

First Friday Forum

DSHS Updates for Community Services Division (CSD)

February 2nd, 2018– Seattle, WA

Classic Medicaid Information

Classic Medicaid: Spendedown Program	Oldest Document	Total Cases
	-	0
Classic Medicaid: Daily Spendedown Emergent Cases	-	0
Classic Medicaid: Alien Emergency Medical Program	1/23/18	12
*As of 1/31/18		

Language Based Routing

- Spanish speaking clients can now do New Applications and Eligibility Reviews with a Spanish Speaking Financial Worker!
- As of 1/23/18 Spanish speaking clients are able to report changes with a Spanish speaking Financial Worker!

Sign-On Support (SOS) Team

- **Client Benefit Account (CBA) Assistance for Washington Connection (WaConn)** - the Contact Center has been operating the **Sign-On-Support (SOS) Team** that is helping customers establish Client Benefit Accounts (CBAs) in Washington Connection (WaConn).
- Customers with Client Benefit Accounts have 24/7 access to important about benefit amounts, status of documents submitted, important due dates for case action, and can submit a Mid-Certification Review

Questions?

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