Report abuse, abandonment, neglect, self-neglect or financial exploitation of a vulnerable adult: 877-734-6277, or 866-ENDHARM, or dshs.wa.gov/altha/reportadultabuse</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Home &amp; Community Services (HCS)</td>
<td>Find your local HCS office: intra.altha.dshs.wa.gov/maps.htm Apply for HCS programs: WashingtonConnection.org 855-635-8325 (FAX)</td>
</tr>
<tr>
<td></td>
<td>Residential Care Services (RCS)</td>
<td>Report abuse or neglect in a licensed/infected setting: 800-562-6078 dshs.wa.gov/altha/reportadultabuse</td>
</tr>
</tbody>
</table>

**Aging Services Registry**

- For an additional application assistance refer to the Public Access Directory for community partners: Public Access Directory - Washington Connection (Your Link to Services)

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800-865-7801

**Employment Pipeline**
Employment Pipeline Brochure (DSHS 22-1560)

#### Referral Communications Committee

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#### 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."

### Health Benefit Exchange

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<thead>
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<th>Washington Healthplanfinder Customer Support Center</th>
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<td>855-923-4633</td>
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<tr>
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**Health Benefit Exchange**

- For application assistance: washingtonhealthplanfinder.org
- For questions about Your Health Plan: AppleHealthPrograms.wa.gov
- For questions about MEdicaid: AppleHealthPrograms.wa.gov
- For questions about Apple Health Medicare: AppleHealthPrograms.wa.gov
- For questions about Apple Health Enrollment: AppleHealthPrograms.wa.gov
- For questions about Apple Health (“QHP”) questions or Apple Health Enrollment (“QDP”) questions: AppleHealthPrograms.wa.gov
- For questions about Apple Health Providers: AppleHealthPrograms.wa.gov
- For questions about Apple Health Care Services: AppleHealthPrograms.wa.gov
- For questions about Apple Health: AppleHealthPrograms.wa.gov

**Lead Organizations Navigators**

- For questions about Apple Health: ProviderOne: DSHS.wa.gov
- For questions about Apple Health Care Services: ProviderOne: DSHS.wa.gov
- For questions about Apple Health: ProviderOne: DSHS.wa.gov
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**Health Care Authority**

- For questions about Apple Health: DSHS.wa.gov
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### Services Registry

- Services Registry

**Referral Communications Committee**

- Constituent Relations: 800-865-7801
- Employment Pipeline: Employment Pipeline Brochure (DSHS 22-1560)

**Health Services**

- Aging and Disability Services Registry
- Washington 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.

**Aging Services Registry**

- For additional application assistance refer to the Public Access Directory for community partners: Public Access Directory - Washington Connection (Your Link to Services)

**Constituent Relations**
800-865-7801

**Employment Pipeline**
Employment Pipeline Brochure (DSHS 22-1560)

**Hours of operation:**
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- Interview hours: 8 a.m. – 3 p.m.
- Suggested script: "Please have your Client ID or Social Security Number available.

### Washington State Department of Social and Health Services

**Transforming lives**

[Click for more information](https://www.dshs.wa.gov/wahealthplanfinder.org)
### Division of Child Support (DCS)
**800-442-5437 (KIDS)**
[childsupportonline.wa.gov](http://childsupportonline.wa.gov)

- **Establish paternity and parentage** and child support orders
- **Collect/Distribute child support**
- **Employer support**
- **Negotiate payment plans**
- **Payment/EFT options**
- **Hearings**
- **Community Relations Unit**
- **Employer relations and N ew Hire**
- **Alternative Solutions Program**

**Service Request Form**
[Referral & Information](https://www.dshs.wa.gov/dda/service-and-information-request)

- 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 (HWID/SG8)
  - **Residential mental health**
  - **Associated cash (no TANF) and food assistance (except for children)**

**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 Case Number, or Social Security Number available.”

### Developmental Disabilities Administration (DDA)
**Long-Term Care & Specialty Programs Unit**
**855-873-0642**
[Apply for LTC & Specialty Programs: WashingtonConnection.org](https://www.washingtonconnection.org)

**Consumer Advocacy**
**800-562-6900**
[insurance.wa.gov](http://insurance.wa.gov)

- **Complaints against insurance companies,** claim denials, poor service, coverage, cancellations, etc.
- **Insurance options**
- **Legal rights:** insurance laws & regulations
- **Health insurance appeals**
- **Complaints against insurance brokers/producers**
- **Insurance fraud**

- **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 Social Security Number available.”

### Office of Insurance Commissioner (OIC)
**Statewide Health Insurance Benefits Advisors (SHIBA)**
**360-725-1500**
[hca.wa.gov/mental-health-and-addiction-services](http://hca.wa.gov/mental-health-and-addiction-services)

**Health Care Authority**
**800-562-3022 ext. 15480**

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

**Contact:**
[fcas@hca.wa.gov](mailto:fcas@hca.wa.gov)

**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)
- **For 24/7 free, confidential emotional support and referrals to crisis services contact the Washington Recovery Help Line at 866-789-1511 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](https://www.hca.wa.gov)

**Washington Recovery Help Line:**
866-789-1511 or [Call 866-789-1511](tel:866-789-1511)

**Office of Behavioral Health and Recovery (DBHR)**
**888-272-3900**

**Division of Behavioral Health and Recovery (DBHR)**
**888-272-3900**

**For suicide prevention:** Contact the National Suicide Prevention Lifeline at 800-273-8255 (TRS: 800-799-4889)

**For a life-threatening emergency:** Call 911

**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](https://www.hca.wa.gov)

**Contact:**
[fcas@hca.wa.gov](mailto:fcas@hca.wa.gov)
Additional Supports

Cross Agency Desk Aid
Referral Communications Committee - Last Updated 04/15/2022

**2-1-1**
877-211-9274
7-1-1 (relay service)
211.org
- Provide information and referral for community resources and volunteer opportunities.
- Support community-based organizations network.

**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)**
- Children’s Institutional Medical (K01)
  Email Health Care Authority at K01APPS@hca.wa.gov

**Community Living Connections**
wacic.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.wacic.org/connect or call 855-567-0252 to find a local site.

**Department of Children, Youth & Families**
dcyf.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
  ConstituentsRelations@dcyf.wa.gov | 800-723-4831 or 360-902-8060
- Apply for Child Care Subsidy Program
  844-626-8687 | FAX 877-309-9747
  WashingtonConnection.org
  Mail: PO Box 11346 Tacoma WA 98411-9903

**Long-Term Care Ombudsman Program**
800-502-6028
TTY: 800-737-7931
waombudman.org
- Protect, promote and advocate for residents in nursing homes, adult family homes, and assisted living facilities.
- Report mistreatment of residents in facilities.

**Fidelity Information System (FIS)**
888-328-9271 (24hrs)
ebtedge.com
- EBT Card Replacement and Balance Information
- Change PIN number
- Client will need their EBT card number and Social Security Number

**Department of Commerce**
www.commerce.wa.gov
(360)725-4000
- Housing and Rent Assistance
- Utility Assistance
- Homeless Services

**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

**Office of Financial Recovery**
800-502-6114
- DSHS Overpayments
- Premium Payments
- Estate Recovery

**Tribal Resources**
- HBE: Tribal Liaison – tribal.liaison@wahbexchange.org or James.Manuel@wahbexchange.org
- HCA: Tribal Affairs Administrator – Jessie Dean tribalaffairs@hca.wa.gov
- DSHS Indian Policy: dshs.wa.gov/iesa/indian-policy

**DSHS Office of Equity, Diversity & Inclusion**
- Communication assistance (interpreters, translations, large print, Braille, audio, video, electronic) are available free of charge for DSHS customers. Call 800-737-0617 Option 4 (TRS: 711)
  Note: DSHS staff should consult their Administration or Division’s Americans with Disabilities Act (ADA) Coordinator, Language Access Advisor, policies, and procedures first.
  - Report an issue related to website or other information and communication technologies accessibility. Email: DSHSAccessibility@dshs.wa.gov
  - Report a Civil Rights complaint Email: iraccomplaints@dshs.wa.gov
  - Call: 800-521-8060 (TTY: 800-521-8061)
  - visit the DSHS Office of Equity, Diversity & Inclusion website

**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 investigate@hca.wa.gov

**Fidelity Information System (FIS)**
888-328-9271 (24hrs)
ebtedge.com
- EBT Card Replacement and Balance Information
- Change PIN number
- Client will need their EBT card number and Social Security Number

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**Tribal Resources**
- HBE: Tribal Liaison – tribal.liaison@wahbexchange.org or James.Manuel@wahbexchange.org
- HCA: Tribal Affairs Administrator – Jessie Dean tribalaffairs@hca.wa.gov
- DSHS Indian Policy: dshs.wa.gov/iesa/indian-policy

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