

Summary of Services

Eligibility Determination

Completing interviews for applications and collecting the necessary verification to determine financial eligibility for benefits.

Case Maintenance

Assist callers who are reporting changes in income, household size, address, case status, etc.

Assist callers who are accessing case management services.

Customer Inquiry

Answer general information inquiries and referrals.

Language Support

All telephone menus are available in English, Spanish, Russian and Vietnamese. We also provide interpreter services for most languages at no cost.

Imaging Unit

All documents may be:

- Emailed through MyDocs secure email portal; call the contact center to request an invitation email to set up your secure portal.
- Faxed toll-free to 1-888-338-7410.
- Mailed to : PO Box 11699
Tacoma WA 98411-9905.
- Placed in a drop box at your local DSHS office.

Our Goal

*To transform lives by
empowering individuals and
families to thrive through
expanding access to
Washington state residents.*

Follow Us

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Washington State Department of Social and Health Services Community Services Division Customer Service Contact Center

PO Box 11699 • Tacoma, WA 98411-9905

Toll Free: 1-877-501-2233

TTY: 1-800-209-5446 or 711

Fax: 1-888-338-7410

dshs.wa.gov

Mobile Community Services Office

www.dshs.wa.gov/MobileOffice

www.facebook.com/dshsmobileoffice



Transforming lives

(DSHS 22-1628 Rev. 8/23)

Customer Service Contact Center



Transforming lives

Scope of Service

Applications For

- Basic Food
- Cash Assistance
 - Temporary Assistance to Needy Families
 - Aged, Blind or Disabled
 - Housing and Essential Needs
 - Emergency Cash Assistance
 - Refugee Cash Assistance
- Classic Medical
 - Medical coverage for individuals who are blind, disabled or over the age of 65.
 - Medicare Savings Program to assist in paying for Medicare premiums.

Related Services

- Eligibility/Mid-Certification Reviews for all programs
- Resources and Referrals
- Virtual Case Management
 - WorkFirst Orientation
 - Individual Responsibility Plan
 - WorkFirst Social Service Assessment
 - ABD/HEN intake
- Case-related Questions



How to Access Service

Call 1-877-501-2233 Monday-Friday, except holidays, to reach a Customer Service Contact Center agent to:

- Apply for benefits, complete an interview or complete a review from 8 a.m. to 2 p.m.
- Report changes from 8 a.m. to 2 p.m.
- Get information or ask questions about your case from 8 a.m. to 5 p.m.
- Speak with a WorkFirst Specialist or Social Service Specialist for case management from 8 a.m. to 2 p.m.
- Get automated information available 24 hours a day by selecting the Customer Connect option.

Resources

To check your EBT balance, change your pin or report a lost or stolen card: 1-888-328-9271

To report fraud: 1-800-562-6906
www.dshs.wa.gov/dshs-contact-us

Provider One/Benefit coverage questions, billing and claims, card replacement: 1-800-562-3022
www.hca.wa.gov

Community Resource Information Line: 211
www.211.org

Access to Services

Washington Connection

Washington Connection is an online benefit portal where families and individuals can easily apply for a variety of services and benefits such as food, cash, medical assistance, child-care subsidies and long-term care services and support.

You can create a Client Benefit Account to report a change, access your benefit amount and complete a review at washingtonconnection.org.

You can also browse for resources, programs and services provided by many of our partner agencies.

Washington State Combined Application Project, WASHCAP

A simplified food benefits program for most single Supplemental Security Income recipients. WASHCAP can be reached Monday – Friday from 8 a.m. – 5 p.m., except holidays, at 1-877-380-5784.

