

## What do I do if my Services Card is lost, misplaced or stolen?

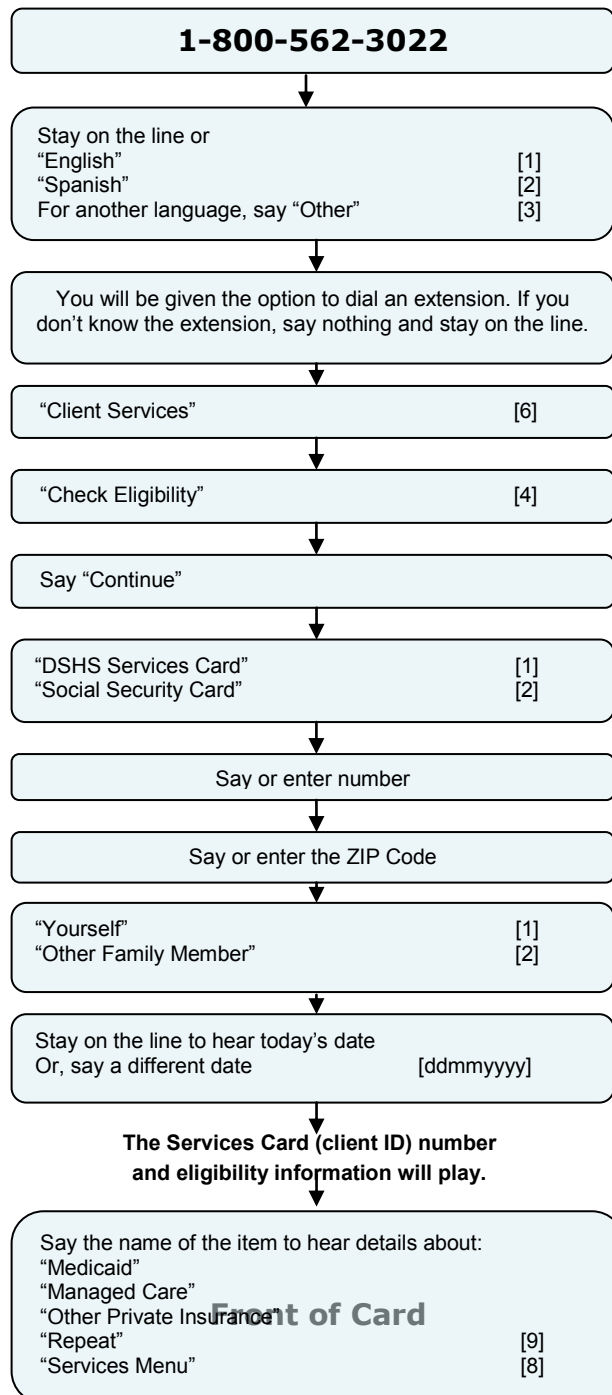
- Call 1-800-562-3022, or for TTY/TDD 1-800-848-5429, to request a replacement card. In the meantime, you still can receive health care services.
- Your new Services Card will be mailed to you. Your local DSHS office cannot replace your card. If you believe a member of your household is eligible for services but did not receive a card, call 1-800-562-3022.
- Your lost card will be deactivated.
- There is no charge for the replacement card.

## Important Reminder!

Be sure to keep your local DSHS office up to date about any changes, such as address or telephone number. It is important that DSHS and your health care providers have the most current information.

## Checking Your Eligibility

You can use our automated phone system to check your eligibility for services. You can say the word in quotes (" ") or press the number in brackets ([ ]). You also can key ahead.



The Services Card does not contain any personal information except your name, the ProviderOne Client ID number and issue date, so your privacy is maintained if the card is lost or stolen.

## Back of Card

Provider Website: [www.WAProviderOne.org](http://www.WAProviderOne.org)

Clients: This is your permanent Services Card. **KEEP THIS CARD!**  
Present this card to each provider when requesting services.  
For any questions please call Customer Service.

Customer Service .....1-800-562-3022  
TTY/TDD .....1-800-848-5429

**THIS CARD DOES NOT GUARANTEE ELIGIBILITY  
OR PAYMENT FOR SERVICES**

Providers: Always verify identity and eligibility.  
Eligibility may be obtained using this card,  
the Provider website, or Customer Service.



Providers may use this **magnetic strip** to get eligibility information. The strip does not contain any personal or confidential information.

Call the **toll-free number** if your card is lost or stolen, or if you have questions. **This is the same number you call for other client services.**

## Front of Card