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Bringing free tech help to Chelan, Douglas, Grant, and Okanogan Counties

Staff Tips and Frequently Asked Questions (FAQ)

What is Link to Care WA? Link to Care WA is a **free** digital navigation hotline for all community members of Chelan, Douglas, Grant, and Okanogan Counties regardless of their insurance and income. It is available Monday through Friday, 8 am to 5 pm, by dialing (866) 757-1832 (TTY: 711) or visiting the website (www.LinktoCareWA.org).

What support does Link to Care WA offer? By dialing the Link to Care WA hotline, callers will receive **free**, one-on-one personalized tech help by a trained operator in the language of the caller's choice. The operators are a specially trained team within [Community Health Plan of Washington's](#) customer service department. Their primary responsibility is to teach callers how to use their phone and be tech savvy! Technical assistance includes:

1. **Smartphone Basics**—Teaching basic phone technology like how to setup an email, what WIFI is, and what an “app” is.
2. **Tech Resources**—Confirming eligibility for federal subsidy programs such as Lifeline & Affordable Connectivity Program for a free smartphone and/or data plan.
3. **Virtual Care Appointments**—Preparing for phone and video appointments by understanding how to connect or simply wait for a call.
4. **Follow Up Care**—Giving each caller a follow up call within 7-10 days of receiving hotline assistance to increase their technology support.

What support does the website offer? The website (www.LinktoCareWa.org) is a digital navigation resource where users can get itemized information such as how-to guides with step-by-step visual instructions for beginner and intermediate level users. The website is also available in six languages.

Who can benefit? All community members of Chelan, Douglas, Grant, and Okanogan Counties can benefit. This **free**, no obligation service is a resource to empower callers to use smart devices for their healthcare, wellness, and much more. Operators of Link to Care WA meet people “where they are” in their use and comfort with technology.

When to connect a person to the Hotline? If you hear a community member say any of the following phrases, or something like it, you should consider referring them to the Hotline for assistance:

“I don’t have internet access at home.”

“I don’t have a cellphone but would like one.”

“I have trouble paying my cellphone or internet bill.”

“I don’t feel comfortable using your clinic’s portal.”

“I am nervous to have a telehealth visit.”

“I want to learn more about how to use my home computer.”

How can staff share this program with the people you serve? Your staff (such as front desk staff, referral specialists, case workers, and more) can use the Link to Care WA flyer to quickly share program information with community members. Flyers are available in English, Spanish, Russian, and Ukrainian with other languages provided upon request by contacting NCWTechHelp@chnwa.org.

Questions to ask community members:

1. Do you have a smartphone? — Discuss Link to Care WA!
2. Do you need internet service at home? — Discuss Link to Care WA!
3. Do you want to learn how to use technology? — Discuss Link to Care WA!

Any questions not covered here? Please contact NCWTechHelp@chnwa.org for further support!