

First Friday Forum 02.05.2021

Classic Medicaid Information

*as of January 7 th , 2020	Oldest Document	Total Cases
Classic Medicaid: Spend Down Program	1/25/2021	152
Classic Medicaid: Daily Spenddown Emergent Cases	2/4/2021	1
Classic Medicaid: Alien Emergency Medical Program	1/22/2021	24

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.

New Telephone Options

- Social Service Q&A
- TANF Q&A
- TANF Intakes with Comprehensive Eval (Pt. 1)

Certification Period Extensions

- Food/Cash ER due in Jan. or Feb. = 4 months extension
- MCRs are waived from Nov. to June 2021.
- Medical ERs will continue to get auto-extended at least through Feb.

Child-Support “Pass-Through” Payments

- Previously, DCS collect *all* child support on behalf of TANF recipients.
- Starting 2/1/2021, TANF recipients may begin to receive a portion of that collected child support.
- “Pass-Through” payments
- \$50 max for one child or \$100 max for more than 1 child
- Not counted against cash assistance but counted for food and medical

P-EBT (Pandemic EBT)

- Spring 2020 P-EBT program closed
- Received approval from the Feds regarding P-EBT benefits for Fall 2020.

- CSD is working with an outside contractor to issue P-EBT benefits.
- More information is coming soon.
- Clients will likely receive info directly from their schools.

Basic Food Allotments

- All households will receive the maximum benefit amount for their household size.
- Since March 2020
- **Also, February 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 will not receive a letter advising them about the increase in Food benefits.
- Food benefits will return to regular issuance amounts in July 2021.
- The 15% will go out with Feb. benefits (still working on issuing the 15% for January).

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.
 - Confirm if CSD has received and processed a document they submitted.
 - Check on appointment dates and times.
 - Learn the answers of many frequently asked questions.
 - Decide between self-service and speaking with an agent after hearing wait times during business hours.
 - Request a call-back.

Questions?

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