

# Use The Answer Phone to:

- Obtain case status, benefit and payment information
- Check voice messages left by your worker and leave messages for your worker
- Find out when you can complete your interview
- Get information about your child care benefits including authorized services and co-payment responsibilities
- Check to see the status of papers you gave us, including:
  - If we received what you sent
  - If we have completed action on the item you sent

DSHS COMMUNITY SERVICES  
**CUSTOMER CONNECTION**



# The Answer Phone



Call toll-free  
**1-877-980-9220**

## Using The Answer Phone

To use the system you will need to know one of the following:

- Your client identification number and the last four digits of your social security number; **or**
- Your social security number and the numbers of the year you were born.

When you call The Answer Phone for the first time, you will be asked to input either:

- The last four digits of your social security number as your Personal Identification Number (PIN) **or**
- The four digit year of your birth as your PIN.

You will then be asked to create a new PIN. This helps keep your information confidential.

Once you have created a new PIN, you are ready to start accessing The Answer Phone. The system menus will guide you to find the information you need. If you also have your "assistance unit" numbers, you can get more specific information about your benefits.

You can use this wallet card to keep your information handy. You can then access the system at any time.

To start using The Answer Phone please call toll free: **1-877-980-9220**.

### The Answer Phone Information

(FOR YOUR PERSONAL USE ONLY)

Client ID \_\_\_\_\_

Assistance unit type/number  
 TYPE NUMBER

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