

WCOMO

Washington Coalition on Medicaid Outreach

DSHS Updates for Community Services Division (CSD)

December 11, 2020

Classic Medicaid Information

**Classic Medicaid:
Spendedown Program**

**Classic Medicaid:
Daily Spendedown
Emergent Cases**

**Classic Medicaid:
Alien Emergency
Medical Program**

Oldest Document	Total Cases
12/3/20	80
-	0
12/4/20	10

*As of 12/7/20

Community Services Office Lobbies Are Closed

- All business conducted over the phone 877-501-2233
- Identocard service is back
- Telephonic signature for all applications and eligibility reviews
- No EBT cards issued at the local offices except for clients with general delivery
- Case Managers can be contacted through the Customer Service Contact Center
 - They will call clients back.
- Drop boxes are still available at local offices

Submitting Documents Through MyDocs

- A new option allows customers to email verification documents using the MyDocs Attachment service option by creating a Secure Email Portal account.
- If your client has questions, needs help or would like to receive an invitation to participate in this service refer them to the Customer Service Contact Center at 877-501-2233.

New Telephone Options

- Social Service questions and answers
- TANF questions and answers
- TANF intakes with Comprehensive Evaluation Part 1

Minimum Wage & COLA Adjustment

- State minimum wage increased to \$13.69/hour
- SSI increased to \$794/month
- Benefits may be affected by these changes. Change letters will be sent.

Classic Medicaid Verification Extension

- Individuals who request additional time to provide verification due to **circumstances related to COVID-19:**
 - We allow an additional 30 days to provide the verification when requested

Basic Food Allotments

- All household's received the maximum benefit amount for their household size in March through November 2020.
- Emergency Food allotments have also been approved for December 2020

Certification Period Extensions

- Food/Cash ER due in Nov. or Dec.= 2 month extension
- Food/Cash ER due in Jan. or Feb. = 4 month extension
- MCRs are waived from Nov. to June 2021
- Medical ERs will continue to get auto-extended at least through Jan.

Disaster Cash Assistance

- COVID-19 DCAP – active
- Wildfire DCAP – application deadline Nov. 9
- Undocumented clients are eligible
- Not subject to public charge
- Single adults and adults without children who do not qualify for other cash programs

Department of Children, Youth and Families or DCYF

Child Care – COVID-19

- Homelessness grace period extended to 12 months
- Expanded eligibility for single parents to attend school/training
- Co-pays waived Oct. – Dec.
- Max co-pay \$115 (January 2021 – June 2021)



- Curbside pick-up for SNAP EBT
- Order online, choose EBT at checkout
- Bring EBT card to Safeway when picking up

Client Survey

- Clients may receive a letter and/or call about a survey for DSHS
- These are legitimate and those who participate and meet certain criteria may be eligible for a \$20 gift card from Safeway
- All respondents get entered into a contest for a \$125 Safeway gift card

Community Support Team

- Customers experiencing difficulties establishing a Client Benefit Account can receive assistance by:
 - Asking the Customer Service Contact Center Call Navigator or a call agent to make a referral to the Community Support Team
 - Worker will make attempts to call back.
 - If unable to reach by phone, an email will be sent with instructions to request another call back

Questions?

Kristen Charlet

Communications & Community Relations Manager
Community Services Division

kristen.charlet@dshs.wa.gov
(509) 834-0112