



Virtual Call Center

800-478-7778

Hours: 8:00 a.m. to 5:00 p.m., Monday through Friday

(Note: Option to speak with staff after 3:00 p.m. may be limited because of call volume)

Options (subject to change)

1. Check your case status through the automated system.
Note: does not include WIC or childcare, and some types of Medicaid
2. Office hours and contact information.
3. Long Term Care or Child Care (if direct extension is not available).
4. Next available agent – All callers.

Services that may be available

- Emergency Medicaid (*including pregnancy and newborn coverage*).
- Quest cards, medical coupons, direct deposit, or to get forms.
- Report or follow-up on reported changes, to give proof such as job or rent.
- General questions and referrals to community resources.

Instead of calling

Fax or email applications, information or reports of change:

- Fax: 888-269-6250 state-wide; 907-269-6520 Anchorage area
- Email: hss.dpa.offices@alaska.gov

Use tips for faster processing on our website at <https://health.alaska.gov/dpa>