

# First Friday Forum

---

**DSHS Updates for Community Services Division (CSD)**

March 2<sup>nd</sup>, 2018– Seattle, WA

# Classic Medicaid Information

<b>Classic Medicaid: Spendedown Program</b>	<b>Oldest Document</b>	<b>Total Cases</b>
	<b>02/26/18</b>	<b>21</b>
<b>Classic Medicaid: Daily Spendedown Emergent Cases</b>	<b>2/28/18</b>	<b>1</b>
<b>Classic Medicaid: Alien Emergency Medical Program</b>	<b>2/27/18</b>	<b>3</b>
<b>*As of 2/28/18</b>		

## 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?

Kristen Charlet

[kristen.charlet@dshs.wa.gov](mailto:kristen.charlet@dshs.wa.gov)

509-834-0112