

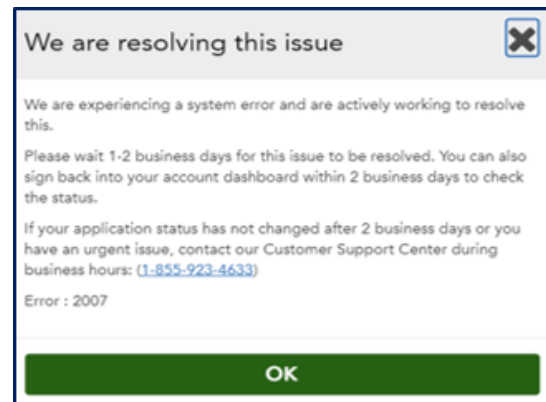
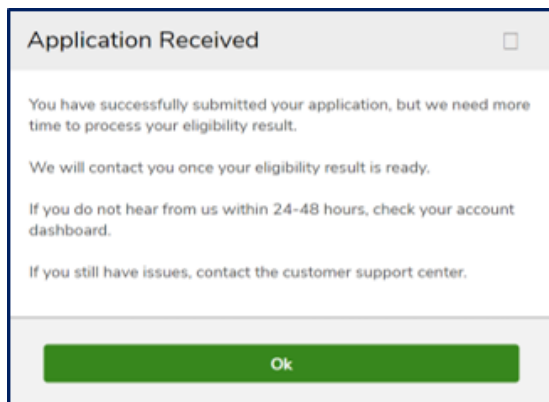
## Washington Healthplanfinder – June 2021 System Release

### System release outage

Washington Healthplanfinder will go down at 10:00 p.m. PDT Tuesday, June 29 and is scheduled to go live at 7:30 a.m. PDT Wednesday, June 30.

### Text update

- Error message text has been updated with customer next steps and contact information. When an individual submits an application the following error messages appear when Eligibility Services (ES) is unable to make a determination due to the system being down, or when ES returns an incomplete eligibility response due to a business error like missing eligibility start and end dates.



- The Field Level Help questions has been updated to support Language Preferences and Blind or Low Vision assistance. New language displays when the client selects the blue question mark icon for further explanation.

Field Help question	New explanation language when the customer selects the blue question mark icon.
What language do you prefer to read	We ask questions about your language so we can communicate about your application and coverage. We offer free language assistance and disability accommodations. You may request these services at any time. If your language is "other" or not listed, or you need help, call our Customer Support Center at 1-855-923- 4633 TTY: 1-855-627-9604.
What language do you prefer to speak	We ask questions about your language so we can communicate about your application and coverage. We offer free language assistance and disability accommodations. You may request these services at any time. If your language is "other" or not listed, or you need help, call our Customer Support Center at 1-855-923- 4633 TTY: 1-855-627-9604.
Language Preference Introduction Sentence	We offer free interpreter help for spoken and signed languages and free translated written materials. You may request these services at any time. Select your language from the options below.
Blind or Low Vision Assistance Introduction Sentence	We offer free communications aids and services to people with disabilities. You may request these services at any time. If you need a document in an alternative format, select from the options below.
Blind or Low Vision Assistance	We offer free disability accommodations. You may request these services at any time. If your disability accommodation is not listed, or you need help, call our Customer Support Center at 1-855-923-4633 TTY: 1-855-627-9604.
Blind or Low Vision Assistance Question	What alternative format should we send to you?

## Search function for brokers and navigators

- Brokers and navigator's client search has been updated to remove the ability to do open ended/wild card searches. When searching for an individual under 'My Clients' tab, the first name and last name are now required fields. If one of these two required fields are left empty, an error message will be returned to indicate that both fields must be completed.
- Other search options can be used if the first and last name are not known including phone number, email address, application id, ACES ID as these are all unique values.
- The check box to search for all individuals is updated to read 'Search for clients in my organization' An error message will appear when the box is checked, and no search parameters have been entered.

## Other updates

- Account workers cannot trigger a reset of passwords. Individuals are encouraged to self-serve and reset their own passwords through the 'Forgot Password' link in *Washington Healthplanfinder*.
- Individuals can contact the call center to unlock their account.
- Edits were also made to fix defects that were part of the American Rescue Plan Act (ARPA) changes.

## Customer Service Application (CSA) tool

- Account workers will be able to use CSA to add and update existing client's income and deductions. This feature should not be used when a client is in a renewal period or is re-applying for coverage after losing eligibility since a business error could occur. Individuals should complete their application or renewal in *Washington Healthplanfinder*.
- Updating income and deductions in CSA has the same functionality and logic as making the change in the *Washington Healthplanfinder*.
- Submitting income/deduction edits through CSA will pass the client's application through eligibility. Updated eligibility can be viewed on their Dashboard or the CSA Eligibility/Income tab. E-signing the application is not necessary when using CSA for household income updates.