FAQs About Washington Connection

Question 1

Why should someone use *Washington Connection*?

- Users can screen for DSHS eligibility.
- Users can complete an online DSHS application, review and change form.
- Users can access federal, state, tribal and local resources online.
- DSHS clients can track status of case actions by viewing their 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.
- Information is current with the latest features.
- It is available 24 hours a day / 7 days a week.

Question 2

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**.

Question 3

Does *Washington Connection* require users to create a SecureAccess Washington (SAW) account?

- No, users can simply access and complete the desired form (application, review or change) using links on the *Washington Connection* homepage to submit the documents without an account.
- The SecureAccess Washington (SAW) account provides users the ability to pend and save unfinished forms to access later.
- Creating a SAW account is the first step to accessing your DSHS benefit information online through the Client Benefit Account.

Question 4

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

- Head of Household's that receive benefits from DSHS Community Services Division and Home and Community Services can create a Client Benefit Account (CBA) to access benefit information and pre-filled forms online.
- The CBA provides:
  - a listing of the client's current and historical benefits up to 12-months,
  - 30-day view of documents submitted and their status,
  - important dates – including Eligibility Review and Mid-Certification Review due dates,
  - child care co-pay information, and
  - access to the pre-filled Mid-Certification Review form.
- Features within the CBA are improved all the time.

Question 5

What are the requirements to register for a Client Benefit Account (CBA) on *Washington Connection*?

- Creating a CBA account requires the user to:
  - Have a SecureAccess Washington (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 Client Benefit Account (CBA)
  - Have a DSHS Client ID
  - Be listed as the head of household for an active, pending, suspended or pending spenddown DSHS program or listed as the head of household for a closed or denied DSHS program within the last 60 days
  - Have a federally verified Social Security Number
  - Use the same information that is currently on file with the local Community Service Office or Home and Community Services Office (name and zip code)

- The system does not currently support creating a CBA in the following situations:
  - The user is not the head of household for an active, pending, suspended or pending spenddown assistance unit
  - The Social Security Number has not been federally verified by a system cross match
  - The benefits have been closed or denied for more than 60 days
  - Users that are head of households in a Foster Care Assistance Unit
  - Users enrolled in the Address Confidentiality Program (ACP)

Question 6

How can a client create a Client Benefit Account 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
  - Users can also find an online Account Tutorial at https://www.washingtonconnection.org/support/tutorials/wa_connection_accounts_tutorial_en/player.html

Question 7

If a client needs help creating their Client Benefit Account on *Washington Connection*, who can they call?

- The Customer Support Team is available to help if a message is sent through the Contact Us link located on the bottom banner of any *Washington Connection* page.
- Users can contact the Customer Service Contact Center **Navigator** at 1-877-501-2233 and ask for a referral to the Sign on Support Team. Return calls occur Monday through Friday 8am – 5pm.

Question 8

What is the LISTSERV and why should a **partner** sign up for it?

- A LISTSERV is a way to receive important information about various topics, systems and agencies. Washington state has more than 400 different LISTSERV items to which users can subscribe.
- The *Washington Connection* LISTSERV provides information regarding:
  - Changes to the system during quarterly updates.
  - System outage schedule for maintenance or system upgrade.
  - Issues with the site and how they are being resolved.
    - Go to https://listserv.wa.gov/cgi-bin/wa?INDEX to sign up for the LISTSERV.

Washington State Department of Social & Health Services

Transforming lives

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