



## Alaska Department of Health Division of Public Assistance

### Tips when calling the DPA Virtual Contact Center

800-478-7778

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*For staff support please follow the options below. Please note that the VCC menu may change due to volume of calls.*

*Please do not call for status of your application if it has been less than 45 days of application for Medicaid and 30 days for All other programs. The agency will contact you if additional information is needed.*

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#### VCC options

(Enter an extension at any time, usually for long term care or Work Services.)

1. Case status through the automated information line (does not include WIC or childcare, and some types of Medicaid)
2. Pandemic Electronic Benefit Transfer (PEBT) approved by Department of Education and Early Development
3. Appointment for application or recertification interview – from 8:00 a.m. to 3:00 p.m. Monday through Friday
4. Quest cards, medical coupons, questions about direct deposit, or get forms
5. Report or follow-up on changes you reported, give proof such as job or rent
6. Emergency Medicaid
7. All other questions, and referrals to community resources
8. Report suspected fraud

#### General Tips

- The VCC is monitored to ensure people are in the “right” queue.
- The number in queue may not reflect the wait time.
- Fax or email applications, information or reports of change instead of calling.
  - Fax: 888-269-6250 state-wide; 907-269-6520 Anchorage area
  - Email: [hss.dpa.offices@alaska.gov](mailto:hss.dpa.offices@alaska.gov)
  - Use forms and information on the division’s website at <https://health.alaska.gov/dpa>

Equal opportunity provider. Interpreter services available at no cost. Accommodation available upon request to individuals with disabilities. TDD: Alaska Relay 7-1-1.