

WCOMO

Washington Coalition on Medicaid Outreach

DSHS Updates for Community Services Division (CSD)

March 12, 2021

Classic Medicaid Information

**Classic Medicaid:
Spendedown Program**

**Classic Medicaid:
Daily Spendedown
Emergent Cases**

**Classic Medicaid:
Alien Emergency
Medical Program**

Oldest Document	Total Cases
3/2/2021	177
-	0
3/2/2021	29

***As of 3/10/2021**

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

- This 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.

Pandemic EBT

- Begins mid to late March
- DSHS is not issuing benefits nor accepting applications
- A 3rd party vendor, Accenture, will work with OSPI to administer the program
- Questions: 833-518-0282
- PEBT benefits will be issued on a separate card

Student Eligibility for Basic Food

- Expanded pool of eligible students
- Expected Family Contribution, EFC = \$0
- Max Pell grant
- Eligible for work study, even if not participating

Basic Food Allotments

- All households will receive the maximum benefit amount for their household size
- Since March 2020
- **Also, March 2021**

Basic Food Benefit Increases

- Due to the Consolidated Appropriations act passed by Congress, food benefits will *temporarily* increase by 15%
- No effect on emergency allotments or P-EBT
- Clients do not need to do anything.
- Clients will not receive a letter advising them about the increase in Food benefits.
- Food benefits will return to regular issuance amounts July 2021.
- January's 15% increase was added to cards on 2/28

New Telephone Options

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

NEW: Customer Connect

- New Interactive Voice Response System
- Front-end of the Call Center phone number
- Allows clients to choose self-service or assisted service

FEATURES:

- Verify case status, including benefit amounts, next benefit payment, benefit balances and when their next review is due.

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