

# 9.6 Washington Healthplanfinder System Update

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Aug 12, 2022

# System Release Outage

August							2022
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	1	2	3	4	5	6	
			10	11	12	13	
			17	18	19	20	
21	22	23	24	25	26	27	
28	29	30	31				

*Washington Healthplanfinder will be down from Wednesday August 17th at 10:00pm until August 18, 2022 at 7:30 AM.*

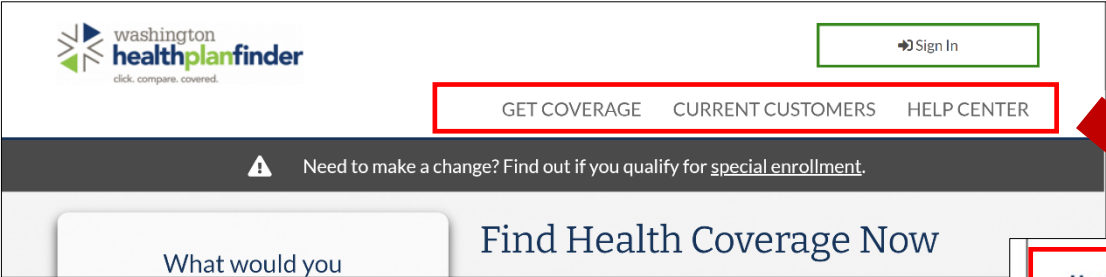


Outages & Maintenance: [wahbexchange.org/news-center/outages-maintenance/](http://wahbexchange.org/news-center/outages-maintenance/)

# System Changes

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# Washington Healthplanfinder Homepage



▶ Coming soon!

- ▶ The Homepage will have a new navigation structure which include the following:
  - ▶ Health Care Coverage
  - ▶ My Account
  - ▶ Tools + Resources
  - ▶ About Us

Health Care Coverage	My Account	Tools + Resources	About Us
<p><b>Who Can Sign Up</b>  <a href="#">Individuals + Families</a>  <a href="#">Tribal Members</a>  <a href="#">Businesses</a>  <a href="#">Self-Employed People</a>  <a href="#">Immigrants</a></p> <p><a href="#">Free or Low-Cost Apple Health</a></p> <p><b>Get More Information</b>  <a href="#">Small Businesses</a>  <a href="#">Employees of Child Care Facilities</a></p> <p><b>Enrollment Periods</b>  <a href="#">Open Enrollment vs. Special Enrollment</a>  <a href="#">Enrollment Deadlines</a>  <a href="#">Steps to Apply</a></p>	<p><b>My Coverage</b>  <a href="#">Washington Apple Health</a>  <a href="#">Eligible for Updated Coverage</a>  <a href="#">Cascade Care</a>  <a href="#">Renew Coverage</a></p> <p><b>Life Events</b>  <a href="#">Change of Income</a>  <a href="#">Loss of Coverage</a>  <a href="#">Household Change</a>  <a href="#">Pregnancy + Post-Partum</a>  <a href="#">Other Changes</a></p> <p><b>Monthly Premium Savings</b>  <a href="#">Cascade Care Savings</a>  <a href="#">Other Savings</a></p> <p><b>Tax Documents</b>  <a href="#">Get your 1095 Tax Forms</a>  <a href="#">1095 Correction Requests</a></p>	<p><b>Tools</b>  <a href="#">Calculators</a>  <a href="#">Application Quick Tips</a>  <a href="#">Checklists</a></p> <p><b>How To</b>  <a href="#">How to Report Income</a>  <a href="#">How to Submit Documents</a></p> <p><b>Language + Accessibility</b>  <a href="#">Language Resources</a></p> <p><b>Information</b>  <a href="#">FAQs</a>  <a href="#">Articles + Blogs</a></p> <p><b>Health Care Education</b>  <a href="#">Coverage Basics</a>  <a href="#">Enrollment Periods</a>  <a href="#">Free or Low-Cost Apple Health</a>  <a href="#">Monthly Premium Savings</a></p> <p><b>Resources</b>  <a href="#">View All</a></p> <p><b>Connect With Us</b>  <a href="#">Get virtual help from an insurance expert</a>  <a href="#">Appeals</a>  <a href="#">Contact Us</a></p>	<p><b>Our Organization</b>  <a href="#">About Us</a></p> <p><b>Our Commitments</b>  <a href="#">Accessibility and Inclusion</a>  <a href="#">Security</a></p>

# New Customer Message

- ▶ Customers will be notified with a message on government requirements when submitting an application and signing into their account.

washington healthplanfinder  
click. compare. covered.

### Sign in to your account

Username \* ⓘ  
Mockingjay4372 [Forgot Username?](#)

Password \* ⓘ  
..... [Forgot Password?](#)

This system may contain government information. The information you provide is only used to find out if you qualify for coverage. By logging in, you consent to your actions being audited to detect potential fraud and misuse. Unauthorized use is subject to penalties.

Remember Me

**Sign In**

Don't have an account? [Create one now](#)

### GO PAPERLESS

I want to receive e-mail notifications. ⓘ

### TERMS AND CONDITIONS OF USE

This system may contain government information. The information you provide is only used to find out if you qualify for coverage. By logging in, you consent to your actions being audited to detect potential fraud and misuse. Unauthorized use is subject to penalties.

Yes, I have read and accept the Washington Healthplanfinder [Terms and Conditions of Use](#). ⓘ \*

**Notice:**  
Creating your account may take several seconds. Please be patient.

**Back** **Skip Account Creation** **Create Account**

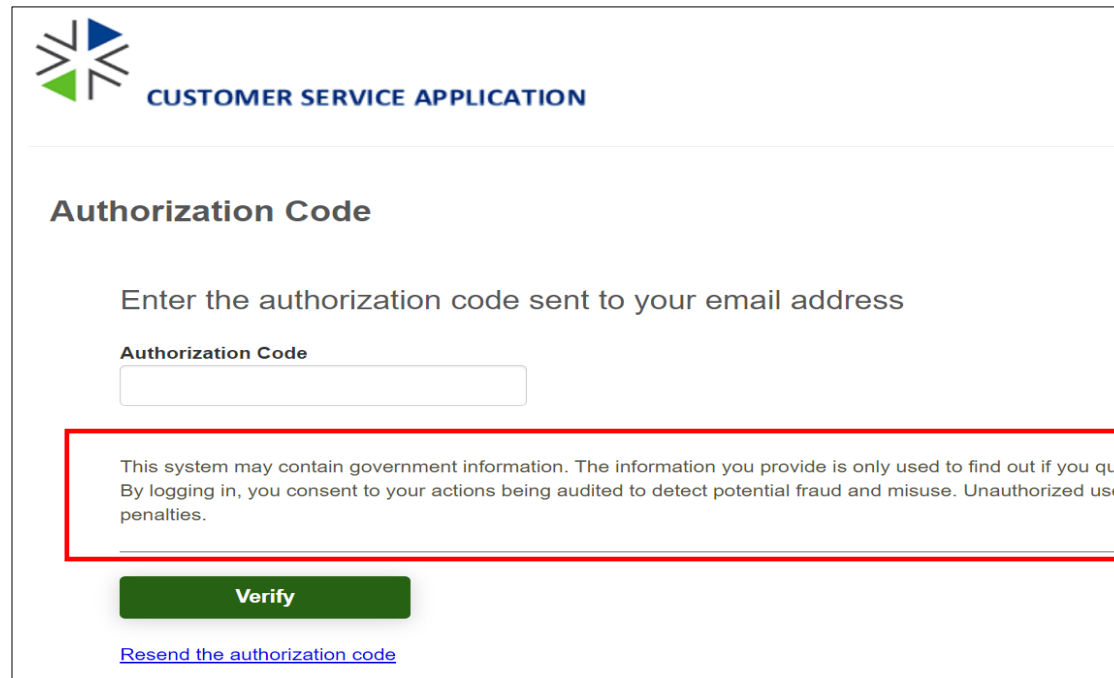
- ▶ A notice will inform customers that creating their account may take several seconds.

# Other Updates

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# Message Update

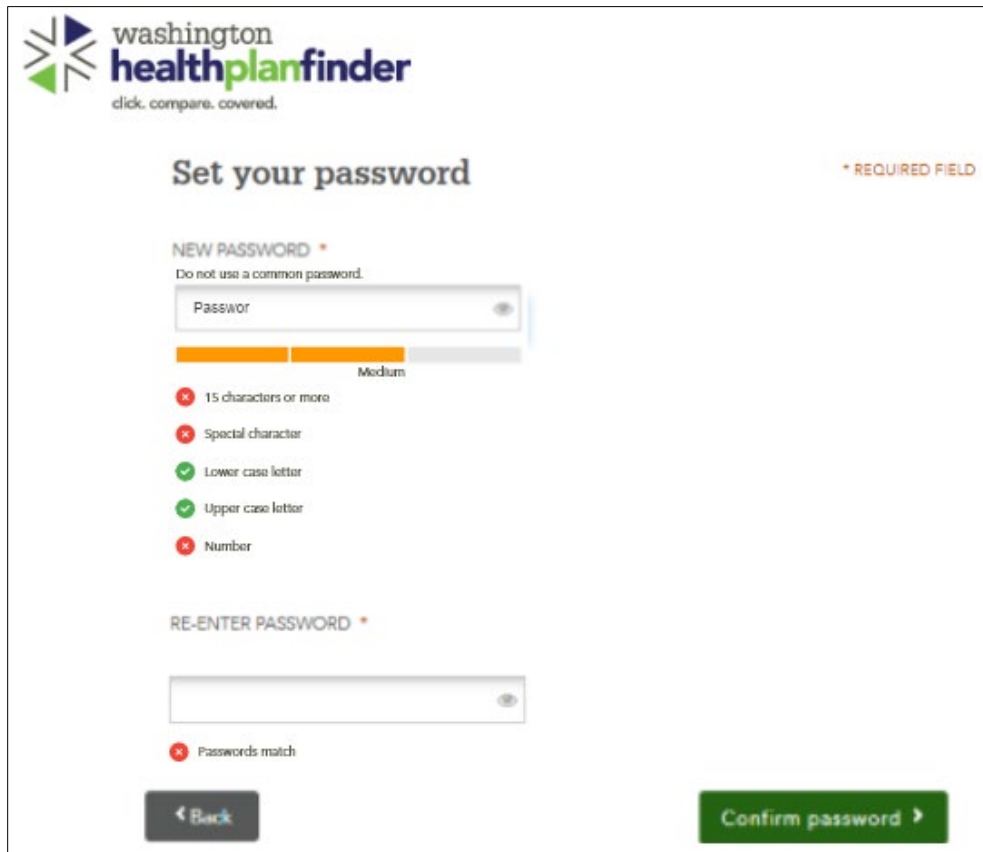
- ▶ Account workers and Privileged Users will be notified with a message on government requirements where their one-time authorization code is required to access Washington Healthplanfinder and Customer Service Application (CSA).



The screenshot shows the 'CUSTOMER SERVICE APPLICATION' interface. At the top left is a logo consisting of a stylized star or asterisk shape with blue and green segments. To its right, the text 'CUSTOMER SERVICE APPLICATION' is displayed in blue. Below this, the heading 'Authorization Code' is centered. Underneath the heading, the instruction 'Enter the authorization code sent to your email address' is shown. A text input field labeled 'Authorization Code' is provided for the user to enter the code. Below the input field, a red rectangular box highlights a disclaimer: 'This system may contain government information. The information you provide is only used to find out if you qualify for certain services. By logging in, you consent to your actions being audited to detect potential fraud and misuse. Unauthorized use may result in civil and criminal penalties.' At the bottom of the form, there is a green 'Verify' button and a blue link that says 'Resend the authorization code'.

# New Password Criteria

- ▶ Password criteria for Privileged Users is changing. Passwords:
  - ▶ Expire every 60 days
  - ▶ must have a minimum length of 15 characters
- ▶ At least one character must change from last password.



The screenshot shows the 'Set your password' page on the Washington Healthplanfinder website. The page includes the following elements:

- Logo:** Washington Healthplanfinder with the tagline 'click. compare. covered.'
- Title:** 'Set your password' with a red asterisk indicating it is a required field.
- NEW PASSWORD \*** section:
  - Instruction: 'Do not use a common password.'
  - Input field: A text box containing the word 'Passwor'.
  - Strength indicator: A progress bar showing 'Medium' strength.
  - Criteria list:
    - ✗ 15 characters or more
    - ✗ Spectal character
    - ✓ Lower case letter
    - ✓ Upper case letter
    - ✗ Number
- RE-ENTER PASSWORD \*** section:
  - Input field: An empty text box.
  - Validation: A red asterisk and the text 'Passwords match' below the field.
- Navigation:** A 'Back' button on the left and a 'Confirm password' button on the right.



# Other Updates

- ▶ The 1095-A and 1095-B will be listed in the dropdown of the customer's application by the tax year.
- ▶ When active Cascade Care Savings SEP customers log into their account through WAPlanfinder, they will be taken to their dashboard instead of a blank screen.
  - ▶ The mobile application will notify customers what actions may be needed.
- ▶ Unverified citizenship customers will now be able to shop for QHP.
- ▶ Coordinated Care is now called Coordinated Care Corporation
  - ▶ It has a new logo in *Washington Healthplanfinder*.

# Resources

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# Resources

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- ▶ **HCA Stakeholder Training & Education webpage**

- ▶ [hca.wa.gov/stakeholder-training](https://hca.wa.gov/stakeholder-training)

- ▶ **System Guides**

- ▶ [hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/reference-guides](https://hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/reference-guides)

- ▶ **Washington Healthplanfinder Outages & Maintenance**

- ▶ [wahbexchange.org/news-center/outages-maintenance/](https://wahbexchange.org/news-center/outages-maintenance/)