## Classic Medicaid Information

<table>
<thead>
<tr>
<th>Classic Medicaid: Spenddown Program</th>
<th>Oldest Document</th>
<th>Total Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2/05/18</td>
<td>91</td>
</tr>
<tr>
<td>Classic Medicaid: Daily Spenddown Emergent Cases</td>
<td>-</td>
<td>0</td>
</tr>
<tr>
<td>Classic Medicaid: Alien Emergency Medical Program</td>
<td>3/21/18</td>
<td>11</td>
</tr>
</tbody>
</table>

*As of 4/4/18*
The HEN program may be able to provide help with rent and utilities if a person is homeless or at risk of becoming homeless.

Some programs also help with essential needs such as bus passes and personal hygiene items.
Due to a recent change in state law, clients who receive Aged Blind or Disabled (ABD) benefits are now eligible for a referral to the Housing and Essential Needs (HEN) program managed by the Washington State Department of Commerce.

This referral is in addition to any ABD cash or program benefit clients currently receive.

HEN referral eligibility has been extended to clients whose primary incapacity is due to substance abuse.
# Categorical Eligibility Income Limit for Basic Food Increased 4/1/18

200% of Federal Poverty Guidelines.

<table>
<thead>
<tr>
<th>Persons in AU</th>
<th>200% of poverty guidelines</th>
<th>Persons in AU</th>
<th>200% of poverty guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$2,023</td>
<td>6</td>
<td>$5,623</td>
</tr>
<tr>
<td>2</td>
<td>$2,743</td>
<td>7</td>
<td>$6,343</td>
</tr>
<tr>
<td>3</td>
<td>$3,463</td>
<td>8</td>
<td>$7,063</td>
</tr>
<tr>
<td>4</td>
<td>$4,183</td>
<td>9</td>
<td>$7,783</td>
</tr>
<tr>
<td>5</td>
<td>$4,903</td>
<td>10</td>
<td>$8,503</td>
</tr>
</tbody>
</table>

Add for each person over 10 AU members: $720
In partnership with Employment Security Department, CSD now has information and materials available to help our clients stay connected through Lifeline and Simple Voicebox.

- These services can provide free or low cost phone and voice mail services to low income individuals.
LifeLine and Simple Voicebox

- Maintain contact with medical providers
- Receive messages from potential employers
- Communicate with current employers
- Receive messages from child care providers or schools
- Keep in touch with support service agencies such as Community Services Division (CSD), Health Care Authority (HCA), Home and Community Services (HCS)
LifeLine and Simple Voicebox

- Customers may be eligible for this service if they receive SNAP, SSI, Section 8 Housing, Veteran's Pension, or certain tribal programs
- 135% or less of FPL
- WorkSource has free computers to use to sign up

Sign up for this service at:
- Freegovernmentcellphones.net
- Simplevoicebox.com
Beginning April 2\textsuperscript{nd}, the Customer Service Contact Center will begin offering callers an option to complete a telephone based survey.

- The survey will be optional and confidential.
- As callers are transferred into the queues, they will be asked if they would like to participate in a short survey.
- Callers will be instructed to stay on the line after the call ends with the agent to complete the survey.
- The survey will initially be available in English. Other supported languages will be added in subsequent phases.
Customers experiencing difficulties establishing the Client Benefit Account can receive assistance by:

- Sending an email to the Washington Connection Customer Support Team (link located on WaCon)
- Asking the Contact Center Call Navigator or Financial Worker to make a referral to the Sign-on Support (SOS) Team
Questions?

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