

Resources for CCSP Audit/Overpayments

Frequently Asked Questions

Who do I contact if I have questions about why the department is requesting my records?

Review the request letter for specific contact information as there are multiple entities who may have requested your records. It may be the DCYF CCSP Provider Line, DCYF QA Team, DSHS/OFA.

Who do I contact if to find out the reasons for the overpayment?

The overpayment notice will have the reason for the overpayment; however, you may also contact the CCSP Provider Line for additional explanation.

Who do I contact about payment arrangements (setting up a payment plan) or collection of the overpayment?

Contact Office of Financial Recovery (OFR).

Who do I contact if I want to dispute the overpayment?

You may contact the CCSP Provider Line for additional explanation and reasoning for the overpayment. If you understand the reason for the overpayment but would like to request a hearing, you may contact OFR or OAH. (This request must be made in writing following guidance on the overpayment notice)

Who do I contact if filed a hearing request and want to check the status of my request?

You may contact the Administrative Hearing Team.

Who do I contact if I have a questions about the hearing process?

You may contact the Administrative Hearing Team or the Office of Administrative Hearing (OAH).

Who do I contact if I have questions about how I receive payment or amount garnished from my check?

You may contact the DCYF garnishments desk or OFR to discuss payment and garnishment amounts.

Contact Information		
DCYF Electronic Attendance System eas.servicedesk@dcyf.wa.gov 844-704-6777 EAS Website System Manual (PDF)	DCYF Quality Assurance Team P.O. Box 40970 Olympia, WA 98504-0970 subsidyaudit@dcyf.wa.gov 360-725-4677	DCYF CCSP Provider Line providerhelp@dcyf.wa.gov 800-394-4571
DCYF Garnishments Desk dcyf.garnishments@dcyf.wa.gov 833-725-3502	DCYF Administrative Hearing Team ccsphearingteam@dcyf.wa.gov	Office of Administrative Hearing 360-407-2700 or 800-583-8271 www.oah.wa.gov
DSHS Office of Financial Recovery 800-562-6114 or TTY 800-833-6388 P.O. Box 9501 Olympia, WA 98507-9501	DSHS Office of Fraud & Accountability 253-983-6769 P.O. Box 48517 Olympia, WA 98504	

