

First Friday Forum

DSHS Updates for Community Services Division (CSD)

August 3rd, 2018– Seattle, WA

Classic Medicaid Information

Classic Medicaid: Spendedown Program	Oldest Document	Total Cases
	6/15/18	178
Classic Medicaid: Daily Spendedown Emergent Cases	7/31/18	1
Classic Medicaid: Alien Emergency Medical Program	7/31/18	2

***As of 7/31/18**

Contact Center Telephonic Signature Pilot

- In January 2018, CSD began developing an implementation strategy to pilot the Telephonic Signature for Eligibility Reviews within the Statewide Customer Service Contact Center (CSCC).
- The pilot hopes to demonstrate efficiencies by providing improved access for our customers.
- Telephonic Signature allows opportunity to process benefits over the phone without additional barriers. At the same time, telephonic signatures creates a full service interaction over the phone by reducing paperwork churn for staff.

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Sign-On Support (SOS) Team

- Customers experiencing difficulties establishing the Client Benefit Account can receive assistance by:
 - Asking the Contact Center Call Navigator or Financial Worker to make a referral to the Sign-on Support (SOS) Team
 - Worker will make three attempts to call back
 - Worker will leave a message for client

Questions?

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