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](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=ZIBeBlZEIIA&feature=youtu.be](https://www.youtube.com/watch?v=ZIBeBlZEIIA&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.