

Washington Healthplanfinder – 10.6 System Release

System release outage

Washington Healthplanfinder will be updated on June 22, 2023, at 7:30 a.m. There will be no outages during the updates. For any additional updates view the Outages and Maintenance Page: wahbexchange.org/news-center/outages-maintenance/.

Identity proofing updates

- Individuals who do not include a Social Security Number (SSN) on their application will not have their information passed on to federal electronic data sources to confirm their identity.
- The identity questions will not appear for individuals who do not provide an SSN. They will need to contact customer support to continue their application.
- The Contact customer support modal has been updated.

The image shows two screenshots from the Washington Healthplanfinder system. The top screenshot is the 'About You' form, which is used for collecting personal information. It includes a 'Notice' section that states: 'Provide full legal name such as what appears on the Social Security card.' The form fields are: First Name (Katniss), Middle Initial (E.g. J), Last Name (Everdeen), Social Security Number (XXX-XX-4111), and Date of Birth (03/12/1982). A red box highlights the Social Security Number field and the text below it: 'If you have a Social Security number and are applying for coverage, you may have to provide it. Select the "Why we ask for this" link for details.' The bottom screenshot is a 'Contact customer support' modal. It contains the text: 'We are currently unable to use our automated service to verify your identity. Contact customer support at 1-855-WAFINDER (1-855-923-4633) for further assistance.' and an 'OK' button.

WAPlanfinder mobile app updates

- Individuals who have not updated to the 7.5 version will no longer encounter issues when uploading documents.
- The three password screens (Forgot, Change, and Expired) will now align for the individual when entering the information

Accessibility updates

- Privileged users now have the ability to add or change their Language Proficiency without having to contact the Washington Health Benefit Exchange.

