

## Division of Public Assistance Virtual Contact Center

### Wednesday Service Schedule

Starting September 14th, DPA will be taking one day a week to focus staff resources on making eligibility determinations and offering a limited service through its Virtual Contact Center (VCC) on Wednesdays. More information follows. Callers who need to speak with a Long Term Care worker can enter the direct extension at any time. Calls about PEBT can use option 7.

On Wednesdays VCC staff will only be taking calls to:

- answer general questions,
- issue new Quest cards, and
- respond to emergency Medicaid requests.

Menu options when calling the VCC on Wednesdays will be:

- To check the status of your case using the automated system, please select option 1. The automated system cannot provide a status for all Medicaid case, childcare or WIC.
- If you are calling to apply for Medicaid and have an urgent need, please select option 2.
- If you are receiving Medicaid and need to add a newborn, report a pregnancy, or need an address updated for travel, please select option 3.
- If you are trying to reach a long-term care or childcare worker and do not know the extension, please select option 4.
- If you have general questions, need a new quest card, Medicaid coupon, P-EBT card or need to change your address, please select option 7.
- To report suspected fraud, please press 8.
- To repeat this menu, please press the (\*) key.

### Service tips

- If an option does not fit your need, you can call again on the next business day to see if the options have changed.
- Other ways to contact DPA:
  - Applications, renewals, and other paperwork can be submitted via email to [hss.dpa.offices@alaska.gov](mailto:hss.dpa.offices@alaska.gov) or faxed to 1-888-269-6520.
  - Paperwork can also be dropped off at any of our local DPA offices using the available drop boxes or submitted in person during office hours of 9 am to 4 pm Tuesday through Thursday.
  - Office locations can be found on our website at <https://dhss.alaska.gov/health/dpa>. Click on the “Contact us” link on the upper right of the page.
- The division has assigned teams to work different kinds of cases, such as applications, renewals, changes, and verifications. SNAP emergency allotment (EA) supplements will be issued when the assigned team works a case.