

First Friday Forum

Community Services Division (CSD)

DSHS

November 1, 2019 – Seattle, WA

Classic Medicaid information

**Classic Medicaid:
Spendedown Program**

**Classic Medicaid:
Daily Spendedown
Emergent Cases**

**Classic Medicaid:
Alien Emergency
Medical Program**

Oldest Document	Total Cases
10/29/2019	96
	0
10/11/2019	11

*as of October 31st, 2019

New Income Deductions for Food Benefits 10/1/19

Temporary employment with the U.S. Census = excluded income

- The U.S. Census Bureau is hiring for a number of temporary positions.
- Income from temporary employment with the US Census Bureau is considered exempt

EBT Mass Mailing

- On July 22, 2019, the Department of Social and Health Services began mailing out letters to inform clients of the financial institution change of their EBT cards.
- Beginning in 2020, if clients have not received a new card, they will automatically be mailed one.

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).

Contact Center Telephonic Signature Pilot

- Telephonic signature creates a full service interaction over the phone by reducing paperwork churn for clients and staff.
- Telephonic Signature allows opportunity to process benefits over the phone without additional barriers.

Contact Center Telephonic Signature Pilot

We are expecting to be able to process Basic Food Applications with Telephonic Signature by early 2020!

Community Support Team

- Customers experiencing difficulties establishing their Client Benefit Account can receive assistance by asking the Contact Center Call Navigator or Financial Worker to make a referral to the Community Support Team.
 - Worker will make three attempts to call back
 - Worker will leave a message or email the client

Questions?

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