

Getting help with your WA Cares benefits account



You can have a loved one or representative manage your application or benefits by signing up as an authorized user. WA Cares cannot pay an authorized user to provide care or services to the beneficiary they are helping.

TYPES OF ACCESS

There are two ways to give someone access to manage your account. Both authorized users and legal representatives can help you submit your application, review documents and manage your benefits.

A **regular authorized user** can only help you with these things if you give them expressed direction on what you want them to do. You can give anyone access to be your authorized user. If you decide you don't want their help anymore, you can remove them from your account at any time.

A **legal representative** is a type of authorized user who is legally allowed to make decisions for you. They must have legal documentation, like guardianship or power of attorney, that lets them make decisions even without your expressed direction on what you want to do. They can also sign forms for you.

ADD SOMEONE FROM YOUR ACCOUNT

Both legal representatives and authorized users must create their own WA Cares benefits account. If your benefits account is set up, you can use it to add someone with either type of access. You will need their name, date of birth and WA Cares ID.

- On the settings page of your benefits account, click the "authorized user" tab on the left-side menu. Then click the "Invite someone to access your account" link.
- After clicking "Next", you will begin providing details about your authorized user. You will be asked if the person you are authorizing has any legal documents.
 - To set them up as a legal representative, select "Yes, one of us has legal documentation." Upload your documentation and choose the document type, such as guardianship or power of attorney.
 - To set them up as a regular authorized user, select "No, neither of us has legal documentation." Then you will be taken to a DocuSign form to electronically sign and complete the request. You will be returned to your benefits account dashboard and see confirmation that your request has been sent.
- Your legal representative or authorized user will receive the invitation in their benefits account, which they can accept or decline. They have 30 days to respond before it expires.
- Once they accept, they can manage your benefits account under settings or by selecting your name from the dropdown menu in the upper right of their account dashboard.

HAVE SOMEONE CREATE YOUR ACCOUNT

A legal representative can also create a benefits account for you if you do not have one. After they create their own account, they will complete a form with their legal documentation and basic information like your legal name, date of birth and address.

- They will start by creating their own WA Cares benefits account.
- After their account is set up, they will complete a form with their legal documentation and basic information like your name, date of birth and address.
- A WA Cares team member will manually create the account for the beneficiary and link the authorized user to the account.
- They can manage your benefits account under settings or by selecting your name from the dropdown menu in the upper right of their account dashboard.
- If you are applying for benefits, they can start your application by selecting apply for the benefit as the beneficiary.

If you need help setting up your account but don't have someone with legal documentation who can help you, you can contact us.

REMOVE A USER FROM YOUR ACCOUNT

- In your benefits account settings, you can remove an authorized user under the "Who can access your account" section. Authorized users can also remove themselves through their own benefits account.
- If you want to remove a legal representative from your benefits account, you will need to submit a formal removal request. To start your request, contact us for help from a WA Cares team member.

CONTACT US



PHONE

844-CARE4WA (844-227-3492)



EMAIL OR CHAT

wacaresfund.wa.gov/contact

Language assistance is available. You can also log in to your WA Cares benefits account and send us a secure message.