

## MyDocs Frequently Asked Questions

### **What is the MyDocs Attachment service?**

The MyDocs Attachment service is an option for clients to email verification documents to the department.

### **How long will it take the department to process my email and attachments?**

We anticipate your emails to be processed one business day from the date and time of a *successfully* sent email. Workers will then have access to the attachments contained in that email and will process them in order of date received.

### **How can I make sure my documents are assigned to my file?**

To ensure timely assignment of emailed documents to the correct case, it is imperative to:

1. Send your verification documents through the secure email message.
2. Ensure verification documents are clear and that each page contains client identifiers (full name and either client identification number or the last four digits of the Social Security Number).
3. Verification documents must be attached to the email and not embedded or inserted into the body of the email.

### **Where can I check to see if the department received my documents?**

In addition to receiving a “successfully received” email message, you can also check your document status by logging into your Client Benefit Account and selecting the Documents Received menu option. There you can confirm the date the department received the verification document and its status (received, pended or completed).

### **How can I participate in this service?**

Call the Customer Service Contact Center at 877-501-2233 if you have questions, need help or would like to receive an invitation to participate in this new service. The invitation will include a link to step-by-step instructions to begin using the MyDocs Attachment service.

### **Can I attach an application to my email?**

At this time, the service is available for verification documents only. Applications may be submitted by using one of these methods:

- Visiting Washington Connection at [WashingtonConnection.org](http://WashingtonConnection.org).
- Calling the Customer Service Contact Center at 877-501-2233.
- Visiting your local Community Service Office.
- Mailing DSHS Community Services Division, P.O. Box 11699, Tacoma, WA 98411-6699.
- Faxing to 888-338-7410.

### **Can I email my questions or discuss my case through the MyDocs Attachment service?**

At this time, the service is available for verification documents only. All other business needs should be directed to the Customer Service Contact Center by calling 877-501-2233.