

First Friday Forum

Community Services Division (CSD)

DSHS

Sept. 7, 2018 – Seattle, WA

New Medicare cards

- Washington state Medicare customers will begin receiving new Medicare cards starting in September 2018.
- The new cards will not:
 - Include Social Security numbers on them.
 - Affect the client's current Medicare Savings Program (MSP).
 - Need to be reported to DSHS.

New Medicare cards

- Scams have been reported throughout America associated with the release of new Medicare cards.
- Let our customers know that Medicare will never contact them to ask for personal information (SSNs or a customer's new or old MBI number).
- Customers should hang up and call Medicare at 1-800-MEDICARE (1-800-633-4227) if someone calls and asks for their information, money or threatens to cancel their health benefits if they don't share their personal information.

Fresh Bucks is back! **(formerly known as “Complete Eats”)**

- **Fresh Bucks** is taking over what was previously known as the “Safeway Complete Eats Program.” This statewide program, administered by the Department of Health, surpassed projected customer demand and ended in June 2018, due to lack of budget to continue the program.
- The City of Seattle will continue the program, now known as Fresh Bucks at Safeway and Safeway Rx.
- The Safeway expansion now allows us to serve even more SNAP/EBT shoppers!

Fresh Bucks - Seattle

- **Fresh Bucks at Safeway:** Fresh Bucks at Safeway launched **Aug. 27, 2018**, at all Safeway locations **in Seattle only**. Shoppers who buy at least \$10 of fresh produce using their SNAP/EBT card and their Safeway Club Card will get a coupon for \$5 off their next purchase of fresh fruits and vegetables at all Seattle Safeway stores.
- **Safeway Rx:** The Safeway Rx launches **Sept. 17, 2018**, at all Safeway locations **in Seattle only**. Patients at partner health systems will be offered Safeway Rx, or fruit and vegetable “prescriptions” to spend on fruits and vegetables at Safeway stores in Seattle.

Child Care Subsidy programs

- **Families do not need to request changes to Child Care for fall!** We make changes to the number of hours a school-age child is eligible for in the school year automatically.
- Child Care providers will receive a similar notice advising of changes.

Customer Service Contact Center survey

- Beginning Sept. 4, the Customer Service Contact Center began offering callers an option to complete a telephone based survey in Spanish in our production queues.
- The survey is optional and confidential.
- Callers will be instructed to stay on the line after the call ends with the agent to complete the survey.
- The Child Care Queue will offer the survey in Spanish and English.

Sign-on Support 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 Team.
 - A team member will make three attempts to call back.
 - A team member will leave a message for the client if unable to reach them.

Questions?

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