

First Friday Forum 04.02.2021

Classic Medicaid Information

Program	Oldest Document	Total Cases
Classic Medicaid: Spend Down Program	3/25/2021	21
Classic Medicaid: Daily Spenddown Emergent Cases	3/3/2021	4
Classic Medicaid: Alien Emergency Medical Program	3/15/2021	41

Community Services Office Lobbies are closed

- All business conducted over the phone (877-501-2233)
- **Identicard service is back.**
- Telephonic signature for all applications and eligibility reviews
- No EBT cards issued at the local offices except for clients with general delivery
- Drop boxes are still available.

P-EBT (Pandemic EBT)

- Letters were mailed March 23, 2021.
- P-EBT cards currently being mailed out.
 - This will continue for several weeks.
 - P-EBT benefits will appear on a separate card.
- If customers are found eligible, cards will have retroactive food benefits for September 2020 to January 2021.
- If customers have questions, please call 833-518-0282.

Change to Public Charge

- August 2019 rule expanding public charge has been rescinded.
- Department of Homeland Security has reverted to 1999 Public Charge rule.
- Food benefits are not included in public charge.

Student Eligibility for Basic Food

- Expanded pool of eligible students
- Expected family contribution (EFC) = \$0
- Maximum Pell grant recipient
- Eligible for work study (even if not participating)
- Temporary rules

Basic Food Allotments

- All households will receive the maximum benefit amount for their household size.
- Since March 2020
- **Also, April 2021**

Basic Food Benefit Increases

- Due to the Consolidated Appropriations act passed by Congress, food benefits will *temporarily* increase by 15%.
- No effect on emergency allotments or P-EBT
- Clients do not need to do anything.
- Clients will not receive a letter advising them about the increase in Food benefits.
- Food benefits will return to regular issuance amounts in October 2021.
- January's 15% increase was added to cards on 2/28/2021.

ORCA LIFT & Subsidized Annual Pass



NEW: Customer Connect

- New Interactive Voice Response System
- Front-end of the Call Center phone number
- Allows clients to choose self-service or assisted service
- Features:
 - Verify status, including benefit amounts, next benefit payment, benefit balances, and when their next review is due.

Questions?

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