

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 / 7 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, then a SAW account is needed.
- If you are interested in creating a Client Benefit Account to access your DSHS benefit information online, then creating a SAW account is the first step.

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

- Head of Households 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
 - 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, email, or drop off at your local office
 - Mail:** DSHS Customer Service Center, PO Box 11699, Tacoma, WA 98411-9905
 - Fax:** 888-338-7410
 - Email:** Request that a Secure Email Portal invitation be sent to you to allow you to send verification documents to the department by email. Call the Customer Service Contact Center at 877-501-2233 to request the invitation or to learn more.

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, or ACP

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

- There are several helpful documents and tutorials on 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=ZIBElZEIIA&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.