

Washington Healthplanfinder Troubleshooting Desk Aid for Assistants/Brokers



Introduction

What is the purpose of this desk aid?

This desk aid is intended for Washington Healthplanfinder Brokers and Assistors to troubleshoot system-related issues with customers. The desk aid is organized in logical groupings based on application page and issue types. Specific instructions will be detailed in each section to triage the issue, provide the customer with a resolution, or escalate.

How do I access the desk aid?

1. Locate the desk aid on the appropriate site, listed in the table below

Stakeholder Group	Location of Desk Aid/Process to access Desk Aid
Registered Healthplanfinder Brokers	Support Network Training Page producer@wahbexchange.org
WAHBE Certified Assistors	Support Network Training Page navigator@wahbexchange.org
Tribal Assistors	Protected Assister Training Page navigator@wahbexchange.org
HCA Community Partners	http://www.hca.wa.gov/hcr/me/pages/da.aspx

2. Click on the title to open it in your browser
3. Once the file has opened, use the “Table of Contents” navigation to access all sections

How do I use the desk aid?

This desk aid is divided into several sections. The first section is divided into subsections for each page within Washington Healthplanfinder and then into subsections further by error type. Each subsection within this desk aid section contains a screenshot of the error message and instructions to support Brokers and Assistors triage and then resolve or escalate the customer’s issue. This desk aid also contains a Table of Contents that links to the pages where the issue identification and resolution path can be found.

The remaining portion of the desk aid provides in-depth information about incorrect invoicing information, a high-priority topic for Brokers and Assistors. It also contains steps to open a Zendesk ticket and a bulletin of unresolved errors that are still outstanding for customers.

Each desk aid section starts with the Access Status section shown below:

ACCESS	<input type="checkbox"/> Customer
STATUS	<input checked="" type="checkbox"/> Customer Support Representative
	<input type="checkbox"/> Lead Organization
	<input type="checkbox"/> Certified Application Counselor
	<input type="checkbox"/> Navigator
	<input type="checkbox"/> Broker
	<input type="checkbox"/> HCA Community Partner
	<input type="checkbox"/> Tribal Assister

This Access Status section shows who has the permissions or access to carry out the triage, resolution, and escalation steps in the specific entry **or** is able to walk their customer through the steps. Some portions of an entry can only be carried out by a privileged user and are included for informational purposes only. In other instances, the Brokers / Assisters will not have access but can provide guidance to the customer on resolution steps. Examples of these portions include but are not limited to logging a Zendesk ticket or making changes to an application that require additional system permissions that are limited to privileged users. Certified Application Counselors follow the same instructions as Brokers, and they must be partnered with their customer or the customer must be present when they contact the CSC for assistance

To navigate to the desired page:

1. Go to the Table of Contents located on the next page
2. Find the error type your customer is encountering or the page the error was experienced
3. Click on the corresponding line in the Table of Contents to be taken to the corresponding page in this desk aid (hover over the title with your mouse to get the cursor to turn from an arrow to a hand or hold down the control key on your keyboard and click)

Note: As this document will be updated per latest system functionality and error resolutions, the title page of the desk aid will identify the date of the document. Prior to using the desk aid, check SharePoint for the most recent version, as changes may have occurred. Follow the process outlined in the instructions above to save the most recent version to your computer

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1. Account Log-In

1.1. Customer Accounts/Non-CSR Privileged Users

1.1.1. Security Issue #1: Account Creation

MESSAGE TEXT	Email address is already in use.
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OCCURS WHEN... Customer tried to create an account but received an error prior to completion of account creation. Tried to go back into HPF and create the account and HPF says that email address is already in use.

- ACCESS STATUS**
- Customer
 - Customer Support Representative
 - Lead Organization
 - Certified Application Counselor
 - Navigator
 - Broker
 - HCA Community Partner
 - Tribal Assister

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	<p>Search for the customer in OIM using the customer’s email address only.</p> <ul style="list-style-type: none"> ▪ If user exists in OIM, Go to Step 6 ▪ If user does not exist in OIM, Go to Escalation.

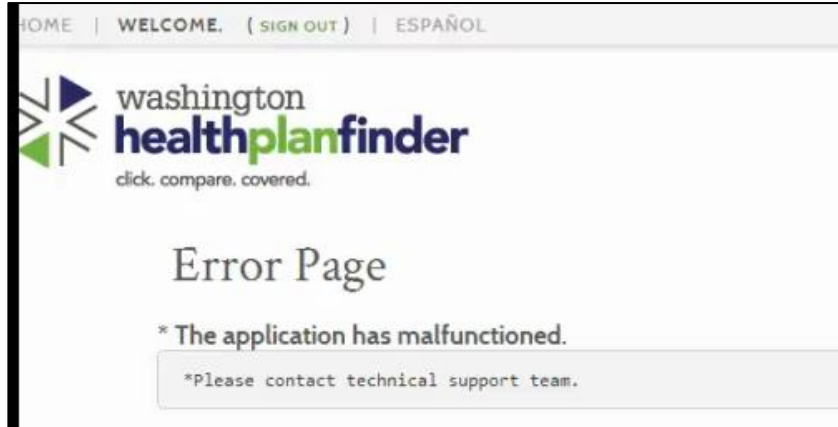
6	Ask the customer to login using existing account. If the customer is still unable to log in, Go to Escalation .
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ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. [For Business Hours check: http://www.wahbexchange.org/contact-us/contact-us/](http://www.wahbexchange.org/contact-us/contact-us/)
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

- Close call per standard procedure.

1.1.2. Security Issue #2: Application Malfunction



MESSAGE TEXT	Error Page The application has malfunctioned. Please contact technical support team.
OCCURS WHEN...	User tries to log in to their account. We cannot find them in OIM. When they try to log in, they get "Application has Malfunctioned."
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE	
1	Login to your user account and go to the "Dashboard Account Home" page.
2	Search for the customer using search criteria on the page.
3	Verify the customer's identity.
4	Click on the correct customer's link to enter the customer's "Dashboard Account Home" page.
5	"Please read me the text of your error message." If error message/error # matches: Go to Escalation.

If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to <i>General System Error</i> .
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ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

1.1.3. Security Issue #3: Username Does Not Exist

Create an Account

* REQUIRED FIELD

User Name does not exist in the system. Please enter a valid user name.

Create a user account to find a plan and save your information.

Account Information

USERNAME *

Note:

Your username must contain: 6-20 characters with at least one letter and one number.
You may use:

- Letters A through Z (upper and/or lower case)
- Special Characters . _ \$

MESSAGE TEXT	Username does not exist in the system. Please enter a valid user name.
OCCURS WHEN...	Customer tries to create an account and gets the message “username does not exist”
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE

1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
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RESOLUTION

1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity

RESOLUTION	
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Ask the customer: “Did you create an account previously with the same email address?” If Yes: Go to Step 6 If No: Go to Escalation
6	Ask the customer to log in with their previously created account. They cannot have two accounts with the same email. If customer still receives this error, Go to Escalation .

ESCALATION	
<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ – HCA Community Partners: Contact your local HCA Area Representative by following this link ▪ Close call per standard procedure. 	

1.1.4. Security Issue #4: Combination of Login/Locked Account Issues or Unknown Related Issues

MESSAGE TEXT	Combination of login/locked-account errors
OCCURS WHEN...	The customer experiences a combination of log in/locked account errors types 1–3.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	“Please read me the text of your error message.” If error message/error # matches: Go to Escalation. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.

ESCALATION	
<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ 	

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

- Close call per standard procedure.

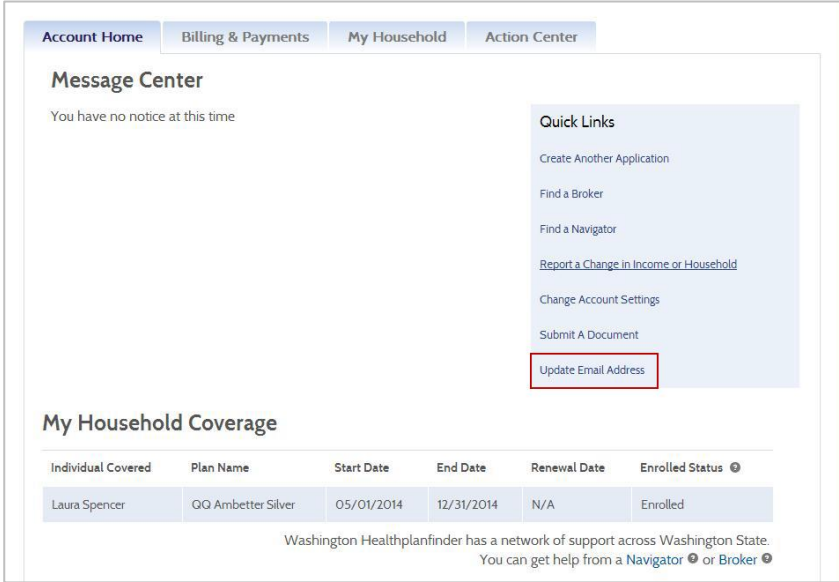
1.1.5. Updating Individual's Email Address

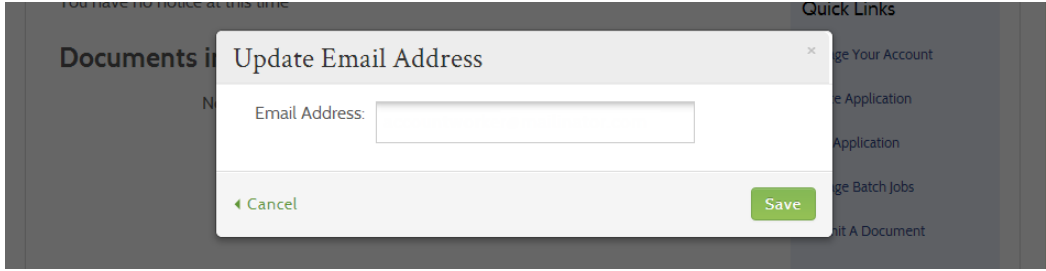
An individual needs to update the email address associated with their account.

OCCURS WHEN...

Note: Only customers and HBE Employees with Level 3 User Access have authorization to change a customer's email address. Others must walk customers through this process or escalate the issue if the customer cannot complete the resolution steps.

- ACCESS STATUS**
- Customer
 - Customer Support Representative
 - Lead Organization
 - Certified Application Counselor
 - Navigator
 - Broker
 - HCA Community Partner
 - Tribal Assister

RESOLUTION													
1	Instruct the user to log into their account in Washington Healthplanfinder and navigate to their Account Home Dashboard.												
2	<p>On the Account Home tab, instruct the user to click on the “Update Email Address” link listed under the Quick Links section on the right side of the screen.</p>  <p>The screenshot shows the 'Account Home' dashboard with tabs for 'Account Home', 'Billing & Payments', 'My Household', and 'Action Center'. The 'Message Center' shows 'You have no notice at this time'. The 'Quick Links' section includes: 'Create Another Application', 'Find a Broker', 'Find a Navigator', 'Report a Change in Income or Household', 'Change Account Settings', 'Submit A Document', and 'Update Email Address' (highlighted with a red box). Below this is the 'My Household Coverage' table:</p> <table border="1"> <thead> <tr> <th>Individual Covered</th> <th>Plan Name</th> <th>Start Date</th> <th>End Date</th> <th>Renewal Date</th> <th>Enrolled Status</th> </tr> </thead> <tbody> <tr> <td>Laura Spencer</td> <td>QQ Ambetter Silver</td> <td>05/01/2014</td> <td>12/31/2014</td> <td>N/A</td> <td>Enrolled</td> </tr> </tbody> </table> <p>Washington Healthplanfinder has a network of support across Washington State. You can get help from a Navigator or Broker.</p>	Individual Covered	Plan Name	Start Date	End Date	Renewal Date	Enrolled Status	Laura Spencer	QQ Ambetter Silver	05/01/2014	12/31/2014	N/A	Enrolled
Individual Covered	Plan Name	Start Date	End Date	Renewal Date	Enrolled Status								
Laura Spencer	QQ Ambetter Silver	05/01/2014	12/31/2014	N/A	Enrolled								

<p>3</p>	<p>A pop-up modal will appear. Instruct the user to enter their desired new email address in the one field listed in the “Update Email Address” pop-up window.</p> 
<p>4</p>	<p>Instruct the user to click “Save.” The customer’s new email address is now saved as the primary email address associated with their account.</p>
<p>ESCALATION</p>	
<p>1</p>	<p>If guiding the customer through the email update process is unsuccessful;</p> <ul style="list-style-type: none"> - IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. - Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ - HCA Community Partners: Contact your local HCA Area Representative by following this link <p>Close call per standard procedure.</p>

1.1.6. General Account Lockout Resolution Steps

Access Denied

Due to multiple incorrect attempts, your account has been locked. Contact the Washington Healthplanfinder Customer Support Center to unlock the account at 1-855-WAFINDER (1-855-923-4633) between the hours of 7:30AM and 8PM for help.

MESSAGE TEXT	Due to multiple incorrect attempts, your account has been locked. Contact the Washington Healthplanfinder Customer Support Center to unlock the account at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help.
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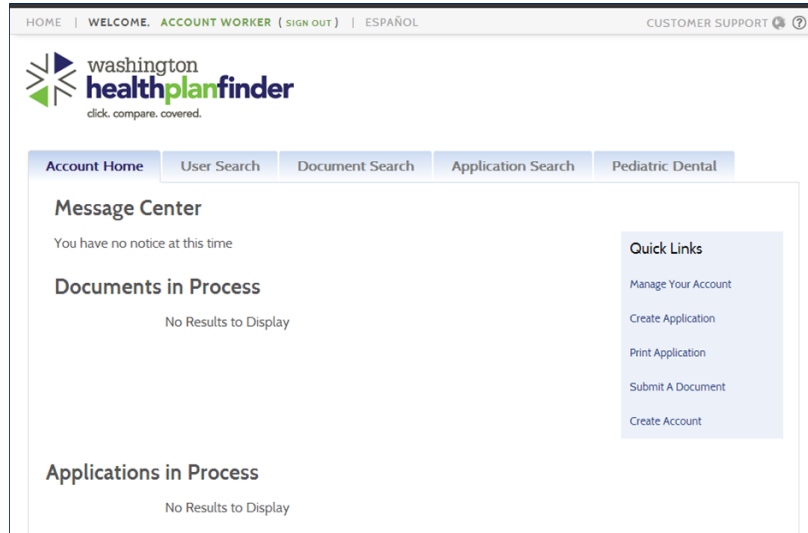
OCCURS WHEN...	Customer has incorrectly entered their password three or more times.
-----------------------	--

ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
----------------------	---

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Step 2.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist, Go to General System Error.</p>
2	<p>What type of account are you logging into?</p> <p>If an “Individual” or “Employee” account: Go to Resolution.</p> <p>If not an “Individual” or “Employee” (e.g., if a HPF Business Employer) account: Go to Escalation.</p>
RESOLUTION	
1	<p>Log in to Dashboard and Click User Search Tab:</p> <p>Log in to your Washington Healthplanfinder account.</p> <p>Access your e-mail to provide the OTP Authorization code.</p>

RESOLUTION

In your dashboard, click the User Search tab.



The screenshot displays the Washington Healthplanfinder user dashboard. At the top, there is a navigation bar with links for HOME, WELCOME, ACCOUNT WORKER (SIGN OUT), and ESPAÑOL, along with a CUSTOMER SUPPORT icon. The Washington Healthplanfinder logo is prominently displayed, with the tagline "click. compare. covered." below it. A horizontal menu contains five tabs: Account Home, User Search (which is highlighted), Document Search, Application Search, and Pediatric Dental. The main content area is divided into three sections: "Message Center" with the message "You have no notice at this time"; "Documents in Process" with the message "No Results to Display"; and "Applications in Process" with the message "No Results to Display". On the right side, a "Quick Links" sidebar lists: Manage Your Account, Create Application, Print Application, Submit A Document, and Create Account.

Unlock Individual or Employee Accounts

2 Select ROLE and Enter Search Criteria:

In this example, the ROLE selected is Individual and the search criteria are FIRST NAME and LAST NAME.

Click the **Search** button to perform the search.

The screenshot shows the Washington Healthplanfinder website's search interface. At the top, there is a navigation bar with links for HOME, WELCOME, ACCOUNT WORKER (SIGN OUT), ESPAÑOL, and CUSTOMER SUPPORT. The main header features the Washington Healthplanfinder logo with the tagline "click. compare. covered." Below the logo is a navigation menu with tabs for Account Home, User Search (which is active), Document Search, Application Search, and Pediatric Dental. The "Search Criteria" section includes a heading and a sub-heading: "You can search by any of the filters available below." The search criteria are organized into several fields: a dropdown menu for ROLE (set to Individual), a checkbox for "Flagged for Quality Assurance", text input fields for FIRST NAME (adam), LAST NAME (smith), and DATE OF BIRTH (E.g. 11/12/2012), and text input fields for SOCIAL SECURITY NUMBER(SSN) (E.g. 123-32-6789), PERSON ID (E.g. 564651), and APPLICATION ID (E.g. 654156). At the bottom right of the search criteria section are "Reset" and "Search" buttons. Below the search criteria is a section titled "Search Results".

Unlock Individual or Employee Accounts

3 Select Customer from Search Results:

In the Search Results section, **identify the correct customer** using additional information such as last four numbers of SSN and address.

To view more information about a customer, click the View More icon.

When the correct customer has been identified, **click the customer name link** in the Name column. Washington Healthplanfinder will navigate to the customer’s dashboard.

The screenshot shows the Washington Healthplanfinder search interface. At the top, there are navigation links: HOME, WELCOME, ACCOUNT WORKER (SIGN OUT), ESPAÑOL, and CUSTOMER SUPPORT. The Washington Healthplanfinder logo is prominently displayed with the tagline 'click. compare. covered.' Below the logo are tabs for Account Home, User Search, Document Search, Application Search, and Pediatric Dental. The 'User Search' tab is active.

Search Criteria

You can search by any of the filters available below.

ROLE *
 Flagged for Quality Assurance

FIRST NAME: LAST NAME: DATE OF BIRTH:

SOCIAL SECURITY NUMBER(SSN): PERSON ID: APPLICATION ID:

Search Results

Role	Name	Household Role	Date of Birth	Social Security Number	Person ID	Application ID	Enrolled Status	Address	View More
Individual	Adam Smith	Primary Applicant	01/01/1971	200-66-0197	2601	1577	Enrolled	711 capitol way s olympia WA 98501	
Individual	Adam Smith	Primary Applicant	09/04/1979	500-15-1267	2425	1356	Select Plan	311 Capitol Way N Olympia WA 98501	

Total:
 2 Items Found.

4 Click Change Account Settings:

Unlock Individual or Employee Accounts

In the customer's dashboard, **click Change Account Settings**. Washington Healthplanfinder will navigate to the Manage Account page.

HOME | WELCOME, ACCOUNT WORKER (SIGN OUT) | ESPAÑOL | CUSTOMER SUPPORT

washington healthplanfinder
click. compare. covered.

Account Home | Billing & Payments | My Household | Action Center

Message Center

Notice	Date Received
Eligibility Determination for Healthcare Coverage English	01/24/2014

[View More >](#)

Quick Links

- Create Another Application
- Find a Broker
- Find a Navigator
- Report a Change in Income or Household
- [Change Account Settings](#)
- Submit A Document
- Verify Id Proofing

My Household Coverage

Individual Covered	Plan Name	Start Date	End Date	Renewal Date	Enrolled Status
Adam Smith					Select Plan
Steve Jones					Select Plan

Washington Healthplanfinder has a network of support across Washington State. You can get help from a Navigator or Broker

[Back to Account Worker Dashboard](#)

Unlock Individual or Employee Accounts

5 Click the OIM Link:

In the Manage Account page, **click the Access OIM/OAM link** in the General section. Oracle Identity Management (OIM) will open in a new window.

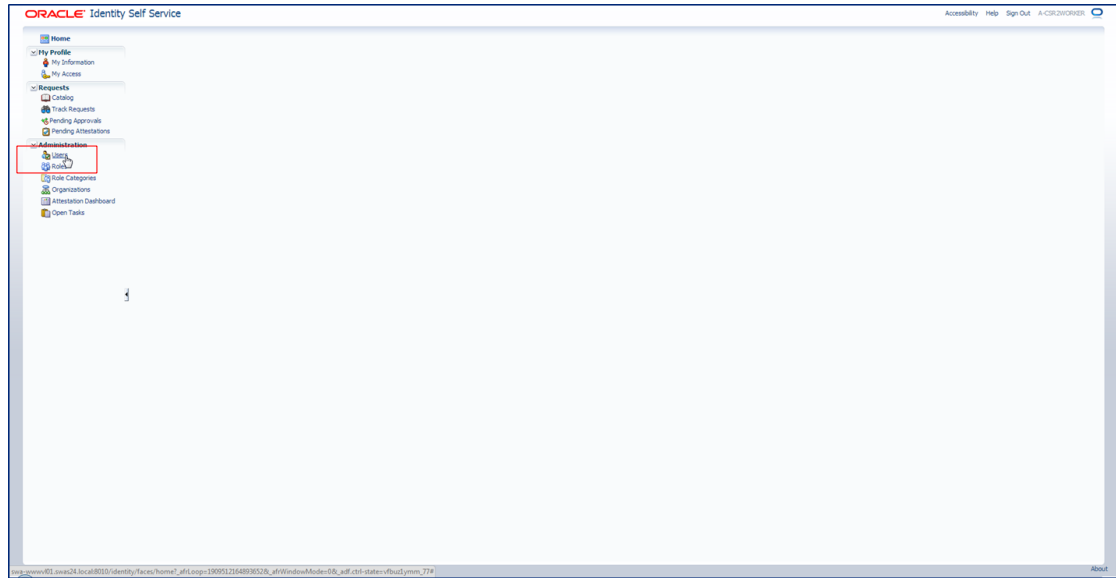
Note: Both Washington Healthplanfinder and OIM will now be open in separate windows allowing you to navigate between the two applications as needed.

The screenshot displays the Washington Healthplanfinder user interface. At the top, there is a navigation bar with links for HOME, WELCOME, ACCOUNT WORKER (SIGN OUT), ESPAÑOL, and CUSTOMER SUPPORT. The main header features the Washington Healthplanfinder logo and the tagline "click. compare. covered.". Below the header, the "Manage Account" section is active, showing "Personal Information". Under the "General" sub-section, there are fields for "User Name" (change30) and "Password" (masked with dots). Below these fields are links for "Change Password", "Reset Password", "Access OIM/OAM" (highlighted with a mouse cursor), and "Access OAAM". To the right, the "Security Questions and Answers" section contains three questions and their corresponding answers, along with an "Update Security Questions" link. At the bottom, the "My Preferences" section includes options for "Language" (ON-SCREEN LANGUAGE and NOTIFICATIONS LANGUAGE) and "Notifications" (RECEIVE ACCOUNT NOTIFICATIONS, Email, and Go Paperless?).

Unlock Individual or Employee Accounts

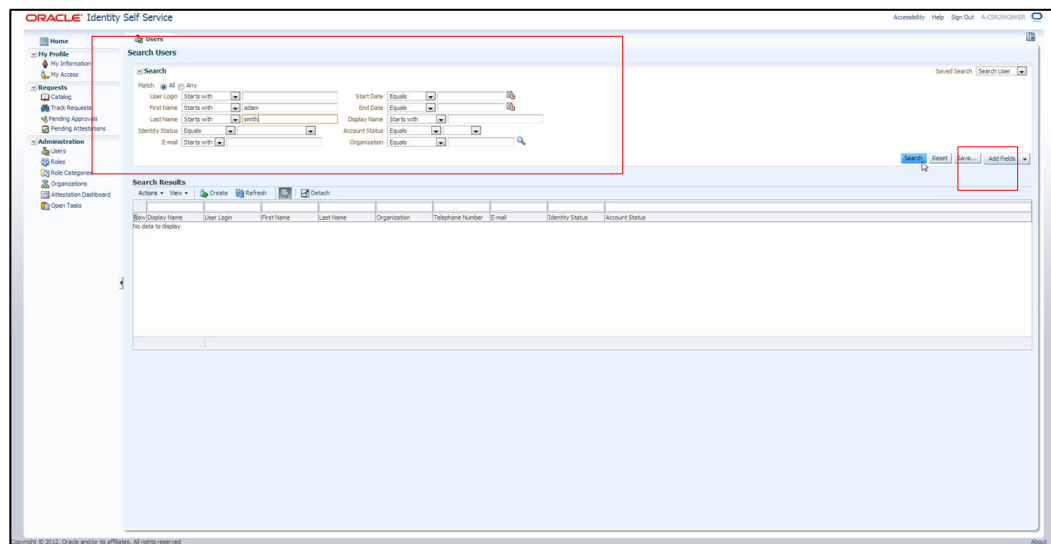
6 Oracle Identity Management (OIM):

If the OIM window opens and the page looks blank, **click on the Users link in the Administration menu.** This will load the Search Users and Search Results fields.



7 Search for User:

Enter the customer's First Name and Last Name in the Search Users section.
Enter any additional information in the Search section to filter the search further.
Click on the Search button to perform the search.



Unlock Individual or Employee Accounts

8 Highlight the Correct Customer:

In the Search Results section, **identify the correct customer and click on the row to highlight and activate the row**

Ensure the account is locked by confirming that the Account Status column displays Locked

Note: Do not click on the link in the User Login column. Doing so will open another window. Click anywhere else on the row to highlight and activate it.

The screenshot shows the Oracle Identity Self Service interface. The 'Search Users' section is active, displaying search filters for User Login, First Name, Last Name, Identity Status, E-mail, Start Date, End Date, Display Name, Account Status, and Organization. Below the filters, the 'Search Results' section shows a table with columns: Row, Display Name, User Login, First Name, Last Name, Organization, Telephone Number, E-mail, Identity Status, and Account Status. The first row is highlighted in red and has a red box around it. The second row is also highlighted in red. The third row is not highlighted. The 'Rows Selected' count is 1.

Row	Display Name	User Login	First Name	Last Name	Organization	Telephone Number	E-mail	Identity Status	Account Status
1	FIRST_NAME_LAST	CHANGE30	Adam	Smith	Standard Users		change25@biggoop.com	Active	Locked
2	FIRST_NAME_LAST	PHNT24381	Adam	Smith	Standard Users		phnt24381@ora.com	Active	Unlocked
3	FIRST_NAME_LAST	PHNT24381	Adam	Smith	Standard Users		phnt24381@ora.com	Disabled	Unlocked

Unlock Individual or Employee Accounts

9 Click the Unlock Account Button:

When the row is highlighted and activated, the Actions button bar will appear above the customer search results. **Click on the Unlock Account button.**

The Unlock Account dialog modal will be displayed confirming that you want to unlock the account. **Click the Unlock button.**

The screenshot shows the Oracle Identity Self Service interface. The 'Users' section is active, displaying a search bar and a table of search results. The 'Unlock Account' button in the actions bar is highlighted with a red box. The table below shows three rows of user data.

Row	Display Name	User Login	First Name	Last Name	Organization	Telephone Number	E-mail	Identity Status	Account Status
1	FPKST_NAME LAST	CHANGEST	Adam	Smith	Standard Users		change23@org...	Active	Locked
2	FPKST_NAME LAST	CHANGEST	Adam	Smith	Standard Users		dependen@who...	Active	Unlocked
3	FPKST_NAME LAST	PHONT24XB1	Adam	Smith	Standard Users		PHONT24XB1@w...	Disabled	Unlocked

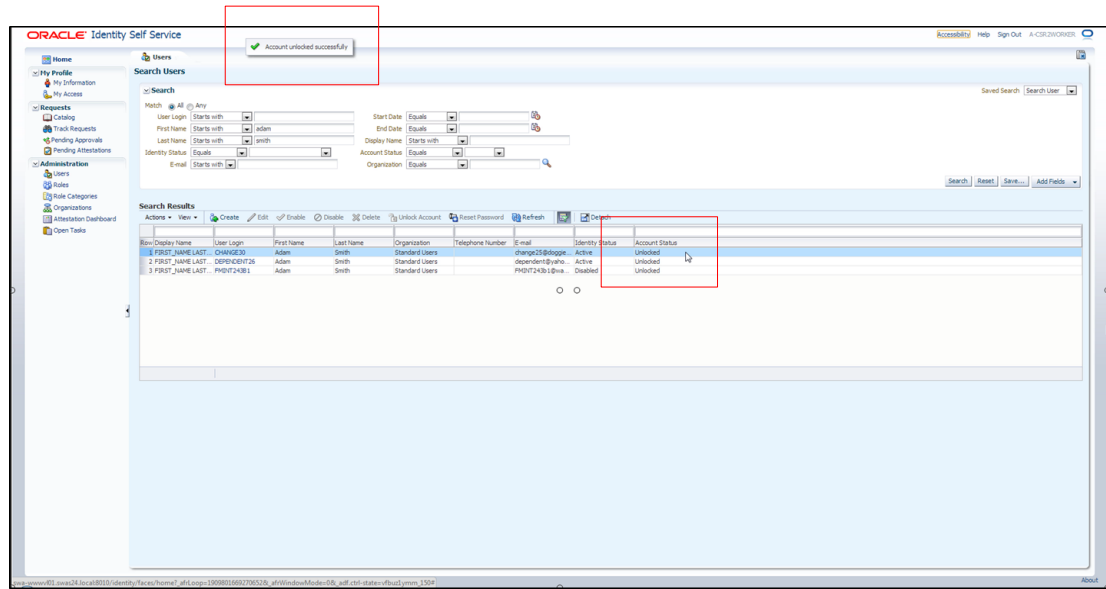
Unlock Individual or Employee Accounts

11

Account Unlocked Successfully:

When the account has been unlocked, a message will appear stating, “Account unlocked successfully.” Check the **Account Status** column to ensure the account status has changed from **Locked** to **Unlocked**.

You may now exit the OIM window.



ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

2. Dashboards

2.1. Application Submitted

2.1.1. User cannot update application

MESSAGE TEXT	N/A
OCCURS WHEN...	The eligibility determination for the household member has not been returned from the Eligibility Service OR the person has been denied eligibility as part of an application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution. If error message/error # does not match: Go to General System Error.
RESOLUTION	
1	Log in to your user account and go to the "Dashboard Account Home" page.
2	Search for the customer using search criteria on the page.
3	Verify the customer's identity
4	Click on the correct customer's link to enter the customer's "Dashboard Account Home" page.
5	Click on the "My Household" tab.
6	Click the "View my household's eligibility information" link.
7	Scroll to the bottom of the page and click the "Determine Eligibility" button.

ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure

2.1.2. Application Submitted Link is Greyed Out

MESSAGE TEXT	N/A
OCCURS WHEN...	The customer has been denied eligibility as part of an application OR customer submitted the application, however, there was a technical error that occurred that inhibited the ES from producing an eligibility determination OR a household member was found conditionally eligible for WAH on a pending status due to no SSN or Unverified SSN.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE	
1	<p>“Please read me the status of your application, listed at the bottom of your Account Home dashboard.”</p> <p>If status of “Application Submitted” link is present but inactive or greyed out, Go to Resolution</p> <p>If status does not match, perform new search for appropriate error code in this Desk Aid</p>
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	<p>Click on the Eligibility Service Results icon. Check if there is a request/response displayed.</p> <p>If Yes: Go to Step 6</p>

RESOLUTION	
	<p>If No: this means that the application has erred out and eligibility did not process. Return to the “Dashboard Account Home” and attempt to Re-determine Eligibility from the “View My Household’s Eligibility” screen OR select Complete My Application link If error persists, Go to Escalation</p>
6	<p>Was the individual eligible for WAH? If Yes: Verify that the status is either “Approved” or “Pending Medicaid.” This means the issue is error related. Return to the “Dashboard Account Home” and attempt to Re-determine Eligibility from the “View My Household’s Eligibility” screen. If error persists, Go to Escalation If No: Go to Step 7</p>
7	<p>Was the individual eligible for HIPTC? If Yes: This means the issue is error related. Return to the “Dashboard Account Home” and attempt to Re-determine Eligibility from the “View My Household’s Eligibility” screen. If error persists, Go to Escalation If No: Go to Step 8</p>
8	<p>Compare the HIPTC denial to Reason Code eligibility mapping. Was the eligibility mapping HPF Ineligible? If Yes: Individual was DENIED enrollment through the Washington Healthplanfinder. This is due to DENIAL <i>not</i> ERROR. If individual would like to apply again, Go to Step 9 If No: This individual was not denied QHP and therefore this issue is error related. Return to the “Dashboard Account Home” and attempt to Re-determine Eligibility from the “View My Household’s Eligibility” screen. If error persists, Go to Escalation</p>
9	<p>Return to the “Dashboard Account Home” and select “Start a New Application” in Quick Links. Proceed with application data collection process.</p>
ESCALATION	
	<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ – HCA Community Partners: Contact your local HCA Area Representative by following this link

ESCALATION

- Close call per standard procedure.

Emergency Pregnancy or Emergency Children's Scenarios:

If the application has erred out and the individual would otherwise be eligible for WAH pregnancy medical or children's medical (those with emergent medical needs) then complete the following steps:

Inform the customer:

This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.

Do Not log a Zendesk ticket for HCA-related issues.

Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application's error, you can call this number directly or offer to transfer the customer.

You will receive an "Eligibility Determination Notice" in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

- Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:
 - - Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
 - - Please direct customer to hyperlink noted above
 - - In instances where customers do not have ability or access:

o Please fill out all fields appropriately

- Provide brief description of issue experienced.

ESCALATION

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... <input type="button" value="v"/>
I have a:	Please Select... <input type="button" value="v"/>
Topic:	Please Select... <input type="button" value="v"/>
County:	Please Select... <input type="button" value="v"/>
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)



Other Comments:

HCA Error Code (3068, 3013, 3059, 3066, 3074):

Close call per standard procedure

2.2. Uploaded Documents Missing From Dashboard

OCCURS WHEN... A customer has uploaded documents to their dashboard for reasons such as verifying identity, citizenship, etc. The uploaded documents do not appear on the customer’s dashboard. (Customer may be upset because PII was included in their document and they believe the document has gone “missing” in our system).

Note: This may be a sensitive issue for the customer. Seek assistance from Call Center, if needed.

- ACCESS** Customer
- STATUS** Customer Support Representative
- Lead Organization
- Certified Application Counselor
- Navigator
- Broker
- HCA Community Partner
- Tribal Assister

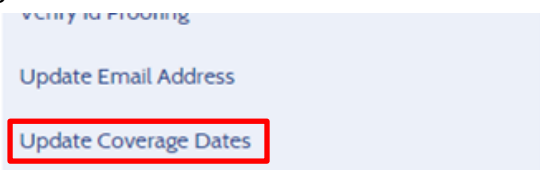
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	<p>Enter the customer’s dashboard to search for the documents they claim were uploaded.</p> <p>If you see the documents: inform the customer the documents are visible on your end. Ask the customer to try refreshing their screen or uploading the docs one more time on their end. Let the customer know, even if they cannot get the docs on their dashboard, you have access to the documents needed to complete the verification process or other action that is required.</p> <p>If you do not see the documents, Go to Step 6.</p>
6	Ask customer to re-upload documents to Washington Healthplanfinder. If after the re-upload the documents still are not visible, Go to Escalation.
ESCALATION	

Note: *This may be a sensitive issue for the customer. Seek assistance from your supervisor, if needed.*

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

2.3. Aligning APTC and Coverage Start Dates

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	<p>Customers receive a plan start date that does not follow the 23rd rule, or a retro plan start date without using the retro coverage link. Customers may also be experience invoice issues related to APTC misalignment such as: APTC missing from the invoice, being billed incorrectly for one month of coverage, or client enrollment issue due to a missing payment.</p>

RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	<p>Confirm plan coverage and APTC start date in the customer’s account by clicking the “Update Coverage Dates” link:</p> 
6	<p>Explain the issue is related to an incorrect start date for the tax credit within the account.</p> <p>Go to Escalation.</p>

■ ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

2.3.1. Dual Eligibility Segments

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	The Eligibility Service (ES) returns more than one 2016 Advanced Premium Tax Credit (APTC) segment with different start dates. Healthplanfinder cannot process the enrollment when the start dates are different.

RESOLUTION	
1	Log in to your account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using Standard Operating Procedures (SOP).
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	Verify the customer is receiving inconsistent tax credits.
7	Inform customer that this is a known issue and high-priority for our technical team, and they will receive an update by email if an email address is on file or postal mail when their application is ready to finalize enrollment.
8	Verify the customer’s mailing and email address on their Healthplanfinder account and Go to Escalation .
ESCALATION	
	<ul style="list-style-type: none"> ▪ Inform the Customer, “I apologize for the difficulties with your Washington Healthplanfinder application. The issues you described regarding inconsistent tax credit amounts is actually an issue that is currently being looked into by our technical teams. Once the issues are resolved, the Washington Health Benefit Exchange will notify you by email or

ESCALATION

postal mail with the steps to finalize your enrollment. You have until January 23rd to enroll for February 1st coverage.

2.3.2 No 2016 Eligibility Segment Available

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	The Eligibility Service (ES) is not returning a 2016 segment when customer has either open enrollment or Special enrollment. Customer may not have the ability to shop for 2016 plans.

RESOLUTION	
1	Log into your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using Standard Operating Procedures (SOP).
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	Proceed through Renewal by selecting “Update and Renew Coverage” or “Complete my App” from the Quick Links.
7	Verify the customer’s mailing and email address on their Healthplanfinder account.
8	Confirm the 2016 segment is available by viewing Select a plan option on the customer’s dashboard. Customer should now be able to select an option for 2016. <ul style="list-style-type: none"> ▪ If resolution is unsuccessful Go To Escalation.
9	Close call per Standard Operating Procedure.
ESCALATION	
<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: 	

ESCALATION

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **CACs:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>.
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3. Individual Application

3.1. Families with Children 19 and Older

3.1.1. WAH – Child is 19 Years or Older

MESSAGE TEXT	“Separate Application is needed” for Child who is 19 years or older.
OCCURS WHEN...	Primary Applicant is applying for Medicaid, and includes child of 19 years or older on their application. The child is not a tax dependent of the Primary Applicant.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

TRIAGE	
1	“Please read me the text of your error message.” If error message/error # matches or is similar: Go to Resolution If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error .
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Verify that you are speaking to the Primary Applicant or Authorized User on the application.
6	Note: Before continuing, you must talk to the 19+ year old child. You cannot make a new application without speaking to the applicant (19+ year old child).

RESOLUTION	
	<p>Once you are on the phone with the child, ask whether the child will be a tax dependent of the parents.</p> <ul style="list-style-type: none"> ▪ If Yes: Go to Step 7 ▪ If No: Go to Step 9
7	<p>Create a new application for the 19 + year old child. (Because it is a Medicaid application, even if the child is a dependent, they must have their own application.)</p>
8	<p>On the 19 + year olds app: add primary tax filer, tax filer spouse, and all additional dependents, but indicate “not seeking coverage” for these household members.</p> <p>Complete and submit application. If error occurs, triage using desk aid to determine if there is an Eligibility Service (ES #) Error associated with the message you receive.</p>
9	<p>Explain the need for a separate application from their household (as needed) and assist them in creating a new application for themselves.</p> <ul style="list-style-type: none"> ▪ If the 19 + year old is a dependent of someone else (not the original primary applicant) Go to Step 10 ▪ If the 19+ year old is NOT a dependent of anyone, and either does not file taxes or files their own taxes, Go to Step 11
10	<p>On the 19 + year olds app: add primary tax filer, tax filer spouse, and all additional dependents, but indicate “not seeking coverage” for these household members.</p> <p>Complete and submit application. If error occurs, triage using desk aid to determine if there is an Eligibility Service (ES #) Error associated with the message you receive.</p>
11	<p>The 19 year old should only apply for “Myself” on their application and should not include any other household members.</p> <p>Complete and submit the application. If error occurs, triage using desk aid to determine if there is an Eligibility Service (ES #) Error associated with the message you receive.</p>
ESCALATION	
<p>Try to find the correct error message somewhere else in the desk aid.</p> <ul style="list-style-type: none"> – If the error message cannot be found, follow process for Troubleshooting Desk Aid entry: General System Error <p>Close call per standard procedure</p>	

3.1.2. Baby Does Not Have SSN

MESSAGE TEXT	Newborns in “Pending” status due to not providing an SSN for the baby.
OCCURS WHEN...	Newborn is added as dependent without a valid SSN listed. Mother may or may not be on Washington Apple Health at the time of birth.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

TRIAGE	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	“Please read me the text of your error message.” If error message/error # matches or is similar: Go to Escalation If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error .
ESCALATION	
<p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p>	

ESCALATION

You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the AskMagi email process and send an email to HCA using the following guidelines:

Email to: ASKMAGI@hca.wa.gov

Subject Line: HCA Error Code

Body of Email Should Include:

- HBE Staff First Name:
- HBE Staff Last Name:
- HBE Email Contact for responding:
- HPF Application ID#:
- Applicant Name (First, Last):
- Applicant DOB:
- HCA Error Code (3068, 3013, 3059, 3066, 3074):

Close call per standard procedure

3.1.3. Adding a Newborn to a WAH Application

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	A mother calls in and needs to add her newborn after previously indicating pregnancy on the application.

RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Click the “User Search” tab.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using Standard Operating Procedures (SOP).
6	Click on the “Report a Change in Income or Household” link in the “Quick Links” section.
7	Select “Yes” for “Someone needs to be added to or removed from my list of household members to be considered for coverage” and click “Next”.
8	Click “Add Member” on the “Do you have other household members or tax dependents?” screen.
	<ul style="list-style-type: none"> ▪ For the “Add Household Member” modal:

RESOLUTION

Add Household Member

FIRST NAME * M.I. LAST NAME * SUFFIX

Baby Eg. J Doe

SOCIAL SECURITY NUMBER * DATE OF BIRTH * SEX *

Eg. 123-45-6789 12/02/2015 MALE FEMALE

RACE -Select an Option- HISPANIC ORIGIN * -Select an Option-

Aleut
Asian Indian
Black/African American

IS THIS PERSON AN AMERICAN INDIAN OR ALASKA NATIVE ? * YES NO

HOW IS THIS PERSON RELATED TO THE PRIMARY APPLICANT ? *

Child

Cancel Save Save & Add Another

- Complete all required fields marked with a red asterisk* to add the newborn
- Click “Save” and then “Next” to continue
- Please note that reporting a SSN is not required, but is helpful to include if available

▪ On the “Set Household Relationship” screen:

washington healthplanfinder
click. compare. covered.

1 Browse 2 Apply 3 Select 4 Finalize

Set Household Relationships

* REQUIRED FIELD

Please indicate relationship between the household members below.

JANE DOE'S RELATION TO BABY DOE *

Parent

BABY DOE'S RELATION TO JANE DOE *

Child

Back Next

- Complete the household relationships and click “Next” to continue

▪ On the “Additional Questions” screen:

RESOLUTION

washington healthplanfinder
click. compare. covered.

1 Browse 2 Apply 3 Select 4 Finalize

Additional Questions * REQUIRED FIELD

Answers to these questions are necessary to process your application. Please respond to the questions below and only select the applicable household members.
Note: The only names that will appear are for the individuals that you indicated you wanted enrolled in coverage.

Is every member on this application a U.S. citizen (including naturalized or derived citizenship) or U.S. national? YES NO

Is any household member on this application currently incarcerated? YES NO

Has any household member on this application regularly used tobacco products in the past 6 months? YES NO

Is any household member on this application currently pregnant? YES NO

Jane Doe
Pregnancy Due Date
Number of babies expected

Does any household member on this application have health insurance other than Washington Apple Health or coverage purchased from Washington Healthplanfinder? YES NO

- Update the pregnancy question to “No”

- **On the “Pregnancy End Date” modal:**

Additional Questions * REQUIRED FIELD

Answers to these questions are necessary to process your application. Please respond to the questions below and only select the applicable household members.
Note: The only names that will appear are for the individuals that you indicated you wanted enrolled in coverage.

Is every member on this application a U.S. citizen (including naturalized or derived citizenship) or U.S. national? YES NO

Is any household member on this application currently incarcerated? YES NO

Has any household member on this application regularly used tobacco products in the past 6 months? YES NO

Is any household member on this application currently pregnant? YES NO

Pregnancy End Date

You have indicated that the following individual is no longer pregnant. Please provide the date of this change.

JANE DOE PREGNANCY END DATE

- Update the date of birth for the newborn

- **On the “Additional Questions” screen:**

RESOLUTION

- Update the “Date of Residency” to the newborn’s birthdate
- **Note:** Newborns born to a mother on Medicaid are U.S. Citizens.

- **Scroll** through and click “next” on the “Additional Screening Questions,” “Household Income,” and “Application review pages, making any applicable changes.

- **After the “Application Review” screen** a pop up box will request “Verification of Citizenship/Lawful Presence” for the newborn

- **Click** “Continue”

Confirm the “Eligibility Results” page has been updated to display health care coverage of the newborn.

- Close call per Standard Operating Procedure

ESCALATION

- **No Escalation is needed. Do not log a Zendesk ticket for HCA-related issues.**

Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.

ESCALATION

You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

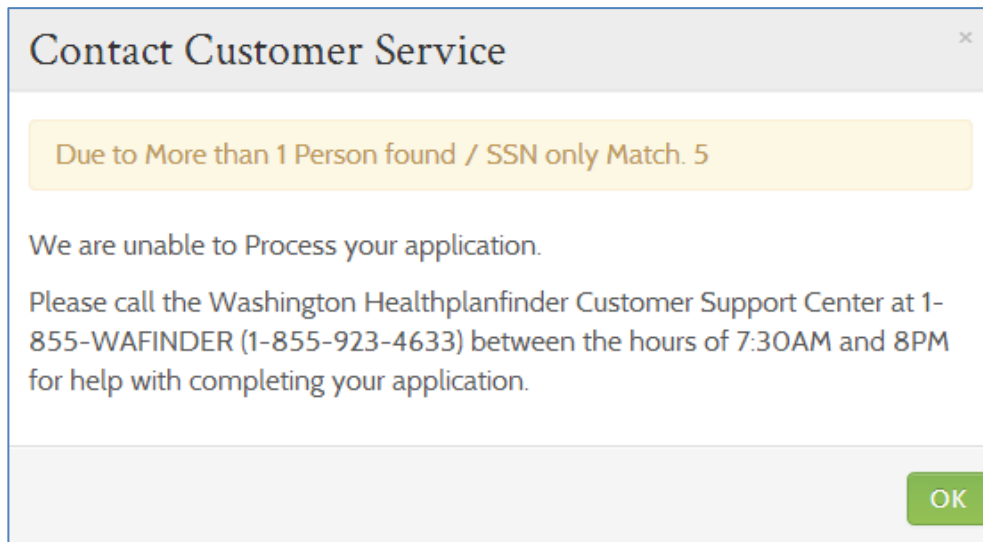
(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately

3.2. About You Page

3.2.1. Person ID Matching –FN/LN/DOB Match Only (No SSN)



MESSAGE TEXT	Due to More than 1 Person found / SSN only Match. 5 We are Unable to Process your application. Please contact the Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
OCCURS WHEN	A customer enters a first name, last name, and date of birth that matches another customer in the system.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution

	If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
--	--

RESOLUTION

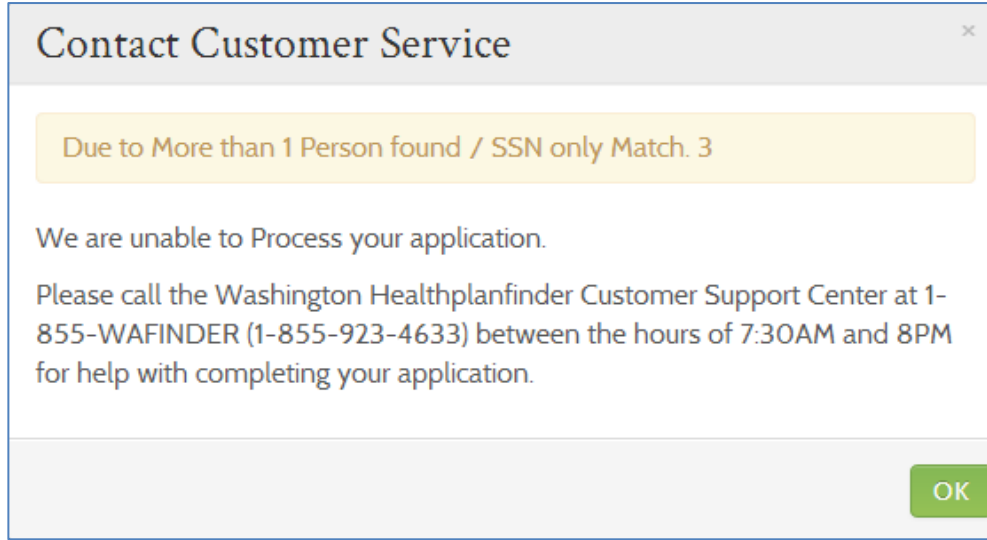
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the “Create Application” link in the “Quick Links” section.
5	Ask the customer if they already have a Washington Healthplanfinder account and want to login using their existing account. If they have an account: Go to Step 7 If they do not have an account: Go to Step 6
6	Ask the customer if they would like you to create a Washington Healthplanfinder account? If they want an account: Go to Step 8 If they do not want an account: Go to Step 9
7	Click on the “Use Existing Account” button. Enter the customer’s user ID and email address and click the “Next” button. Go to Step 10.
8	Create an account for the customer by filling in all the necessary information on the “Create Account” page and clicking the “Create Account” button. Go to Step 10.
9	Click the “Skip Account Creation” button at the bottom of the “Create Account” page.
10	Enter the customer’s first name, last name, and date of birth into the appropriate fields. Do not enter their SSN at this time. Complete the remaining fields on the page and click the “Next” button. A popup will appear with the same error that the customer received. This popup will have two additional buttons.
11	Ask a supervisor how to proceed. If no supervisor is available, Go to Escalation.

ESCALATION

<p>If the customer has any problems with providing data or if you suspect that the customer’s information may have been fraudulently entered by another person into the Washington Healthplanfinder, Log a Zendesk ticket:</p> <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ 	
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- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.2.2 Person ID Matching – SSN Match



MESSAGE TEXT	Due to More than 1 Person found / SSN only Match. 3 We are Unable to Process your application. Please contact the Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
OCCURS WHEN	A customer enters an SSN that matches another customer's SSN in the system.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE	
1	<p>"Please read me the text of your error message."</p> <p>If error message/error # matches: Go to Resolution</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the “Create Application” link in the “Quick Links” section.
5	Ask the customer if they already have a Washington Healthplanfinder account and want to log in using their existing account. If they have an account: Go to Step 7 If they do not have an account: Go to Step 8
6	Ask the customer if they would like you to create a Washington Healthplanfinder account? If they want an account: Go to Step 8 If they do not want an account: Go to Step 9
7	Click on the “Use Existing Account” button. Enter the customer’s user ID and email address and click the “Next” button. Go to Step 10.
8	Create an account for the customer by filling in all the necessary information on the “Create Account” page and clicking the “Create Account” button. Go to Step 10.
9	Click the “Skip Account Creation” button at the bottom of the “Create Account” page. Go to Step 10.
10	Enter the customer’s first name, last name, date of birth, and social security number into the appropriate fields, exactly as entered by the customer originally. Complete the remaining fields on the page and click the “Next” button. A popup will appear with the same error that the customer received. This popup will have two additional buttons.
11	Ask a supervisor how to proceed. If no supervisor is available, Go to Escalation.

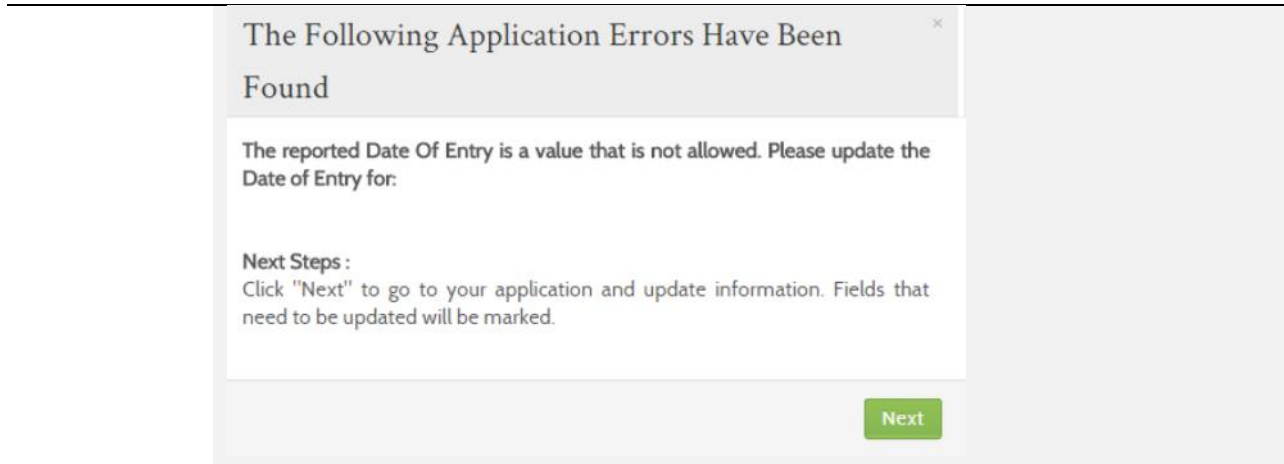
ESCALATION	
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If the customer has any problems with providing data or if you suspect that the customer’s information may have been fraudulently entered by another person into the Washington Healthplanfinder, Log a Zendesk ticket:

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

3.2.3. Self-Attest Date of Entry



MESSAGE TEXT	Reason Code 200: You don't meet the citizenship requirements to receive Washington Apple Health. You are ineligible for Medicaid for 5 years from your date of entry to the U.S.
OCCURS WHEN	A customer receives Reason Code 200 (Non-Citizen Medicaid – lawfully present but not met 5 year bar).
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE

1	<p>“Please read me the text of your error message.”</p> <ul style="list-style-type: none"> ▪ If error message/error # matches: Go to Resolution. ▪ If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
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RESOLUTION

Log in to your user account and **go** to the “Dashboard Account Home” page.

RESOLUTION

Search for the customer using search criteria on the page.

Verify the customer's identity

Click on the "Create Application" link in the "Quick Links" section.

Ask the customer if they already have a Washington Healthplanfinder account and want to log in using their existing account.

If they have an account: **Go to Step 7**

If they do not have an account: **Go to Step 8**

Ask the customer if they would like you to create a Washington Healthplanfinder account?

If they want an account: **Go to Step 8**

If they do not want an account: **Go to Step 9**

Click on the "Use Existing Account" button. **Enter** the customer's user ID and email address and click the "Next" button. **Go to Step 10.**

Does the customer self-attest to a Date of Entry more than 5 years ago who get denied WAH for Reason Code 200 (has not met the 5-year bar)?

- **If Yes: Go to Escalation**
- **If No: Go to Step 7**

Does the customer self-attest to a Date of Entry less than 5 years ago and is approved for Washington Apple Health when they should be denied for Reason Code 200 (has not met the 5-year bar)?

- **If Yes: Go to Escalation**

ESCALATION

Inform the customer:

"This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority."

Do Not log a Zendesk ticket for HCA-related issues.

Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application's error, you can call this number directly or offer to transfer the customer.

You will receive an "Eligibility Determination Notice" in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington

Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magiccontactus/ContactUs.aspx>

Please direct customer to hyperlink noted above

In instances where customers do not have ability or access:


- Please fill out all fields appropriately

Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▾
I have a:	Please Select... ▾
Topic:	Please Select... ▾
County:	Please Select... ▾
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)
Other Comments:	<input type="text"/>



HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.3. Primary Applicant's Information Page

3.3.1. 2016 Tax Filing Status Error

Primary Applicant's Taxes * REQUIRED FIELD

We need to collect some tax information about you and your household from last year to verify your income and provide you accurate information about health insurance available to you.

Please provide tax filing status for next year

WHAT WAS YOUR TAX FILING STATUS FOR TAX YEAR 2013? * ⓘ

Married filing taxes separately ▼

IS THIS PERSON PLANNING TO HAVE THE SAME TAX FILING STATUS AS THAT OF 2013 FOR TAX YEAR 2014? * ⓘ

YES

NO

WHAT WILL BE YOUR TAX FILING STATUS FOR TAX YEAR 2014? * ⓘ

Married filing taxes separately ▼

[← Back](#) [Next](#)

Edit Household Member

Please provide tax filing status for next year

FIRST NAME *	M.I.	LAST NAME *	SUFFIX
██████████	█	██████████	▼

SOCIAL SECURITY NUMBER ⓘ	DATE OF BIRTH * ⓘ	SEX *
██████████	██████████	<input checked="" type="radio"/> MALE <input type="radio"/> FEMALE

RACE	HISPANIC ORIGIN ⓘ
Thai Unreported Vietnamese White	Not Spanish/Hispanic ▼

IS THIS PERSON AN AMERICAN INDIAN OR ALASKA NATIVE ? * ⓘ YES NO

HOW IS THIS PERSON RELATED TO THE PRIMARY APPLICANT ? * ⓘ

[← Cancel](#) [Save](#)

MESSAGE TEXT	Please provide tax filing status for next year.
OCCURS WHEN...	Customer is entering tax filing information for the Primary Applicant or Dependents.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE	
1	<p>Ask the customer to describe their error.</p> <p>If the error message matches either of the two screenshots listed above for the tax filing status, Go to Resolution</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	Click on the “Complete My Application” link.
7	For errors with Primary Applicant’s tax filing status, navigate to the Primary Applicant’s Information page. For error with household members’ tax filing status, navigate to the Add Household Members page.
8	Review the questions on the screen with the customer and fill out the answers to every question, or for adding a household member (if applicable).
9	Click Next or Save (as applicable) and continue assisting the customer, as needed, to complete the application.

ESCALATION

1

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.3.2. ID Proofing

Contact Customer Service ×

Due to No Security Question Answer available. null

We are currently unable to use our automated service to verify your identity.
Please contact Customer Support at 1-855-WAFINDER (1-855-923-4633) for further assistance.

OK

Contact Customer Service ×

Due to ID Proofing Connection / Validation. null

We are Unable to Process your application.
Please call customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 7:30AM and 8PM for help completing your application.

OK

Contact Customer Service ×

We are currently unable to use our automated service to verify your identity.
Please contact Customer Support at 1-855-WAFINDER (1-855-923-4633) for further assistance.

OK

MESSAGE TEXT	<p>Due to ID Proofing Connection / Validation. null</p> <p>We are Unable to Process your application.</p> <p>Please contact the Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.</p> <p>OR</p> <p>We are currently unable to use our automated service to verify your identity. Please contact Customer Support at 1-855-WAFINDER (1-855-923-4633) for further assistance.</p> <p>OR</p> <p>Due to No Security Question Answer available.</p> <p>We are unable to Process your application.</p> <p>Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.</p> <p><i>Note: There are many variations of this message. As long as it says ID Proofing or Unable to Verify Your Identity, follow the steps below.</i></p>
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OCCURS WHEN...	<p>The identity proofing services cannot verify a person’s identity. This can happen for a number of reasons, including (1) the customer or one of the applicants has a hyphenated first, middle, and/or last name OR (2) the customer’s information such as SSN, Address, etc. cannot be verified by the federal hub, either because it comes back as unverified or because the identity proofing services cannot be reached at that time.</p>
-----------------------	---

ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
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TRIAGE	
1	<p>Please read me the text of your error message.</p> <p>If the message matches or contains “ID Proofing” or “We are currently unable to use our automated service to verify your identity” anywhere in the message, inform the customer the following and then Go to Resolution</p>

	<p>“Our automated service was unable to verify your identity. This can happen for a variety of reasons, so I am going to help you troubleshoot to determine next steps.”</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
--	--

RESOLUTION	
-------------------	--

1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	<p>Ask the customer if they have any special characters in any part of their name, such as hyphens, apostrophes, etc. Also ask if the customer has a compound first name (Ex: MaryJo).</p> <p>If Yes: Go to Steps 6 and 7</p> <p>If No: Go to Step 8</p>
6	<p>Use the rules below to make sure the customer’s name is entered correctly on the About You page:</p> <p>Specify that the name should be entered exactly as it appears on the customer’s Social Security Card.</p> <p>For First Name Use the full name if available The minimum entry is the first name initial Blanks and special characters are NOT permitted Compound names should NOT be split between the first name and middle name (Example: Mary Jo should be first name: MaryJo) Maximum length of first name is 20 characters</p> <p>For Surname/Last Name Full surname/last name is required Surnames/Last Names must be at least two characters Blanks ARE permitted (e.g. La Cava should be entered as La Cava, not as Lacava). If someone has two surnames/last names, split with a hyphen (e.g., Smith-Jones) Apostrophes are permitted in the surname (e.g., O’Brien) but limited to D, L, and O No other special characters permitted Maximum length of surname/last name is 20 characters</p>


RESOLUTION

	<p>For Middle Name A full middle name cannot be entered – only the middle initial is accepted Leave blank if there is no middle name (i.e., do not put in an X)</p>
7	If everything is correctly entered and customer still receives error, Go to Step 8.
8	<p>Ask the customer to review their address information to ensure there are no errors or special characters. If the customer confirms their address is also entered correctly, Go to Step 9.</p>
9	<p>Ask the customer: “Have you or any of your dependents had state medical assistance before?” (e.g. Medicaid) If Yes: Go to Step 10 If No: Go to Step 12</p>
10	<p>Ask the Primary Applicant: Were you listed as the Head of household on your previous medical assistance application? If Yes: Go to Step 11 If No: update the application so the primary applicant listed is the same person who was listed as head of household on their previous medical assistance applications. If this still does not resolve the issue, Go to Step 12</p> <p style="text-align: center;"><i>Note: If the applicant is 19 years old or older, they must remain as the head of household on their own application. Do not add their parents as the Primary Applicant.</i></p>
11	<p>Ask the Primary Applicant: Have you moved since you last applied? If Yes, update address in application If No, Go to Step 12</p>
12	<p>Ask the customer: “Have you uploaded or submitted any identity-related documents to your account” If Yes: Go to Step 18 If No: Go to Step 14</p>
13	<p>Inform the customer: “At this point, you must first upload or submit specific identification-related document(s) to your account, which must then be verified and approved by customer service, before you will be allowed to complete your application.”</p>
14	Describe the various types of acceptable ID Proofing documentation.

RESOLUTION

	<p>If the Individual is calling you because of the failed ID Proofing, proceed with the following steps...</p> <p>Ask the individual if they or any of their dependents have ever received Medicaid assistance?</p> <p>If the answer is Yes... HCA may confirm the identity, if valid documentation is on file in the ACES system</p> <ol style="list-style-type: none"> Instruct the customer that they will need to have the HCA confirm their identity Could transfer the call to HCA HCA will do a search in the ACES database HCA will confirm if there is proof of identity on file in ACES If proof is on file, HCA will upload the document to Healthplanfinder and update status to "reviewed" Once HCA does this, inform customer to call Washington Healthplanfinder Support again and ask a CSR to perform manual document verification <p>If the answer is No or there is no proof on file in ACES... Explain to the individual that they have failed to pass the identity proofing service required by federal law. They must submit documentation to the Healthplanfinder by mail, online, or provide to an in-person assister, navigator, or broker within 90 days.</p> <ul style="list-style-type: none"> ID Proofing may be attempted a maximum of 2 times per week After 90 days, the application will be purged if not completed, as an "Incomplete Application". 	<p>List of Approved Documents</p> <ul style="list-style-type: none"> • Driver's license issued by state or territory • U.S. Passport or U.S. Passport Card • School identification card • U.S. Birth Certificate • Voter registration card • U.S. military card or draft record • Identification card issued by the federal, state, or local government, including a U.S. passport • Military dependent's identification card • Native American Tribal document • U.S. Coast Guard Merchant Mariner card • Permanent Resident Card or Alien Registration Receipt Card (Form I-551) • Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa • Employment Authorization Document that contains a photograph (Form I-766) • A foreign passport with Form I-94 or Form I-94A bearing the same name as the passport • Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI
<p>15</p>	<p>Direct the customer to the Action Center tab on the Individual Dashboard, which is where they should upload their document(s). This is the fastest and most direct document submission method.</p> <p><i>Note: If the customer is unable to upload documents to Washington Healthplanfinder, please provide them with the following alternative document submission pathways:</i></p> <p>To submit documentation by Mail: Customer must include the following in their letter: Full name, Application ID, and photocopies of identity documentation. Mailing address:</p> <p style="text-align: center;">Washington Healthplanfinder PO Box 946 Olympia, WA 98507</p> <p>To submit documentation by Fax: Customer must include the following in their fax: Full name, Application ID, and photocopies of identity documentation Fax number: 1-360-841-7620</p>	
<p>16</p>	<p>Instruct the customer to call back once they have uploaded or submitted all necessary document(s). Please note it may take a few days to process documents if they were sent via mail or fax. Close the call per standard procedure.</p>	

RESOLUTION

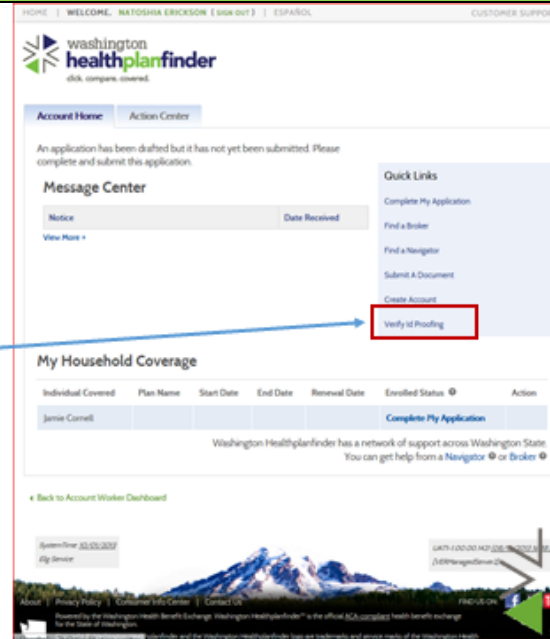
	<p>Note: <i>If this is an emergency situation, do not end the call. Alert a supervisor for instruction on how to move forward.</i></p>
17	<p>Go to the individual’s Action Center tab and see if the correct types of documents are present.</p> <p>If No: <i>Go to Step 20</i></p> <p>If Yes AND individual is HIPTC or QHP-eligible: <i>Go to Step 19</i></p> <p>If Yes AND individual is WAH-eligible, <i>Continue through Step 17</i></p> <p>If Yes AND customer reports that they are receiving the “Validation.Null” error message (screenshot at beginning of this section): Go to Step 21</p> <p>If customer claims they have already submitted documentation via mail, fax, or email, but the documentation is not yet showing up in their dashboard, inform the customer the following and then end the call per standard procedure:</p> <p style="padding-left: 40px;">“Documentation submitted by methods other than direct upload is processed in the order that it is received. Your documents have not been processed yet. Please call back later.”</p> <p style="text-align: center;">Note: <i>If this is an emergency situation, do not end the call. Alert a supervisor for instruction on how to move forward.</i></p>
18	<p>Perform Manual ID Proofing.</p> <p style="color: #0070c0;">When Documentation is Submitted To Healthplanfinder...</p> <p style="color: #0070c0;">CSR’s will be responsible for updating the status of ALL documents submitted to Healthplanfinder <i>(With the exception of those documents uploaded by an HCA worker)</i></p> <p style="color: #0070c0;">IPA’s, Brokers, and Community Partners have been given instructions as follows for submitting documents to Healthplanfinder...</p> <ol style="list-style-type: none"> a. An the Individual’s Dashboard Select “Action Center” b. Under “Category” field, select “Conditional Eligibility-Other” c. Under “Type of Document”, select “Other Documents” d. Assign to Household member e. Provide the following comments in the “additional information” section: <ol style="list-style-type: none"> a. Individual failed Identity proofing service, submitted proof of Identity. Identity confirmed. Document status needs updating to “reviewed” b. An HBE account worker will update the status to “reviewed” when they work the documents verification queue f. Upload Document <p style="color: #0070c0;"><i>(See attached training for IPA’s)</i></p> <p style="color: #0070c0;">Because there is no clear directive for individuals to upload proof of identity from the dropdowns on the document upload, CSR’s should work all document queues to ensure there are no documents pending review</p> 

RESOLUTION

Manual Verification process for Identity...

After identity has been confirmed and documentation has been reviewed; update the verification status of identity by...

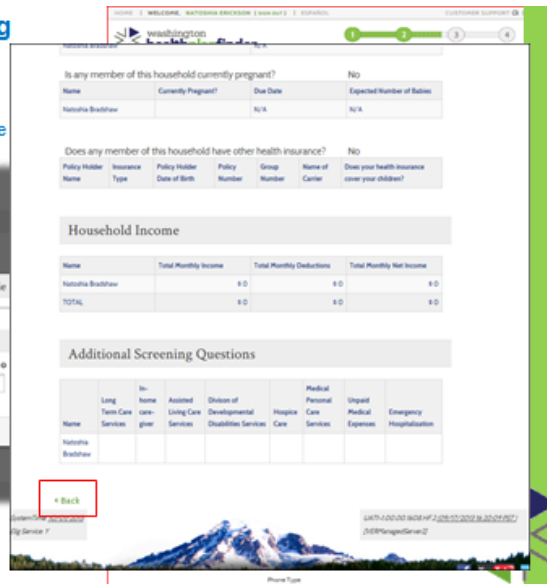
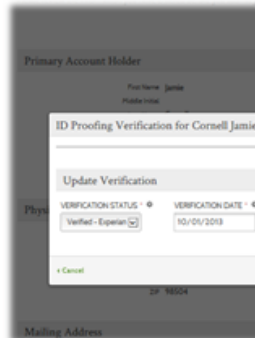
1. Accessing the individual's Dashboard.
2. Invoking ID Proofing
 - a) On the "Account Home" Select the "Verify ID Proofing" link; located under the Quick Links
3. Healthplanfinder will route you to the "Application Review" screen



Overriding the Failed Identity Proofing Service...

Update the verification status of identity by...

- Selecting the "ID Proofing" link located directly above the Account Holder information
- This will generate the verification modal
- Update the "Verification Status" to "Manually Verified"
- Enter current date, or date received at the Hub Imaging Unit, in the "Verification Date" field
- Select "Update"
- On the application Review Screen select "Back"



RESOLUTION

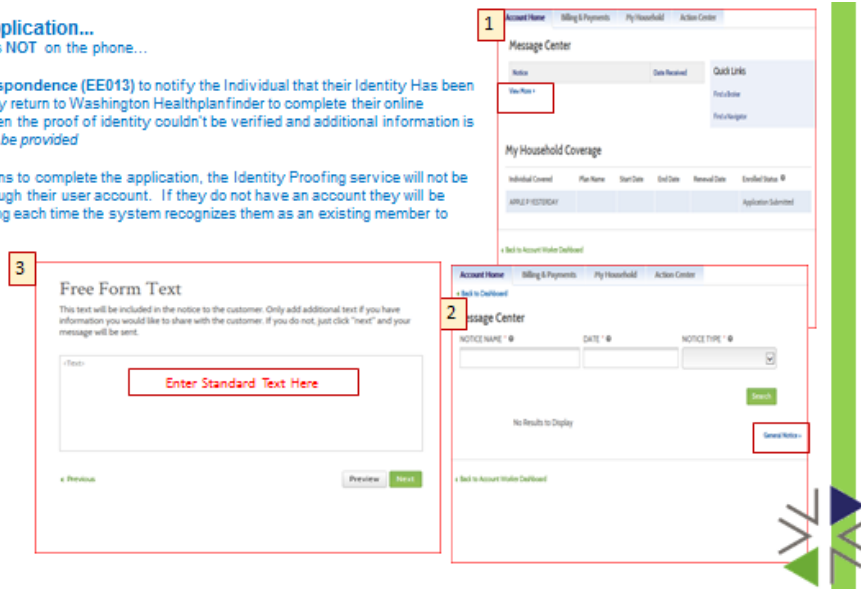
19 Go to assist the customer with filling out their application, as needed.

Completing the Application...

If the Primary Applicant is NOT on the phone...

Create a **General Correspondence (EE013)** to notify the Individual that their Identity Has been verified and that they may return to Washington Healthplanfinder to complete their online application as well as when the proof of identity couldn't be verified and additional information is needed. *Standard text to be provided*

When the individual returns to complete the application, the Identity Proofing service will not be invoked if they log in through their user account. If they do not have an account they will be subject to Identity Proofing each time the system recognizes them as an existing member to HPF

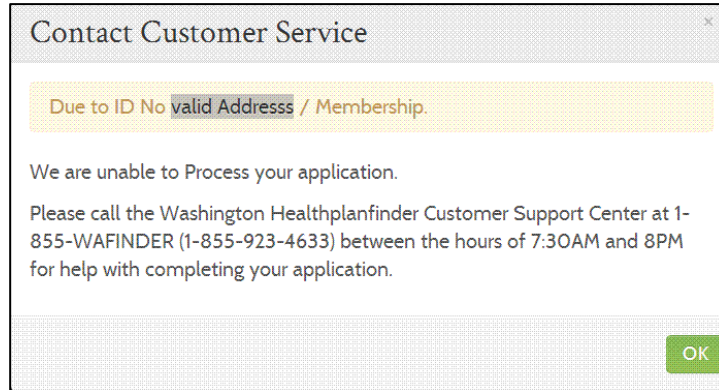


20 If customer has already submitted documentation AND received the “Validation.Null” error, **Go to Escalation**.

ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.3.3. Due to ID No valid Address / Membership



MESSAGE TEXT	Contact Customer Service Due to ID No valid Address/Membership We are Unable to Process your application. Please contact the Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
OCCURS WHEN...	An individual attempts to create a new Individual/Family application when they already have or had an Employee application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Please read me the text of your error message. If the message matches Go to Escalation

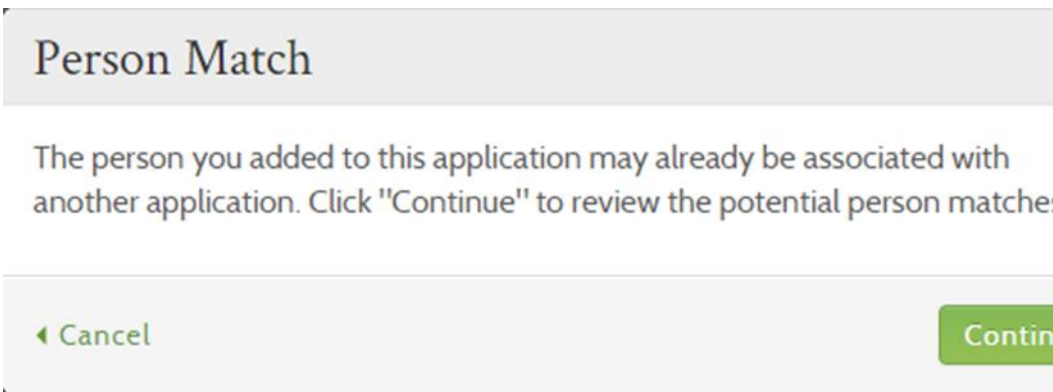
If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to <i>General System Error</i> .
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ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.4. Add Household Members Page

3.4.1. Partial Match of Household Member



OCCURS WHEN... Household member is added to an application when that member is currently already listed on the application or was previously listed on the application at an earlier time but was later removed.

- ACCESS STATUS**
- Customer
 - Customer Support Representative
 - Lead Organization
 - Certified Application Counselor
 - Navigator
 - Broker
 - HCA Community Partner
 - Tribal Assister

TRIAGE	
1	Verify the customer’s identity.
2	<p>Go to User Search and search for the household member who the customer is looking to re-add to their application.</p> <p style="text-align: center;"><i>Note: If the household member was previously listed on this application or another application, their name should still appear in search results.</i></p>
3	Look closely at the search results, and identify with the customer the exact individual who is a member of the household. Take note of the exact spelling of the First Name, Last Name, Social Security Number, and Date of Birth and ensure that these match the individual in question.

RESOLUTION

1	Go to the customer’s application and navigate to the “Additional Household Members” screen.
2	Add new household member. <i>Note: Take care to spell the First Name, Last Name, Social Security Number, and Date of Birth exactly as they were listed for the individual in the User Search results.</i>
3	If a partial (but not exact) match for the household member was not found, an identity match pop-up screen will appear which will provide two options: to “Continue as Existing” or “Continue as New.” Close the pop-up screen and review again the spelling of details for the added household member. If the identity match pop-up screen appears again, Go to Escalation If there is an exact match and Washington Healthplanfinder accepts the submission, continue to assist the customer, as needed, to complete the rest of the application

ESCALATION

- If other issues exists, Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.4.2. Married Filing Jointly Tax Filing Status Error

MESSAGE TEXT	Customer receives an error on the Add household page with a variation of the error: "Married Filing Jointly" Tax Filing status is incorrect. NOTE: <i>There are many variations of this message. As long as it says "Married Filing Jointly" in the error, follow the steps below.</i>
OCCURS WHEN...	The customer files taxes "Married Filing Jointly," but fails to enter correct information about other household members that correlate to that tax status.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

TRIAGE	
1	<p>Please read me the text of your error message.</p> <p>If the message matches or contains "Married Filing Jointly" and the customer agrees that is their correct tax filing status, continue to Resolution</p> <p>If the message matches or contains "Married Filing Jointly" and the customer disagrees that is their correct tax filing status, Go to Escalation</p> <p>If the message does not match, locate the appropriate error message in this Desk Aid</p>
RESOLUTION	
1	Log in to your user account and go to the "Dashboard Account Home" page.
2	Search for the customer using search criteria on the page.
3	Verify the customer's identity
4	Click on the correct customer's link to enter the customer's "Dashboard Account Home" page.
5	<p>On the About You screen: ensure that the primary applicant has selected "Who are you applying for" as "Myself & Others."</p> <p>Even if the customer is just applying for themselves, if their tax filing status is "Married Filing Jointly," they must select this option.</p>

RESOLUTION

6	On the About Your Household screen: ensure the primary applicant adds their spouse to the application and also indicates their spouse's tax filing status as "Married Filing Jointly."
7	If the primary applicant is not seeking coverage for their spouse, they still need to follow Steps 5 and 6 , but when asked if they are " Seeking Coverage " for their spouse, the primary applicant should select " No. "

ESCALATION

- If the customer receives a "Married Filing Jointly" error message and does not file "Married Filed Jointly," Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.4.3. Household Member Residing Outside of the United States

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Ask the customer if the household member residing outside of the US is seeking coverage <ul style="list-style-type: none"> ▪ If Yes: Proceed to Step 6 If No: Proceed to Steps 7 - 9
6	Inform the customer: “In order to seek coverage through the Washington Health Exchange, your family member must be a Washington State resident. They can still be added to the application but they will need to be marked as not seeking coverage.” <ul style="list-style-type: none"> ▪ Proceed to Steps 7 – 9
7	Add household member to the application. Indicate that they are not seeking coverage.
8	Indicate that the household member is not residing with the Primary Applicant.
9	4. Enter in the address as below: <ul style="list-style-type: none"> ○ Address Line 1: Out of Country address ○ Address Line 2: leave blank <ul style="list-style-type: none"> ▪ State: WA ▪ City: PA’s city

	Zip: PA's zip code
10	<ul style="list-style-type: none">▪ Close call per standard procedure.

3.4.4 Family to Dependent or Dependent to Family Coverage

MESSAGE TEXT	Notify customer that making coverage changes by switching Primary Applicant to seeking or not seeking coverage requires the household to be dis-enrolled. We will immediately re-enroll the household (whomever is selected as seeking coverage) by opening a Special Enrollment period. At this time, the customer does not have the option to select a different plan than they were already enrolled in.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	<p>Primary Applicant (PA) is no longer seeking coverage on an application with enrolled dependents; or, PA is now seeking coverage after previously NOT seeking coverage on a DEPENDENT only plan.</p> <p>Note: Dependent only plans = PA is <i>not</i> “seeking coverage” on the application, but has other member(s) of the household who <i>are</i> listed as “seeking coverage”.</p>

RESOLUTION	
1	Login to your account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity.
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	<p>Confirm whether this is related to existing enrollment or new enrollments. If it existing enrollment Go To Escalation. If it is a new enrollment, proceed with the application.</p> <p>Note: If it is Outside of the Open Enrollment (OE) period QHP or HIPTC customers:</p> <ul style="list-style-type: none"> ▪ Can update the PA from Seeking to Not Seeking coverage and open a Special Enrollment Period (SEP). ▪ Cannot update the PA from Not Seeking to Seeking coverage and expect an SEP without a qualifying life event documented through change reporting.

	<ul style="list-style-type: none"> ▪ Cannot add additional household members when re-enrolling existing dependents, without a SEP qualifying life event documented through change reporting. – Inside of the open enrollment period there are no restrictions for QHP or HIPTC customers. – Washington Apple Health customers can make these changes year round.
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ESCALATION

	<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ – CACs: Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/. – HCA Community Partners: Contact your local HCA Area Representative by following this link ▪ Close call per standard procedure.
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3.5. Income

3.5.1. Incorrect Income Calculation

OCCURS WHEN... Unit size, income, and/or deductions are calculated incorrectly and may result in an incorrect eligibility determination.

ACCESS STATUS

- Customer
- Customer Support Representative
- Lead Organization
- Certified Application Counselor
- Navigator
- Broker
- HCA Community Partner
- Tribal Assister

TRIAGE	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	<p>Review the Application Review page of the application and then use the Income Calculator tool to determine the most likely eligibility determination.</p> <p>If estimated eligibility determination is different from actual determination, Go to Escalation.</p> <p>If estimated eligibility determination is the same as actual determination, restart your search in the Desk Aid to locate the appropriate troubleshooting section.</p>

ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **CACs:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>.
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.6. Additional Questions Page

3.6.1. SEVIS ID Error

MESSAGE TEXT

Warning! Please enter the SEVIS ID to verify lawful presence

OCCURS WHEN...

This issue arises when customer(s) enter valid passport information instead of immigration documentation. The federal hub runs a lawful presence check on the customer(s) prior to the **Application Review** page. If the federal hub recognizes the customer(s) are in the U.S. on a **student exchange visa**, it will bring the customer(s) back to the **Additional Questions** page with an error: **“Please enter SEVIS ID to verify lawful presence.”** (SEVIS ID stands for Student Exchange Visa.)

If the federal hub’s records are not up to date, customer(s) may receive this error if their **original entry to the U.S was on a student exchange visa**. (Even if this was several years ago.)

ACCESS STATUS

- Customer
- Customer Support Representative
- Lead Organization
- Certified Application Counselor
- Navigator
- Broker
- HCA Community Partner
- Tribal Assister

TRIAGE

TRIAGE	
1	“Please read me the text of your error message.” If error message/error # matches: Go to Step 2 If error message/error # does not match: Go to General System Error
2	Log in to your user account and go to the “Dashboard Account Home” page.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity

5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	Ask the customer: “Are you currently in the U.S. on a student exchange visa? Or have you ever been in the U.S. on a student exchange visa?” If Yes: Go to Resolution If No: Go to Escalation

RESOLUTION

1	When customer(s) are kicked back to Additional Questions page with SEVIS ID error, tell the customer to select “ No ” for the question: “ Does this person have a passport? ”
2	Instruct the customer to enter their Date of Entry to the U.S. and to select the appropriate student visa document that applies to them. (Either I-20 or DS2019 Form)
3	A field for SEVIS ID will then appear. This is the customer’s Student Exchange Visa ID Number.
4	Ask the customer: “Do you have access to your current student exchange visa ID number or the ID number from the visa you were issued when you were once a student in the U.S.?” If Yes: Go to Step 5 If No: Go to Step 8
5	The customer can find this number on the top right hand corner of their visa . The number is listed under the bar code . It should be listed as N # # # # # # # # # # (N + 10 numerical digits).
6	The customer should remove the N , and just enter the numeric digits into the SEVIS ID field. (Ex: N1234567890...Customer should enter 1234567890 into SEVIS ID field.)
7	After the student visa is entered, the customer should click through the screens already completed, until reaching application review and e-sign, where the customer can then submit their application.

Customer Does Not Have Access to Old Student Visa

8	Enter 10 zeroes in the SEVIS ID field for the customer. Then click next and continue through the screens already completed, until reaching application review and e-sign, where the customer can then submit their application. The customer will still need to upload proof of legal immigration status on their dashboard’s Action Center (ex: copy of Permanent Residency Card).
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ESCALATION

If customer(s) were never in the U.S. on a student exchange visa, they should NOT receive this error.

Try having the customer select “**No**” for the question: “**Does this person have a passport?**” and selecting **permanent resident card or another immigration document** that applies to them.

If another immigration document is used, and the SEVIS ID error is still popping up:

- Log a Zendesk ticket:

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.7. Application Review Page

3.7.1. Naturalized Citizenship Verification

OCCURS WHEN... Individual(s) applying for coverage are naturalized citizen(s); however, their status on the “Application Review” screen is showing as unverified.

ACCESS STATUS

- Customer
- Customer Support Representative
- Lead Organization
- Certified Application Counselor
- Navigator
- Broker
- HCA Community Partner
- Tribal Assister

TRIAGE	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Scan the “Application Review” screen for the “Additional Questions” section. Individuals whose citizenship status have been flagged, and may need additional verification, will be highlighted in red.
RESOLUTION	
1	Click “Next” on the “Application Review” page. This will bring up a “Verification of Citizenship/Lawful Presence” pop up modal.
2	Click the “Update Citizenship” button on the pop up modal. This will bring you to the “Additional Questions” screen in the application. <i>English:</i>

RESOLUTION

Verification of Citizenship/Lawful Presence ×

We were unable to verify your citizenship status using your social security number.

If you want to use a Certificate of Naturalization or a Certificate of Citizenship number to verify your citizenship status please select Update Citizenship.

If you want to upload documentation of your citizenship status please select Continue.

- Andre Frazier

◀ Cancel

Update Citizenship

Continue

Spanish:

Confirme la condición de ciudadanía ×

No hemos podido verificar su estatus de ciudadanía usando su número de seguro social.

Si desea utilizar un certificado de naturalización o un número de ciudadanía para verificar su estatus de ciudadanía por favor seleccione Actualización de la Ciudadanía .

Si desea cargar la documentación de su estatus de ciudadanía por favor seleccione Continuar.

- Andre Frazier

◀ Cancel

Actualizar Ciudadanía

Continuar

- 3** If the individual needs to enter Naturalized Citizenship information, they are able to complete that in the available fields.

Select the appropriate individual(s) from the list of household members.

English:

RESOLUTION

Additional Questions * REQUIRED FIELD

Answers to these questions are necessary to process your application. Please respond to the questions below and only select the applicable household members.
 Note: The only names that will appear are for the individuals that you indicated you wanted enrolled in coverage.

Is every member on this application a U.S. citizen (including naturalized or derived citizenship) or U.S. national? YES NO

Please check the box for any member on this application who has a Certificate of Naturalization or Certificate of Citizenship number

Andre Frazier

Is this person a naturalized US citizen? YES NO

Certificate of Naturalization Number

OR

Certificate of Citizenship Number

AND

Alien Number

Spanish:

Preguntas Adicionales * CAMPO OBLIGATORIO

Las respuestas a estas preguntas son necesarias para procesar su solicitud. Por favor, responda a las preguntas que aparecen a continuación y seleccione únicamente los miembros de la familia.
 Nota: Los únicos nombres que aparecen son para las personas que usted ha señalado que quería matriculados en la cobertura.

¿Es cada miembro de la familia en esta solicitud un ciudadano de los EE.UU. (incluyendo la naturalización o derivados) o nacional de EE.UU.? SÍ NO

Marque la casilla para cualquier miembro de la familia que tiene un Número de Certificado de Naturalización o Certificado de Ciudadanía.

Andre Frazier

¿Esta persona es ciudadano naturalizado de los EE.UU.? SÍ NO

Certificado de Naturalización

O

Número de Ciudadanía

Y

Número de Extranjero

4	Verify with the customer the name(s) of the individuals who are Naturalized citizens.
5	For those verified individuals, select “Yes” to the application question “Is this person a naturalized U.S. citizen?”

RESOLUTION

6	Enter the relevant naturalized citizenship details in the additional fields below.
7	If the individual is not a U.S. citizen, but is lawfully present, verify that statement again. If the individual has a passport, enter the information in the fields provided. If the individual does not have a passport, continue .
8	<p>On the application, select No for the question “Does this person have a foreign passport?”</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Additional Questions * REQUIRED FIELD</p> <p>Answers to these questions are necessary to process your application. Please respond to the questions below and only select the applicable household members. Note: The only names that will appear are for the individuals that you indicated you wanted enrolled in coverage.</p> <p>Is every member on this application a U.S. citizen (including naturalized or derived citizenship) or U.S. national? * </p> <p style="text-align: right;"><input type="radio"/> YES <input checked="" type="radio"/> NO</p> <p>Please check the box for any member who is not a U.S. citizen (including naturalized or derived citizenship) or U.S. national but has an eligible immigration status</p> <p><input checked="" type="checkbox"/> Warren Lopez</p> <p>Is this person lawfully present in the US? * <input checked="" type="radio"/> YES <input type="radio"/> NO</p> <p>Does this person have a foreign passport? * <input type="radio"/> YES <input checked="" type="radio"/> NO</p> <p>Date of Entry * <input type="text" value="Eg: MM/DD/YYYY"/></p> <p>Immigration Document Type * <input type="button" value="-Select an Opti"/> </p> </div>
9	<p>In the fields that appear next, the customer will be asked to list a type of documentation and to provide their <u>Alien receipt number</u> and <u>Alien number</u> (these are two distinct numbers). Instruct the customer to provide you with this information.</p> <p style="text-align: center;"><i>Note: Depending on when the individual received their documentation, this information can be found on letters from Homeland Security, Legal Permanent Resident card, or the I-551 Green Card. The Alien Number is available on all of these cards, however the Alien Receipt Number may not be.</i></p>
10	<p>If the customer can provide you with both numbers, enter those on the application and Go to Step 12</p> <p>If the customer can provide you with the Alien Number, but not the Alien Receipt Number, enter the Alien Number provided by the customer and then enter the following for the Alien Receipt Number “ABC0000000000” (10 zeroes).</p>

RESOLUTION

	<p style="text-align: center;">Note: Please inform the customer that, at this point, if they are attesting that the individual in question is lawfully present, we are able to enter a temporary number for them to be able to complete the application. However, this will lead to Conditional Eligibility. They have 90 days to submit proof of documentation into Healthplanfinder, which must then be verified by a Health Benefits Exchange representative, for coverage to continue. The “Legal Permanent Residence” card is an acceptable document to upload into the system in this situation.</p> <p>If the customer cannot provide either number, inform them that they must be able to provide, at a minimum, the Alien Number in order to continue applying for coverage for this individual.</p>
<p style="text-align: center;">11</p>	<p>Continue through the application and view the “Application Review” screen, which should now reflect a verified citizenship status.</p> <p>If Naturalized Citizenship details are accepted, Go to Step 8</p> <p>If Naturalized Citizenship details are not accepted, Go to Step 9</p>
<p style="text-align: center;">12</p>	<p>Proceed to complete the application with E-Sign and then assist the customer, as needed, to complete plan shopping and selection.</p>
<p style="text-align: center;">13</p>	<p>Inform the customer that, if the Naturalized Citizenship information or Alien Numbers are not being accepted by the system, they will need to submit proof of valid documentation to the Washington Healthplanfinder in order to have this resolved.</p>
<p style="text-align: center;">14</p>	<p>Direct the customer to the Action Center tab on the Individual Dashboard, which is where they should upload their document(s). This is the fastest and most direct document submission method.</p> <p style="text-align: center;">Note: If the customer is unable to upload documents to Washington Healthplanfinder, please provide them with the following alternative document submission pathways:</p> <p>To submit documentation by Mail Customer must include the following in their letter: Full name, Application ID, and photocopies of identity documentation. Mailing address: Washington Healthplanfinder PO Box 946 Olympia, WA 98507</p> <p>To submit documentation by Fax Customer must include the following in their fax: Full name, Application ID, and photocopies of identity documentation. Fax number: 1-360-841-7620</p>

RESOLUTION

- | | |
|----|--|
| 15 | Inform the customer that their documentation must be reviewed by the Health Benefits Exchange. |
|----|--|

ESCALATION

Once you confirm that all required documentation has been properly submitted, if other issue exists, log a Zendesk ticket.

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.7.2. HCA QA Flag Process

MESSAGE TEXT	The customer receives an error message across the top of their Application Review page which says: “The application has been flagged for quality assurance. Please contact the Healthplanfinder to resolve.”
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	One or more household members are, or have been, enrolled in WAH and the Healthcare Authority (HCA) has flagged the application for QA. This flag must be removed prior to assisting the customer with renewing, changing, or starting a new application.

RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity.
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	If one or more household members are, or have been, enrolled in WAH, verify the HCA QA flag prior to assisting the customer with renewing, changing, or starting a new Application.
7	From the client’s dashboard, select “Verify ID Proofing”:

NOTE: The customer may have multiple applications in the system; because the flag is tied to the HPF Application ID and not the HPF Person ID or ACES ID, the most recent applications will need to be reviewed for the HCA QA flag prior to assisting the customer.

The QA flag text box will appear at the top of the Application Review screen if the application has been flagged:

If the application is flagged, scroll down to the bottom of the page to view the notes added by the HCA worker.

Example 1: Case closed for failure to provide proof of citizenship/immigration status:

The screenshot shows a 'Notes History' section with a table containing one entry. The entry is highlighted with a red border. Below the table is an 'Add Note' button. At the bottom, there are several navigation buttons: 'Return to Account Worker Dashboard', 'Return to Individual Dashboard', 'Unflag for Quality Assurance', 'Verify SSN/Citizenship', 'Verify Income', 'Determine Eligibility', and 'Data Validation Check'. The background features a mountain landscape.

Date	User	Note
12/11/2014	a- OONatalieChin	HCA - Working Immigration Report for Felix. Searched Barcode, WebAx and HPFAC. CL uploaded Employment Auth Card to HPF. Updated info and manually verified. CL is lawfully present, but not eligible for WAH. System closed NOS. Sent term letter and flagged app for QA.

Sample 2: Case closed for failure to provide proof of income verification:

The screenshot shows a 'Notes History' section with a table containing two entries. The entries are highlighted with a red border. Below the table is an 'Add Note' button. At the bottom, there are several navigation buttons: 'Return to Account Worker Dashboard', 'Return to Individual Dashboard', 'Unflag for Quality Assurance', 'Verify SSN/Citizenship', 'Verify Income', 'Determine Eligibility', and 'Data Validation Check'. The background features a mountain landscape.

Date	User	Note
12/17/2014	a- OOSWood	HCA requesting additional information to continue WAH coverage. Refer client to HCA for questions
01/02/2015	a- OOSWood	Case has been flagged by the Health Care Authority for Quality Assurance. Do not touch case and do not create a new application. Transfer caller to the Health Care Authority. Thank You.

NOTE: Regardless of the reason for the flag, Agents may perform the following actions even when an account is flagged:

- Refer client to carrier to make payments
- Change Broker/Navigator
- Upload documents
- Link applications to accounts

- Enroll in a QHP or HIPTC- QHP if they have been determined eligible and are moving from WAH.

ESCALATION

1 Look at the customer’s dashboard and confirm the eligibility decision as WAH or QHP- HIPTC. Lead organization workers may also review the notes section on flagged applications for additional information. **Note:** Brokers, Assisters and Certified Application Counselors will not have access to view notes.

- If customer is WAH / Medicaid, **Go to Step 2**
- If customer is HIPTC / QHP, **Go to Step 3**

Note: If customer does not yet have an eligibility determination, **ask** “Is this application a Legacy ACES renewal, or was your household eligible for Medicaid coverage last year?” and proceed to the appropriate step.

2 Inform the customer:

Their application is currently flagged by the Health Care Authority (HCA). They will need to reach out to them before any changes can be made to their current application in HPF.

Do Not log a Zendesk ticket for HCA-related issues.

Advise the customer to call HCA at 1-855-623-9357.

**HCA Hours of Operation: 7:00 am -5:00 pm
Monday – Friday (except state holidays)**

You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magiccontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
 - Provide brief description of issue experienced.

ESCALATION

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▾
I have a:	Please Select... ▾
Topic:	Please Select... ▾
County:	Please Select... ▾
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)



Other Comments:	<input type="text"/>
-----------------	----------------------

Submit

Cancel

HCA Error Code (3068, 3013, 3059, 3066, 3074)

- 3 Please proceed with the application if the customer is determined NOT eligible for Washington Apple Health and is eligible to select a plan.

Note: Do not transfer QHP applications to HCA if they are not eligible for WAH, unless the customer has questions about the eligibility determination and/or has had a change in income or circumstances.

If the flagged QHP application does not contain notes, or contains notes related to technical fixes within the system, then file a ticket to have the flag removed.

When logging a Zendesk ticket:

- **IPAs/Navigators/Tribal Assistors:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

ESCALATION

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.8 Teens and Confidentiality

3.8.1 Teens Giving Birth and Teen Confidentiality

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	A pregnant minor (child 13-19 years of age) calls in need of medical coverage and wants their situation to remain confidential.

RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity.
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Determine whether the caller wants to keep their medical condition confidential: <ul style="list-style-type: none"> ▪ If yes, go to step 6 ▪ If no, complete the application over the phone
6	<ul style="list-style-type: none"> ▪ It is important that the minor’s information and circumstances be kept confidential ▪ Advise the caller to contact the Health Care Authority’s Medical Eligibility Determination Services (MEDS) line: <p style="text-align: center;">MEDS Phone #1-855-623-9357 MEDS hours of operation are: 7:00AM - 5PM Monday – Friday (excluding State Holidays)</p> ▪ Advise the caller to have, their Application ID, Client ID, or SSN available

	<ul style="list-style-type: none"> ▪ Close the call per standard procedure
ESCALATION	
1	<p>If there are problems getting through to HBE or HCA place the caller on hold and call:</p> <ul style="list-style-type: none"> ▪ HCA Contact: Jessica Cottom ▪ Hours: Monday-Friday, 8:00 am – 5:00 pm ▪ Phone: (360) 725-2050 ▪ Email: Jessica.cottom@hca.wa.gov ▪ Fax: (360) 664-2186 <p>If the caller wants to get their application approved in real time contact Jessica Cottom at the number above. Jessica may not be available when called:</p> <ul style="list-style-type: none"> ▪ If she is, she will complete the application ▪ If she is not, leave a message and submit a paper application via fax to (360) 664-2186 if able <p>In cases where applications are faxed in, Jessica will try to complete all faxed applications by close of business the following day</p>
2	<p>In urgent cases follow up faxed applications with a telephone call.</p> <ul style="list-style-type: none"> ▪ NOTE: when faxing in an application be sure to copy both sides of the application

3.8.2 Homeless Teens and Teen Confidentiality

MESSAGE TEXT	N/A
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ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
----------------------	--

OCCURS WHEN... A homeless minor (child 13-19 years of age) calls in need of medical coverage and wants their situation to remain confidential.

RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity.
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Determine whether the caller wants to keep their medical condition confidential: <ul style="list-style-type: none"> ▪ If yes, go to step 6 If no, complete the application over the phone
6	<ul style="list-style-type: none"> ▪ It is important that the minor’s information and circumstances be kept confidential ▪ Advise the caller to contact the Health Care Authority’s Medical Eligibility Determination Services (MEDS) line: <p style="text-align: center;">MEDS Phone #1-855-623-9357</p> <p style="text-align: center;">MEDS hours of operation are:</p> <p style="text-align: center;">7:00AM - 5PM</p> <p style="text-align: center;">Monday – Friday (excluding State Holidays)</p> ▪ Advise the caller to have, their Application ID, Client ID, or SSN available ▪ Close the call per standard procedure

ESCALATION

1	<p>If there are problems getting through to HBE or HCA place the caller on hold and call:</p> <ul style="list-style-type: none">▪ HCA Contact: Jessica Cottom▪ Hours: Monday-Friday, 8:00 am – 5:00 pm▪ Phone: (360) 725-2050▪ Email: Jessica.cottom@hca.wa.gov▪ Fax: (360) 664-2186 <p>If the caller wants to get their application approved in real time contact Jessica Cottom at the number above. Jessica may not be available when called:</p> <ul style="list-style-type: none">▪ If she is, she will complete the application▪ If she is not, leave a message and submit a paper application via fax to (360) 664-2186 if able <p>5. In cases where applications are faxed in, Jessica will try to complete all faxed applications by close of business the following day</p>
2	<p>In urgent cases follow up faxed applications with a telephone call.</p> <ul style="list-style-type: none">▪ NOTE: when faxing in an application be sure to copy both sides of the application

3.9 Cancellation and Disenrollment

3.9.1 Cancelling Enrollment Before Coverage Begins

OCCURS WHEN...	Customer is enrolled in HIPTC or QHP and wishes to cancel scheduled coverage for the entire household before it becomes effective. Customer's eligibility status is either "Approved" or "Conditional" and enrollment status is "scheduled."
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE	
1	Login to your user account and go to the "Dashboard Account Home" page.
2	Search for the customer using search criteria on the page.
3	Verify the customer's identity.
4	Click on the correct customer's link to enter the customer's "Dashboard Account Home" page.
5	Confirm that the customer wishes to cancel their selected plan for the entire household before coverage begins.
6	<p>Look and the current (today's) date compared to the scheduled coverage start date and then Inform the customer that in order to cancel coverage which is scheduled to start on the 1st of a given month, the cutoff to do so is 5:00 pm PT on the 23rd day of the prior month.</p> <p>Example: If household coverage is scheduled to begin on 6/1, the customer's cancellation must be fully processed by 5:00 pm PT on 5/23. If the cancellation is completed after 5:00 pm PT on the 23rd day of the month, then the cancellation will go into effect beginning of the next month (in this example, 7/1).</p> <p>Note: <i>Late cancellations requests are not allowed under any circumstance. Requests should not be submitted for late cancellation requests. Late cancellations will be processed the following month</i></p>

ESCALATION

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10 Eligibility Results Page

3.10.1 ES Error Message Code 2007

MESSAGE TEXT	Error: 2007 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Indicates somewhere on the application a date was entered in the future. For example 11/2/2017 instead of 11/2/2016.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Review each page of the customer’s application to ensure there are no future dates listed in the application accidentally (Ex: Future DOB).
5	If all dates entered look accurate, resubmit the application.
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will</p>	

ESCALATION

work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.2 ES Error Message Code 2008

MESSAGE TEXT	Error: 2008 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Application request date cannot be more than 3 years in the past. This is technical in nature and must be referred to IT/Ops for triage.

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

HCA Community Partners: Contact your local HCA Area Representative by following this [link](#)
Close call per standard procedure.

3.10.3 ES Error Message Code 2009

MESSAGE TEXT	Error: 2009 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	The Name or Policy Holder Name contains an invalid character such as a non-alpha character or a (-) hyphenation.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Navigate to the About You, About Your Household, and Additional Questionnaire pages to correct the information.
2	Resubmit the application.

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.4 ES Error Message Code 2010

MESSAGE TEXT	Error: 2010 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	The Date of Birth for a Household member is greater than 120 years prior to the application date.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Navigate to the About You and About Your Household pages to correct the information.
2	Resubmit the application.
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p>	

ESCALATION

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.5 ES Error Message Code 2011

MESSAGE TEXT	Error: 2011 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	An Individual has indicated that they are pregnant with a Due Date more than 12 months in the past. This is also occurring when converted HCA Automated Client Eligibility System (ACES) clients have their information transferred to the HPF because the last known pregnancy due date is being converted as well.

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Confirm past pregnancy due date with customer, assuming the mother is no longer currently pregnant.
2	Click on the "Complete My Application" link on the dashboard to go into the application.
3	Go to the "Additional Questions" page.
4	Update the answer to the question "Is any household member on this application currently pregnant" to No. A "Pregnancy End Date" pop-up will appear. Enter a date that is 5 months prior to current date. <i>For example: If today's date is 02/05/14 then enter the date "09/05/13"</i> and click Save.

	If a pop-up does not appear, then the customer or agent is unable to update this information. Go to Escalation
5	Resubmit the application.

ESCALATION

Inform the customer:

This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.

Do Not log a Zendesk ticket for HCA-related issues.

Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.

You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... <input type="button" value="v"/>
I have a:	Please Select... <input type="button" value="v"/>
Topic:	Please Select... <input type="button" value="v"/>
County:	Please Select... <input type="button" value="v"/>
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)



Other Comments:	<input type="text"/>
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HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.6 ES Error Message Code 2012

MESSAGE TEXT	Error: 2012 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	An individual has indicated that they are pregnant with a Due Date More than 10 months in the future.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Correct this on the Additional Questionnaire screen, by updating the Due date for the applicable individual.
2	Resubmit the application.
ESCALATION	
<p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the</p>	

progress of your application's error, you can call this number directly or offer to transfer the customer.

You will receive an "Eligibility Determination Notice" in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)


Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▼
I have a:	Please Select... ▼
Topic:	Please Select... ▼
County:	Please Select... ▼
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)
Other Comments:	<input type="text"/>



HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.7 ES Error Message Code 2013

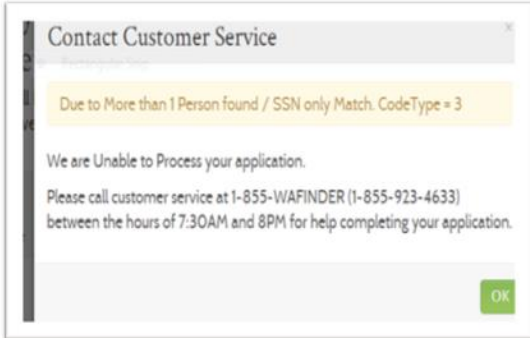

MESSAGE TEXT	Error: 2013 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... The PA who is already known to the system, selects “Next” on the About You screen, and either the SSN is not provided or doesn’t match name and dob, Or The PA is trying to add a member to the application with the same SSN as an existing HPF member, Or

The customer is trying to add a members without an SSN and the last name and dob match, fuzzy first name match as someone known to HPF

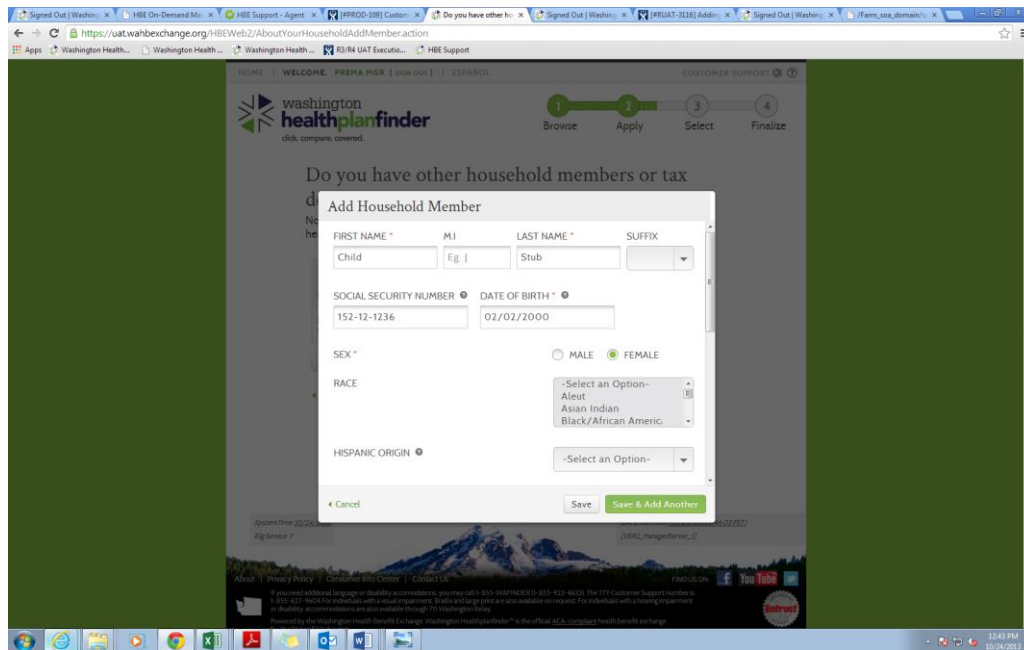
Error occurs when an Account Worker has selected the “Continue with Existing Person” when trying to add a member to the application and the individual added did not match the person displayed in the search results after selecting “Continue with Existing Person”

TRIAGE	
1	“Please read me the text of your error message.” If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click the “Complete My Application” link in the “Quick Links” section.
5	Identify what action the PA was trying to accomplish when they received the error

	<p>Attempting to apply for coverage, if Yes: Go to Step 6</p> <p>Attempting to add a member, if Yes: Go to Step 7</p>
<p>7</p>	<p>Select the Complete My Application link</p> <p>Return to the About You screen and update PA information if needed-remember this occurred because the user is known to the system but a portion of their information was entered in differently</p> <ul style="list-style-type: none"> - If information updated results in a perfect match, Federal Identity Proofing service will be invoked, complete ID proofing and application, submit the application - If information updated results in a partial match, account worker modal will generate, select “Continue as Existing Person” this will produce search results <ul style="list-style-type: none"> ▪ If the name listed is the user you are trying to add with 115% certainty, then select that individuals name and proceed forward ▪ If the user displaying in results is not the same individual that you are attempting to add, exit and proceed with “Continue as a New Person” – this assigns a new person ID to that individual ▪ Complete application and submit <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;"> <p>Client’s View</p>  </div> <div style="text-align: center;"> <p>Account Worker’s View</p>  </div> </div>

8 Select **Complete my Application** link

Page through to the **Add a Member** screen, enter the information for the household member

A screenshot of a web browser displaying the Washington Health Plan Finder website. The page is titled "Add Household Member" and features a progress bar at the top with steps: 1. Browse, 2. Apply (highlighted), 3. Select, and 4. Finalize. The main content area contains a form with the following fields: FIRST NAME * (Child), MI (Eg.), LAST NAME * (Stub), SUFFIX (dropdown), SOCIAL SECURITY NUMBER * (152-12-1236), DATE OF BIRTH * (02/02/2000), SEX * (MALE/FEMALE radio buttons, FEMALE selected), RACE (dropdown menu with options: Aleut, Asian Indian, Black/African Americ.), and HISPANIC ORIGIN * (dropdown menu). At the bottom of the form are "Cancel", "Save", and "Save & Add Another" buttons. The browser's address bar shows the URL: https://uat.wahbexchange.org/HBEWeb2/AboutYourHouseholdAddMember.action.

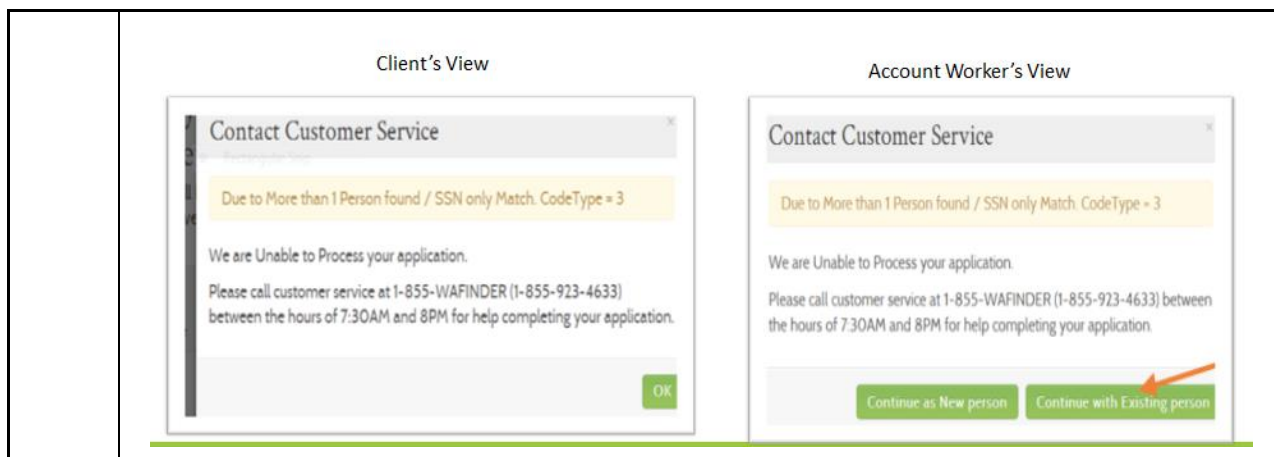
Ensure first and last name, DOB, and SSN are unique and accurate

If information updated results in a **perfect match**, complete the application, and submit

If information updated results in a **partial match**, account worker modal will generate, select "Continue as Existing Person" this will produce search results

- **IF the name listed is the user you are trying to add with 115% certainty**, then select that individuals name and proceed forward-ensure that the user you are trying to add is the name listed in the search field and NOT the PA
- **If the user displaying in results is not the same individual that you are attempting to add**, exit and proceed with "Continue as a New Person"-this assigns a new person ID to that individual

Complete application and submit



ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.8 ES Error Message Code 2014

MESSAGE TEXT	Error: 2014 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Multiple Citizenship records are present for a single Exchange Unique ID (Person ID).

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Escalation. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.9 ES Error Message Code 2015

MESSAGE TEXT	Error: 2015 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... Multiple Tribal records are present for a single Exchange Unique ID (Person ID).

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p> <p>Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”</p> <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, 	

Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.10 ES Error Message Code 2016

MESSAGE TEXT	Error: 2016 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Multiple referral records with duplicate referral service codes are present for a single Exchange Unique ID (Person ID).

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Escalation. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.11 ES Error Message Code 2018

MESSAGE TEXT	Error: 2018 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	<p>An individual has attempted to submit an initial application with no one seeking coverage.</p> <p>This can occur when the Primary Applicant indicates that they are applying for "Other" and has either not included an additional member to the application, OR has added at least one additional member, but has indicated that they are not seeking coverage for this person.</p>

TRIAGE	
1	Log in to your user account and go to the "Dashboard Account Home" page.
2	Search for the customer using search criteria on the page.
3	Verify the customer's identity.
4	Click on the correct customer's link to enter the customer's "Dashboard Account Home" page.
5	<p>"Please read me the text of your error message."</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Confirm with the primary applicant who is seeking coverage
2	<p>Review the question on the "About you screen" asking "Who are you applying for?"</p> <ul style="list-style-type: none"> ▪ If seeking coverage for the primary applicant plus other household members, choose: Myself and Others

	<ul style="list-style-type: none"> ▪ If seeking coverage household members other than the primary applicant choose: Other Household Members ▪ If the primary applicant is the only person on the application, choose: Myself
3	On the “Do you have other household members or tax dependents” screen ensure that all household members interested in seeking coverage have answered the “Is this person applying for coverage or continuing existing coverage through Washington Healthplanfinder?” as “Yes.”
4	<p>Submit application.</p> <ul style="list-style-type: none"> ▪ If error does not persist, close the call per standard procedure. ▪ If error persists, Go to Step 5 <p><i>Note: The client will not receive an eligibility determination for 2016 if the steps above are applied during a reported change (link). If you update the information in change reported mode the client will only receive an eligibility determination for their previous term of coverage. At this point the client/account worker will need to access the dashboard once again and click the renew my coverage link. This should display on the dashboard at this point. Once they submit the application again the client will receive coverage for 2016</i></p>
5	<p>Change answer on question, “Who are you applying for?” as Myself and Others and submit application.</p> <p>NOTE: Steps 5-7 can only be applied if the PA is interested in seeking coverage. If the PA is not interested in seeking coverage then these steps CANNOT be applied.</p>
6	Report a change in the household and update the “Who are you applying for?” to the appropriate setting (i.e. If the PA is only seeking coverage for themselves, list it as Myself).
7	Resubmit the application. If error still persists, Go to Escalation

ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.12 ES Error Message Code 2020

MESSAGE TEXT	Error: 2020 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... There are two mailing addresses or two residential addresses.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p> <p>Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”</p> <ul style="list-style-type: none"> - IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. - Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, 	

Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.13 ES Error Message Code 2021

MESSAGE TEXT	Error: 2021 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Individual has failed to enter at least City, State, ZIP, and County for the residential address.

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Navigate to the Contact Information page to correct the information.
2	Resubmit the application.

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.14 ES Error Message Code 2022

MESSAGE TEXT	Error: 2022 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	The paper application received date has been entered with a “Received Date” before 10/1/2013.

TRIAGE	
1	“Please read me the text of your error message.” If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Toggle backwards using the “Back” button until you get to the “About You” page.
5	Update the Application Review Date to a new date between 10/1/2013 and the present date. Note: If the date on the paper application is marked prior to 10/1/2013 then enter it as 10/1/2013 in the Washington Healthplanfinder.
6	Ask the customer if they would like to continue the application on their own or continue to go through the application with you to resubmit on their behalf.

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

3.10.15 ES Error Message Code 3004

MESSAGE TEXT	Error: 3004 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN... An individual has indicated that they are pregnant with gender being male.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Navigate to the About Your Household or About You page to correct the information.
2	Resubmit the application.
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p>	

ESCALATION

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.16 ES Error Message Code 3008

MESSAGE TEXT	Error: 3008 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 7:30AM and 8PM for help completing your application.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	The application indicates that there is a force closure date without a force closure reason selected.

RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using Standard Operating Procedures (SOP).
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page. <ul style="list-style-type: none"> ▪ Confirm the error code.
6	Go to Escalation

ESCALATION	
Inform the customer: “Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.	
<ul style="list-style-type: none"> ▪ Close call per standard procedure. 	

3.10.17 ES Error Message Code 3010

MESSAGE TEXT	Error: 3010 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	The tax filing status of all individuals in the Household needs to be checked. Update tax filing status to reflect accurate filing. Specifically this year's tax filing assignments.

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Select "Complete my application."
2	Update tax filing status on About you and About Your household screens.
3	Resubmit the application.

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.18 ES Error Message Code 3012

MESSAGE TEXT	Error: 3012 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	<p>Too many relationships are being sent in the ES Request, more than the actual number of household members listed in the application.</p> <p>Example: there are a total of 6 relationships in the household application and a 12 relationships are being sent in the request.</p>
TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	This requires a technical fix. Go to Escalation
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p>	

ESCALATION

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.19 ES Error Message Code 3013

MESSAGE TEXT	Error: 3013 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	At least one individual has a blank relationship field on the “ Additional Relationship Questionnaire ” screen.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

RESOLUTION	
1	Navigate to the Set Household Relationship page.
2	Check relationship designations for any blank fields or incorrect relationship associations.
3	Correct this on the Additional relationship questionnaire screen.
4	Resubmit application.

ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington</p>	

ESCALATION

Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.20 ES Error Message Code 3015

MESSAGE TEXT	Error: 3015 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	An individual has indicated that they are incarcerated but has also indicated on the Long-term Questionnaire that they are living in a facility.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Navigate to the Long-term Questionnaire page.
2	Update the living arrangement to “No” and re-determine eligibility.
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once</p>	

your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.21 ES Error Message Code 3017

MESSAGE TEXT	Error: 3017 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... A member on the application has not been assigned an Exchange ID (Person ID).

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p> <p>Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”</p>	

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.22 ES Error Message Code 3019

MESSAGE TEXT	Error: 3019 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Applications for those aging out (19+ or 26+) or those on pregnancy medical that are up for renewal are being sent in “Batch” mode with an open enrollment indicator. The open enrollment indicator can only be set for application, online renewal, or change reporting modes.

TRIAGE

1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
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RESOLUTION

1	Resubmit the application after completing data entry.
2	This should call the ES in Online renewal mode successfully.

ESCALATION

<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington</p>

ESCALATION

Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.23 ES Error Message Code 3020

MESSAGE TEXT	Error: 3020 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Application is being sent to ES in Application Mode with an Open Enrollment and/or Special Enrollment indicator as “N” or blank.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p> <p>Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”</p> <ul style="list-style-type: none"> - IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. - Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, 	

Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.24 ES Error Message Code 3021

MESSAGE TEXT	Error: 3021 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... Application Request Date is earlier than the Application Received date.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity.
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Update the Application Submitted Date on the About You screen to ensure that the date is not after the current date.
6	Resubmit the application.
ESCALATION	
If you continue to get the same error code after following the resolution steps provided, tell the customer:	

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.25 ES Error Message Code 3022

MESSAGE TEXT	Error: 3022 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Individual has indicated on the “Contact Information” page that they wish to receive notifications via Email, but have not provided an email address during account creation.

TRIAGE	
1	“Please read me the text of your error message.” If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Explain to the customer why the error occurred. Tell the customer they can either: <ol style="list-style-type: none"> 1. Deselect option to have email notifications sent; OR 2. Create an account and provide a valid Email address If customer chooses option 1: Go to Step 2 If customer chooses option 2: Go to Step 3

RESOLUTION

2	Through the customer’s dashboard, edit their “Contact Information” page to deselect email notifications. Click next through each page until getting to app review. Re-submit the application. The error should no longer appear. If this does not resolve the issue... Go to Escalation.
3	Create an account for the customer and link the account to their existing application. Then continue from About You through App Review in the customer’s application until re-submitting the application. The error should no longer appear.

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.26 ES Error Message Code 3023

MESSAGE TEXT	Error: 3023 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... There is not member record for the Primary Exchange ID.

TRIAGE	
1	<p>“Please read me the text of your error message.” If error message/error # matches: Go to Escalation. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p> <p>Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”</p> <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ 	

– **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
Close call per standard procedure.

3.10.27 ES Error Message Code 3024

MESSAGE TEXT	Error: 3024 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	During Open Enrollment, the individual did not update the tax filing status for the upcoming year. This should not occur with current screen level validations.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Go through the customer’s application. On the “Primary Applicant’s Taxes” page and the “Add Household Members” Page, ensure that the Tax Filing Status is present for all individuals for the current year.
2	Resubmit the application.
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington</p>	

Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.28 ES Error Message Code 3027

MESSAGE TEXT	Error: 3027 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	When at least one member of the household indicates that they are Married Filing Jointly, there must be another member listed on the application with Married Filing Jointly for the current year as well.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	<p>On the About You screen: ensure that the primary applicant has selected “Who are you applying for” as “Myself & Others.”</p> <p>(Even if the customer is just applying for themselves, they must select this option if their tax filing status is “Married Filing Jointly.”)</p>
2	Update the tax filing status, if applicable, for the current year and upcoming years.
3	<p>Click Next to get to the “Do You Have Other Household Members or Tax Dependents” page.</p> <p>Note: If the PA’s tax filing status is Married Filing Jointly, ensure that their spouse is listed on this page, and that the spouse’s status is also “Married Filing Jointly” for the same years as the PA. Click Edit to update the Spouse’s tax filing status appropriately.</p>
4	Once the correct edits are made, continue through the customer’s application until the App Review, where you will re-submit the application.

Eligibility results should then appear. If an error is still received, **Go to Escalation.**

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.29 ES Error Message Code 3028

MESSAGE TEXT	Error: 3028 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	When at least one member of the household indicates that they are Married Filing Jointly, there must be another member listed on the application with Married Filing Jointly.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	<p>On the About You screen: ensure that the primary applicant has selected “Who are you applying for” as “Myself & Others.”</p> <p>(Even if the customer is just applying for themselves, they must select this option if their tax filing status is “Married Filing Jointly.”)</p>
2	<p>Update the tax filing status for next year for the applicable members to reflect the same status and indicate which person will be the primary tax filer.</p>
3	<p>Click Next to get to the “Do You Have Other Household Members or Tax Dependents page.”</p> <p><i>Note: If the PA’s tax filing status is Married Filing Jointly, ensure that their spouse is listed on this page, and that the spouse’s status is also “Married Filing Jointly” for the same years as the PA. Click Edit to update the Spouse’s tax filing status appropriately.</i></p>

4	Once the correct edits are made, continue through the customer’s application until the App Review, where you will re-submit the application. Eligibility results should then appear. If an error is still received, Go to Escalation .
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ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.30 ES Error Message Code 3029

MESSAGE TEXT	Error: 3029 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN... When at least one member on the application indicates they are Married Filing Jointly, the other spouse must also indicate Married Filing Jointly as well. This occurs most often when one spouse indicates Married Filing Jointly and the other spouse indicates Married Filing Separately or Single Filing Taxes, this creates multiple tax filer branches when their should only be one.

Note: There are screen validations that should prevent this from occurring.

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	On the Primary Applicant's Taxes screen: Update the Primary Tax Filer designation to only one of the household members.
2	Click Next to get to the "Do you have other household members or tax dependents" page. <ul style="list-style-type: none"> ▪ If the PA's tax filing status is Married Filing Jointly, ensure that their spouse is listed on this page and that their status is also "Married Filing Jointly." ▪ Click Edit to update the Spouse's tax filing status appropriately.
3	Click the pencil/edit icon for the Primary Applicant's spouse.

4	Review the details listed for the spouse and ensure that the Primary Tax filer designation is the same as that listed by the Primary Applicant on the About You pages.
5	Continue to assist the customer, as needed, to complete the application, plan shopping and selection, and payment screen.

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this link
- Close call per standard procedure.

3.10.31 ES Error Message Code 3030

MESSAGE TEXT	Error: 3030 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN... Applicant has indicated that they are Married Filing Jointly, and has selected that both spouses are the Primary Tax Filer. Only one spouse may claim Primary Tax Filer for the household when filing jointly.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	<p>On the Primary Applicant’s Taxes screen: Update the Primary Tax Filer designation to one of the members on the About you and About your Household screens.</p> <p>Then run the application all the way through to App Review and re-submit the application.</p>
2	Resubmit the application.
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the</p>	

preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.32 ES Error Message Code 3031

MESSAGE TEXT	Error: 3031 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	A member on the application has a tax filing status of Dependent of Someone inside the Household for next year, but is also listed as a tax dependent of someone inside the household on another application for the same period.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	<p>Conduct an application search for the individual in question.</p> <p>This individual should be listed on more than one application.</p>
2	Verify that you are speaking with the Primary Applicant or Authorized User.
3	Click on the magnifying glass icon listed under “Eligibility Results” in the Search Results.
4	Scan the “Eligibility Service Results” page under the Response section to see if there are any errors listed in red.
5	Repeat Steps 2 and 3 for the other application that appeared in the search results. One of these applications should show as the correct or processed version.
6	Return to the correct/active application and update the tax filing status of the individual, to ensure that the member is claimed by only one tax filer for the period indicated.

7	Notate in CRM which application ID number is the correct one, and which application ID number needs to be left alone so that it will be automatically deleted after 90 days after inactivity and incompleteness.
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ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.33 ES Error Message Code 3032

MESSAGE TEXT	Error: 3032 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	When an individual has indicated that they are a “dependent of someone outside Household” or “non-tax filer/nondependent” and on the Additional Household Tax Information has indicated that they are the dependent of one of the tax filer’s in the household.

TRIAGE

1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
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ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.34 ES Error Message Code 3033

MESSAGE TEXT	Error: 3033 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	A member has indicated a tax filing status of Dependent of someone outside household or Non-tax filer/nondependent, but was included in the tax filing information in HPF.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p> <p>Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller.”</p>	

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.35 ES Error Message Code 3034

MESSAGE TEXT	Error: 3034 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... An individual has indicated that they are Married filing Jointly/Separately, but has not included someone on the application with the relationship of “spouse.” This occurs when the individual indicates Married Filing Taxes and adds their domestic partner or some other relationship.

Note: When Married Filing Taxes is indicated for current or next year, the system will validate to ensure there is at least one member on the application with the designated relationship of “Spouse.”

TRIAGE	
1	“Please read me the text of your error message.” If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Navigate to the Primary Applicant’s Taxes page and update the answers, as needed. <i>Note 1: If PA’s status is Married Filing Taxes, confirm that they are in fact married and that they file taxes jointly with their spouse.</i> <i>Note 2: Currently, customers are only allowed to list that they are in a Domestic Partnership if they are over 65 year old. Since domestic partners are not married, they must list as “Single” or “Not filing taxes”</i>

RESOLUTION

2	Click Next to get to “Do you have other household members or tax dependents”.
3	<p>Select Edit to review each household member’s tax information and update the answers, as needed.</p> <p>If PA’s status is Married Filing Taxes, then their spouse must be listed as “spouse” on this page, and his/her tax filing status should also be Married Filing Taxes.</p> <p>If PA is in a registered same-sex domestic partnership, the partner’s tax filing status should be separate as “Single” or “Not filing taxes” and the Relationship Status should be set to “Domestic Partner”</p>
4	<p>Click “Next” and proceed through the pages to eSign (Note: Do not use the re-determine eligibility button.</p> <p>If this does not resolve the issue, Go to Escalation.</p>

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.36 ES Error Message Code 3036

MESSAGE TEXT	Error: 3036 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... An individual has indicated that they are married filing jointly and the spouse has either not been included on the application or it has been indicated that both spouses are the primary tax filer.

TRIAGE

1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
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RESOLUTION

1	<p>Correct the error on the About Your Household screen. Ensure that both spouses are listed and that only one spouse is indicated as the primary tax filer;</p> <p>ALSO Check the Additional Household Tax Information screen to ensure that the relationships correlate with the appropriate tax filing status.</p> <p>If this does not resolve the issue, Go to Escalation.</p>
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ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington

ESCALATION

Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.37 ES Error Message Code 3037

MESSAGE TEXT	Error: 3037 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... A primary tax filer is not indicated on the application for at least one of the years. Most likely the PA indicated that they were married filing taxes last year and indicated that their spouse was the primary tax filer. Or it could be that the spouse was added but no one indicated that they were the primary tax filer.

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	If this has occurred for last year , disregard and resubmit the application
2	If this is for current or next year , update who the primary tax filer was and ensure that if the PA's spouse was the primary tax filer that they are listed on the application as well. Resubmit the application.
3	Navigate to the Primary Applicant's Taxes page and update all answers, as needed.
4	Click Next to get to the Do you have other household members or tax dependents page.
5	Click Edit for each additional household member and update all tax-related answers, as needed.

RESOLUTION

Note: *If the PA's tax filing status is Married Filing Jointly, ensure that their spouse is listed on this page, and that the spouse's status is also "Married Filing Jointly."*

- | | |
|----------|---|
| 6 | <p>Resubmit the application.</p> <p>If you received Error 3012 or Error 3013, navigate to those sections of the Desk Aid for additional troubleshooting.</p> |
|----------|---|

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

"Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved."

Do not request a Zendesk Ticket unless this is a "Medically Urgent Case" or if it is a "Second Time Caller:"

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.38 ES Error Message Code 3038

MESSAGE TEXT	Error: 3038 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN... An individual has indicated that they are both a tax filer and a tax dependent.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Update the Additional household Tax Information screen to ensure that a primary tax filer is not listed as a dependent.
2	Also ensure that tax filing information for the household on the “about your household” screens are accurate.
3	Resubmit the application.
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington</p>	

Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.39 ES Error Message Code 3039

MESSAGE TEXT	Error: 3039 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 7:30AM and 8PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	A partial ID match has occurred within the HCA Automated Client Eligibility System (ACES).

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
ESCALATION	
<p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p> <p>You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.</p>	

ESCALATION

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▾
I have a:	Please Select... ▾
Topic:	Please Select... ▾
County:	Please Select... ▾
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)



Other Comments:

Submit

Cancel

HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.40 ES Error Message Code 3040

MESSAGE TEXT	Error: 3040 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Primary applicant in HPF does not match up with what is showing as the Primary applicant in the HCA Automated Client Eligibility System (ACES).

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p> <p>You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.</p>	

ESCALATION

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▼
I have a:	Please Select... ▼
Topic:	Please Select... ▼
County:	Please Select... ▼
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)



Other Comments:

Submit

Cancel

HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.41 ES Error Message Code 3041

MESSAGE TEXT	Error: 3041 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Should not occur with screen level validations. Individual has attempted to remove a member of the application incorrectly.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p> <p>Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”</p> <ul style="list-style-type: none"> - IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. - Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, 	

Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

- Close call per standard procedure.

3.10.42 ES Error Message Code 3042

MESSAGE TEXT	Error: 3042 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	An individual has attempted to remove a member of the application, but has not indicated a reason for the removal.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p> <p>Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”</p> <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, 	

Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

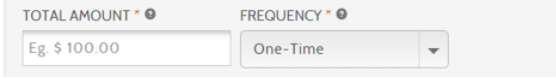
- Close call per standard procedure.

3.10.43 ES Error Message Code 3043

MESSAGE TEXT	Error: 3043 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN... An application is sent in Sync mode with data that impacts eligibility. In the event an applicant reports a change that impacts their eligibility and the application is sent in Sync mode, then ES will return business error 3043. The most common reason for the error involves an address change

TRIAGE	
1	Log in to your account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using Standard Operating Procedures (SOP).
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	Inform the customer: <i>“I will need to force the application through by conducting a workaround. The workaround requires an update to the Application income screen. This will be corrected after the error is resolved.”</i>
7	Click on “Report a Change” link and report a change in income by \$0.01, if income has been claimed by at least one person on the application. If income has not been claimed on the application, Go to Step 8 <ul style="list-style-type: none"> ▪ Proceed with E-sign and submit
8	Claim “Other” for income type: <div style="display: flex; align-items: center;"> <div style="flex: 1;"> <p><small>Do you or someone in your household receive alimony/spousal support, foreign earned income, other claimable gains or losses, or Economic Development funds from tribes (for example, per capita distributions from gaming)? * Ⓞ</small></p> </div> <div style="margin-left: 20px;"> <input type="radio"/> YES <input type="radio"/> NO </div> </div>

	<p>Alimony/Spousal Support/Foreign Earned Income/Other Claimable Gains or Losses/Economic Development funds from Tribes</p> <p>Ashley Jones</p>  <p>a. Enter Total Amount = \$.01 b. Frequency = Monthly</p> <ul style="list-style-type: none"> ▪ Proceed with E-sign and submit
9	Confirm eligibility results on the customer’s dashboard. If error persists then Go To Escalation .
10	Click on “Report a change” link again and set information back to original state, and correct any unnecessary changes that were made to the application. Note: It is crucial that this information is corrected, for these slight changes could cause downstream impacts that impact an applicant’s eligibility.
11	Close call per Standard Operating Procedure

ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **CACs:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>.
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.44 ES Error Message Code 3044

MESSAGE TEXT	Error: 3044 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Application is being sent to ES with an Open Enrollment indicator of "Y" outside of Open enrollment period

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Escalation. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.45 ES Error Message Code 3045

MESSAGE TEXT	Error: 3045 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Application is being sent to ES with an Open Enrollment indicator of “Y” outside of Open enrollment period. This should only impact paper applications as other applications should not use the application date field.

RESOLUTION	
1	Is the application date field 10/31/16 or earlier? <ul style="list-style-type: none"> ▪ If Yes: Go to Escalation ▪ If No: Change application date to 11/16/2016. Go to Step 2
2	Is applicant eligible for Washington Apple Health and in need of retroactive coverage? <ul style="list-style-type: none"> ▪ If Yes: on the question, “Does applicant have existing previous medical bills?” Check the box, Yes ▪ If No: Complete and submit application

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.46 ES Error Message Code 3046

MESSAGE TEXT	Error: 3046 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	The tax filing status of all individuals in the household needs to be checked for last year. Should not occur with screen level validations.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.47 ES Error Message Code 3047

MESSAGE TEXT	Error: 3047 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	A dependent or non-filer is being sent as the primary tax filer. This is a technical error.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Confirm that tax filing status is reflective on both the About Your Household screen and the Additional Household Tax Information screen.
2	Resubmit the application.
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p>	

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.48 ES Error Message Code 3048

MESSAGE TEXT	Error: 3048 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN... A member who has indicated a tax filing status of Dependent of Someone within the Household (DSH), Dependent of Someone Outside the Household (DSO), Not Filing Taxes (NFT) is listed as the Primary tax Filer on the request to the Eligibility Service. The Primary tax filer must have a status of Single, Married Filing Jointly, or Married Filing Separately.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Update the Additional Household Tax Information screen to reflect correct tax filing status.
2	Resubmit the application.
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington</p>	

Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.49 ES Error Message Code 3049

MESSAGE TEXT	Error: 3049 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN...

Applicant has indicated a tax filing status of Dependent of Someone inside of the household and did not enter the remaining members of the tax filing unit

Occurs when tax dependent is applying as PA

Occurs when MFT was claimed for last year, but ex-spouse was listed as Primary Tax Filer but not entered on application

If 3049 is accompanied by 3050 and 3051, the individual is required to enter a primary tax filer to the application.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Navigate to the Do you have other household members or tax dependents page.
2	<p>Enter Primary Tax Filer and all additional members of the tax filing unit.</p> <p>NOTE: <i>If PA is now divorced or spouse has deceased within the year, the PA can enter “Not Filing Taxes” for last year’s tax status to prevent the system from erroring out.</i></p>
3	Click “Next” to save the information.
4	Resubmit the application.

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.50 ES Error Message Code 3050

MESSAGE TEXT	Error: 3050 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	An individual has indicated that they are a “dependent of someone inside Household” but has not included the Primary Tax Filer on the application (for the year of the application filing).

TRIAGE	
1	“Please read me the text of your error message.” If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Return to the About You screen and ensure that the application is for “Myself and Others.”
2	Ask the customer, “Do you, or does anyone in your household file taxes or does somebody file taxes for your?” If customer answers Yes , Go to Step 3 If customer answers No , Go to Step 6
3	Navigate to the Primary Applicant’s Taxes page and update the answers, as needed.
4	Click Next to get to the “Do you have other household members or tax dependents” page.
5	Select Edit to review each household member’s tax information and update the answers, as needed to reflect appropriate tax relationship status to the PA. Go Step 9.

RESOLUTION

6	<p>Navigate to the Primary Applicant’s Taxes page and update the tax status to “Person has neither filed taxes nor was a tax dependent.”</p> <p>Additionally, select the appropriate answer to the question “Is this person planning to have the same tax filing status as that of 2016 for tax year 2015” and “Is this person planning to have the same tax filing status as that of the 2016 for tax year 2015?”</p>
7	<p>Click Next to get to the “Do you have other household members or tax dependents” page.</p>
8	<p>Update the tax filing status of all members of the household to “Person has not filed taxes / Is not a tax dependent of someone in or outside of the household.”</p> <p>Additionally, select the appropriate answer to the question “Is this person planning to have the same tax filing status as that of 2014 for tax year 2015” and “Is this person planning to have the same tax filing status as that of the 2014 for tax year 2016?”</p>
9	<p>Click “Save” to save the information.</p>
10	<p>Click “Next” and proceed to resubmit the application.</p>

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

Close call per standard procedure.

3.10.51 ES Error Message Code 3051

MESSAGE TEXT	Error: 3051 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Applicant has indicated a tax filing status of Dependent of Someone inside of the household and did not enter the remaining members of the tax filing unit (for the year following the year of application).

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

RESOLUTION	
1	Navigate to the Do you have other household members or tax dependents page.
2	Enter Primary Tax Filer and all additional members of the tax filing unit.
3	Click “Next” to save the information.
4	Resubmit the application.

ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the</p>	

preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.52 ES Error Message Code 3052

MESSAGE TEXT	Error: 3052 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	A member with a tax filing status of Dependent of someone outside the household or Non-tax filer/nondependent has indicated a different filing status on the Additional Household Tax Information screen.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Update the Additional Household Tax Information screen to correct tax filing status. If this does not resolve the issue, Go to Escalation.
2	Resubmit the application.
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington</p>	

Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.53 ES Error Message Code 3053

MESSAGE TEXT	Error: 3053 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	A member with a tax filing status of Dependent of someone outside the household or Non-tax filer/nondependent has indicated a different filing status on the Additional Household Tax Information screen.

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Update the Additional Household Tax Information screen to reflect correct tax filing status. If this does not resolve the issue, Go to Escalation.
2	Resubmit the application.
ESCALATION	
If you continue to get the same error code after following the resolution steps provided, tell the customer: "Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington	

Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.54 ES Error Message Code 3054

MESSAGE TEXT	Error: 3054 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	A member with a tax filing status of Dependent of someone outside the household or Non-tax filer/nondependent has indicated a different filing status on the Additional Household Tax Information screen.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Update the Additional Household Tax Information screen to correct tax filing status.
2	Resubmit the application. If this does not resolve the issue, Go to Escalation.
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p>	

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.55 ES Error Message Code 3056

MESSAGE TEXT	Error: 3056 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	The members listed as tribal members on the application are not the same as those included on the application. This should not occur.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p> <p>Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”</p> <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, 	

Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

- Close call per standard procedure.

3.10.56 ES Error Message Code 3057

MESSAGE TEXT	Error: 3057 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	An application without at least 1 WAH enrolled individual has submitted a change that does not impact eligibility; i.e. change of address. This is sent to ES in "SYNC" mode. SYNC mode is not an allowable mode for HIPTC clients.

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Select "Complete My Application."
2	Update income by \$.01.
3	Resubmit the application.

ESCALATION

Inform the customer:

This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.

Do Not log a Zendesk ticket for HCA-related issues.

Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application's error, you can call this number directly or offer to transfer the customer.

You will receive an "Eligibility Determination Notice" in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the AskMagi email process and send an email to HCA using the following guidelines:

Email to: ASKMAGI@hca.wa.gov

Subject Line: HCA Error Code

Body of Email Should Include:

- HBE Staff First Name:
- HBE Staff Last Name:
- HBE Email Contact for responding:
- HPF Application ID#:
- Applicant Name (First, Last):
- Applicant DOB:
- HCA Error Code:

Close call per standard procedure

3.10.57 ES Error Message Code 3058

MESSAGE TEXT	Error: 3058 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	WAH client cannot be identified by the HCA Automated Client Eligibility System (ACES) during request.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p> <p>You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington</p>	

ESCALATION

Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magiccontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▾
I have a:	Please Select... ▾
Topic:	Please Select... ▾
County:	Please Select... ▾
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)
Other Comments:	<input type="text"/>



Submit

Cancel

HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.58 ES Error Message Code 3059

MESSAGE TEXT	Error: 3059 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	There is an existing client ID that has been identified for the individual that is on the HPF application and there is a discrepancy with the demographic data between the two accounts.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
ESCALATION	
<p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24–48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p> <p>You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington</p>	

ESCALATION

Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magiccontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▾
I have a:	Please Select... ▾
Topic:	Please Select... ▾
County:	Please Select... ▾
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)
Other Comments:	<input type="text"/>



Submit

Cancel

HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.59 ES Error Message Code 3060

MESSAGE TEXT	Error: 3060 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN... Multiple active clients found with the same SSN.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24–48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p> <p>You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.</p>	

ESCALATION

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▾
I have a:	Please Select... ▾
Topic:	Please Select... ▾
County:	Please Select... ▾
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)



Other Comments:

Submit

Cancel

HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.60 ES Error Message Code 3061

MESSAGE TEXT	Error: 3061 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... The individual has two Client IDs. There are two unique exchange IDs being sent with the same name, DOB, and SSN. The client IDs need to be Merged.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p> <p>Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”</p> <ul style="list-style-type: none"> - IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. - Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, 	

Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

- Close call per standard procedure.

3.10.61 ES Error Message Code 3062

MESSAGE TEXT	Error: 3062 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN... An individual on the application has not indicated a tax filing status.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Check the About Your Household and Additional Household Tax Information screens, to ensure tax filing status is indicated. Also check that relationships are set correctly.
2	Resubmit the application
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p>	

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.62 ES Error Message Code 3063

MESSAGE TEXT	Error: 3063 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... An individual has indicated that they are not a US Citizen **and** has not declared whether they are a lawfully present immigrant or not (this field has been left blank).

TRIAGE																						
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>																					
RESOLUTION																						
1	Click on the “Complete My Application” link on the dashboard to go into the application.																					
2	<p>Look on the Application Review screen, under the Additional Questions headline. You may see a blank response to the “Is Lawfully Present” question for an individual who answered No to “Are you a US Citizen?”</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center; background-color: #f0f0f0; margin: 0;">Additional Questions</p> <p style="margin: 5px 0;">Is every household member on this application a U.S. citizen? No</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Name</th> <th style="width: 10%;">US Citizen?</th> <th style="width: 15%;">Is Lawfully Present?</th> <th style="width: 10%;">Date of Entry</th> <th style="width: 15%;">Immigration Document Type</th> <th style="width: 15%;">Immigration Document Number</th> <th style="width: 10%;">Verify</th> </tr> </thead> <tbody> <tr> <td>John Doe</td> <td>No</td> <td style="border: 2px solid red;"></td> <td>N/A</td> <td>N/A</td> <td>N/A</td> <td></td> </tr> <tr> <td>Jane Doe</td> <td>Yes</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> <td></td> </tr> </tbody> </table> </div>	Name	US Citizen?	Is Lawfully Present?	Date of Entry	Immigration Document Type	Immigration Document Number	Verify	John Doe	No		N/A	N/A	N/A		Jane Doe	Yes	N/A	N/A	N/A	N/A	
Name	US Citizen?	Is Lawfully Present?	Date of Entry	Immigration Document Type	Immigration Document Number	Verify																
John Doe	No		N/A	N/A	N/A																	
Jane Doe	Yes	N/A	N/A	N/A	N/A																	
3	Return to the “Additional Questionnaire” screen in the application.																					

RESOLUTION

4	For each household member who is not a citizen, update their citizenship status by indicating Yes or No to the question “Are you lawfully present?”
5	Resubmit the application.
6	If this does not resolve this issue, Go to Escalation .

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.63 ES Error Message Code 3064

MESSAGE TEXT	Error: 3064 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... A technical issue has occurred.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p> <p>Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”</p> <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, 	

Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

- Close call per standard procedure.

3.10.64 ES Error Message Code 3065

MESSAGE TEXT	Error: 3065 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Account Worker has attempted to force close an application and has entered a force closure date prior to the Application Received date.
TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
2	<p>This can only be resolved by an account worker when a specific force closure code has been entered:</p> <ul style="list-style-type: none"> ▪ Proceed to the Application Review screen, proceed to the members details section; e.g. ssn section. ▪ Update the date to current date in the date of force closure ▪ Submit the application
3	If the date field for the force closure is not available, or this does not resolve the issue, a data fix will be required to resolve error.
4	Go to Escalation.
ESCALATION	
<p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p>	

Do Not log a Zendesk ticket for HCA-related issues.

Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.

You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)


Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magiccontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▼
I have a:	Please Select... ▼
Topic:	Please Select... ▼
County:	Please Select... ▼
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)
Other Comments:	<input type="text"/>



HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.65 ES Error Message Code 3066

MESSAGE TEXT	Error: 3066 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Primary applicant in HPF does not match up with what is showing as the Primary applicant in the HCA Automated Client Eligibility System (ACES).

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Escalation. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
ESCALATION	
Inform the customer:	

ESCALATION

This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.

Do Not log a Zendesk ticket for HCA-related issues.

Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application's error, you can call this number directly or offer to transfer the customer.

You will receive an "Eligibility Determination Notice" in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:

Please fill out all fields appropriately

- Provide brief description of issue experienced.

ESCALATION

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... <input type="button" value="v"/>
I have a:	Please Select... <input type="button" value="v"/>
Topic:	Please Select... <input type="button" value="v"/>
County:	Please Select... <input type="button" value="v"/>
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)



Other Comments:

HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.66 ES Error Message Code 3067

MESSAGE TEXT	Error: 3067 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Household composition in HPF does not match up with what is showing in the HCA Automated Client Eligibility System (ACES).

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
Inform the customer:	
<p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p>	
Do Not log a Zendesk ticket for HCA-related issues.	
<p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p>	
<p>You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.</p>	

ESCALATION

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▼
I have a:	Please Select... ▼
Topic:	Please Select... ▼
County:	Please Select... ▼
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)



Other Comments:	<input type="text"/>
-----------------	----------------------

Submit

Cancel

HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.67 ES Error Message Code 3068

MESSAGE TEXT	Error: 3068 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Household composition in HPF does not match up with what is showing in the HCA Automated Client Eligibility System (ACES).

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p> <p>You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.</p>	

ESCALATION

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▼
I have a:	Please Select... ▼
Topic:	Please Select... ▼
County:	Please Select... ▼
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)



Other Comments:

Submit

Cancel

HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.68 ES Error Message Code 3069

MESSAGE TEXT	Error: 3069 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... There is an existing change-reporting request that is pending in our system. This is also possible when an application is submitted when the system is very slow and clicks the submit button multiple times.

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Ask the customer: "Have you reported a change to your income or household within the last 24 hours?" If Yes: Go to Step 2 If No: Go to Step 3
2	Tell the customer to wait 24 hours until logging back into their account. Changes take 24 hours to take effect. If they do not see the change after 24 hours and continue to get this error, they can call back.
3	Attempt to re-determine eligibility/resubmit the application.
ESCALATION	
If you continue to get the same error code after following the resolution steps provided, tell the customer:	

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.69 ES Error Message Code 3070

MESSAGE TEXT	Error: 3070 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN... Application being sent in Batch Renewal mode and ACES cannot make a match.

TRIAGE	
6	<p>“Please read me the text of your error message.”</p> <ul style="list-style-type: none"> ▪ If error message/error # matches: Go to Escalation. ▪ If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.

ESCALATION	
<p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p> <p>You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.</p>	

ESCALATION

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(Pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▾
I have a:	Please Select... ▾
Topic:	Please Select... ▾
County:	Please Select... ▾
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)



Other Comments:	<input type="text"/>
-----------------	----------------------

Submit

Cancel

- HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.70 ES Error Message Code 3071

MESSAGE TEXT	Error: 3071 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Application being sent in Online Renewal mode and HCA Automated Client Eligibility System (ACES) cannot make a match.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <ul style="list-style-type: none"> ▪ If error message/error # matches: Go to Escalation. ▪ If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.

ESCALATION	
<p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p> <p>You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.</p>	

ESCALATION

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(Pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▼
I have a:	Please Select... ▼
Topic:	Please Select... ▼
County:	Please Select... ▼
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)



Other Comments:	<input type="text"/>
-----------------	----------------------

Submit

Cancel

- HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.71 ES Error Message Code 3072

MESSAGE TEXT	Error: 3072 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... Member is deleted for death reason but there is no date of death entered.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <ul style="list-style-type: none"> ▪ If error message/error # matches: Go to Escalation. ▪ If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.

ESCALATION	
<p>If you continue to get the same error code after following the triage steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p> <p>Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”</p> <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, 	

ESCALATION

Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.72 ES Error Message Code 3073

MESSAGE TEXT	Error: 3073 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Data Sync is possible only for Active MAGI Medicaid clients. This error will generate if ES receives a data sync request for a client who is not currently active on a MAGI Medicaid Authorized Unit (Household). We would not expect to get a data sync request from Washington Healthplanfinder for a client who is not currently active.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p>“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”</p>	

ESCALATION

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.73 ES Error Message Code 3074

MESSAGE TEXT	Error: 3074 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Found client(s) with same name and date of birth. Need more info such as HCA Automated Client Eligibility System (ACES) ID or correct SSN for complete match.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p> <p>You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington</p>	

ESCALATION

Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the AskMagi email process and send an email to HCA using the following guidelines:

Email to: ASKMAGI@hca.wa.gov

Subject Line: HCA Error Code

Body of Email Should Include:

- HBE Staff First Name:
- HBE Staff Last Name:
- HBE Email Contact for responding:
- HPF Application ID#:
- Applicant Name (First, Last):
- Applicant DOB:
- HCA Error Code:

Close call per standard procedure

3.10.74 ES Error Message Code 3079

MESSAGE TEXT	Error: 3079 We are Unable to Process your application. Please call customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Customer has indicated that they were offered Employer Sponsored Insurance (ESI); however, the cost of coverage was listed as \$0.00.

TRIAGE	
1	<p>On the Household Income Details screen, check to see if the customer answered Yes to the question “Does your employer offer a health plan that meets the minimum value standards?”</p> <p>If Yes: <i>Go to Step 2</i></p> <p>If No: Verify with the customer that this is correct and then inform the customer that they are experiencing another error. Restart your search in the Desk Aid to locate the appropriate error</p>
2	<p>Check to see what was the premium amount entered in response to the next question on the page, “What is the monthly premium of the lowest-cost employee-only plan that meets the minimum value standard?” If a premium value between \$0.00–0.99 was entered, ask the customer to verify that the premium cost listed is correct.</p> <p>If customer verifies the amount listed is correct (meaning that the employer covers the total amount of the employee’s premium), <i>Go to Resolution Step 1</i></p> <p>If customer says the amount is incorrect OR they don’t know what the offered amount is of their Self-Only coverage premium, <i>Go to Resolution Step 4</i></p>
RESOLUTION	
1	<p>Instruct the customer to enter \$1.00 for the amount listed for the question “What is the monthly premium of the lowest-cost employee-only plan that meets the minimum value standards?”</p>

RESOLUTION	
2	Inform the customer that entering \$1.00 for the premium coverage will make no difference in their eligibility determination. This is necessary simply because the system requires an amount greater than \$0.00.
3	Click Save/Next to complete this application page. Continue to assist the customer, as needed, to complete their application. If Error 3079 is received again, Go to Escalation .
4	Inform the customer that they must contact their employer to determine the amount of the Self-only coverage premium that is offered. The customer needs to enter the amount of the second lowest Silver plan offered by the employer. <i>Note: The answer to this question is a factor in determining whether or not a customer is eligible for tax credits. If the customer incorrectly reports this information, they could be forced to reconcile any overpayments with the IRS.</i>
5	Inform the customer that once they have this information, they can either call back or log into their account and update the premium amount themselves.

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.75 ES Error Message Code 3082

MESSAGE TEXT	<p>Error: 3082</p> <p>We are Unable to Process your application.</p> <p>Please call customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.</p>
ACCESS STATUS	<p><input type="checkbox"/> Customer</p> <p><input checked="" type="checkbox"/> Customer Support Representative</p> <p><input checked="" type="checkbox"/> Lead Organization</p> <p><input type="checkbox"/> Certified Application Counselor</p> <p><input type="checkbox"/> Navigator</p> <p><input type="checkbox"/> Broker</p> <p><input type="checkbox"/> HCA Community Partner</p> <p><input type="checkbox"/> Tribal Assister</p>
OCCURS WHEN...	<p>The Federal Hub that verifies customer information does not provide Minimum Essential Coverage (MEC) information because either (1) the SSN is not provided or is unverified or (2) the Federal Hub service is currently unavailable.</p>
TRIAGE	
1	<p>On the About You screen, ensure that the primary applicant has entered a SSN. If customer has not entered a SSN, instruct them to do so now.</p>
2	<p>On the Do You Have Other Household Members or Tax Dependents? page, ensure that the household members have SSNs. If the customer has not entered SSNs for US Citizens, instruct them to do so now.</p>
3	<p>Go to Resolution.</p>
RESOLUTION	
<p>Attempt to e-sign again, to see if the updated application is accepted.</p> <p>If e-sign is successful, continue to assist the customer, as needed, through the eligibility determination and plan shopping pages.</p> <p>If e-sign is unsuccessful and Error 3082 appears again, Go to Escalation.</p>	
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the</p>	

ESCALATION

preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.76 ES Error Message Code 3085

MESSAGE TEXT	Error: 3085 We are Unable to Process your application. Please call customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	This issue occurs intermittently when trying to update an application with SSNs that do not match the Health Care Authority

TRIAGE	
1	Login to your CSR user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	On the About You screen, ensure that the primary applicant has entered a SSN. If customer has not entered a SSN, instruct them to do so now.
7	On the Do You Have Other Household Members or Tax Dependents? Page, ensure that the household members have SSNs. If the customer has not entered SSNs for US Citizens, instruct them to do so now.
8	Go to Escalation.
ESCALATION	
Inform the customer:	
This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.	

ESCALATION

Do Not log a Zendesk ticket for HCA-related issues.

Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application's error, you can call this number directly or offer to transfer the customer.

You will receive an "Eligibility Determination Notice" in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.

Thank the customer for calling and close the call following the standard closing process.

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(Pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:

- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately
- Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... ▼
I have a:	Please Select... ▼
Topic:	Please Select... ▼
County:	Please Select... ▼
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)



Other Comments:

Submit

Cancel

- HCA Error Code (3068, 3013, 3059, 3066, 3074)

3.10.77 ES Error Message Code 3087

MESSAGE TEXT	Error: 3087 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	A member was added to the application for reason birth, adoption, or placement of adoption AND the date of event is missing.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Navigate to the Household member page. Review each member by clicking on the edit button to confirm the event date listed is populated.
5	Add in any dates that may be missing. Resubmit Application. <ul style="list-style-type: none"> ▪ If error is solved: Close call per standard procedure ▪ If error still occurs: Go to Escalation
ESCALATION	
If you continue to get the same error code after following the resolution steps provided, tell the customer: <p style="text-align: center;">“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will</p>	

ESCALATION

work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.78 ES Error Code Message 3088

MESSAGE TEXT	Error: 3088 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	<p>A “date of event” for the added member is past 60 days than the current system date AND HPF sent this to ES.</p> <p>Example: applicant adds a new member to the application and enters a “date of event” of 6/1/2016 while the current date is 1/1/2016. If HPF sent the “date of event” to ES, this error will be thrown.</p>

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Navigate to the Household member page. Review each member by clicking on the edit button to confirm the event date listed accurate. Update any that are inaccurate.
5	<p>Resubmit Application.</p> <ul style="list-style-type: none"> ▪ If error is solved: Close call per standard procedure ▪ If error still occurs: Go to Escalation

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.79 ES Error Code Message 3089

MESSAGE TEXT	Error: 3089 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	A member has been added to the application and the “date of event” is in the future.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Navigate to the Household member page. Review the event date of the newly added household member by clicking on the edit button to confirm the event date listed accurate.
5	<p>Ask the customer: is the person currently a household member?</p> <ul style="list-style-type: none"> ▪ If Yes: Update the “Event Date” to match the current system date ▪ If No: Inform the customer that the future “Event Date” entered cannot be processed until the day of or after occurrence. Remove the household member and ask the customer to add the household member after that date – or to call back on that date.
6	<p>Resubmit Application.</p> <ul style="list-style-type: none"> ▪ If error is solved: Close call per standard procedure

- If error still occurs: **Go to Escalation**

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.80 ES Error Code Message 3090

MESSAGE TEXT	Error: 3090 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	When adding a new member to the application and the "Event Date" is populated but the "Reason for Addition" is blank.

TRIAGE	
1	<p>"Please read me the text of your error message."</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	This requires a technical fix. Go to Escalation
ESCALATION	
<p>If you continue to get the same error code after following the resolution steps provided, tell the customer:</p> <p style="padding-left: 40px;">"Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved."</p> <p>Do not request a Zendesk Ticket unless this is a "Medically Urgent Case" or if it is a "Second Time Caller:"</p>	

ESCALATION

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.81 ES Error Message Code 3091

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	<p>A member within the ACES system has been listed as deceased. This can occur in the two scenarios listed below:</p> <ol style="list-style-type: none"> 1. Conflicting information listed on two separate applications. For example, a household member on one application is listed as deceased and on the other application that same household member is not listed as deceased. 2. An individual, seeking coverage, is deceased in ACES or the relationship of a deceased spouse not seeking coverage is “spouse” instead of “deceased spouse.”

RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Confirm with the customer that their spouse is deceased. If yes: Go to Step 6 If no: Go to Step 7
6	Change the relationship to “deceased spouse” and submit the application.
7	Go to Escalation

ESCALATION	
Inform the customer:	
<p>“The error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.”</p> <ul style="list-style-type: none"> ▪ Do Not Log a Zen Desk ticket for HCA-related issues. 	

ESCALATION

Provide the customer the HCA Toll Free # 1-855-623-9357 and **advise** the customer to wait 24-48 hours before calling so that HCA receives the updates.

3.10.82 ES Error Message Code 9004

MESSAGE TEXT	Error: 9004 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	There is a technical error with the Washington Healthplanfinder and the Eligibility Service that may require a second try for eligibility.

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution If error message/error # does not match: Go to General System Error
RESOLUTION	
1	Log in to your user account and go to the "Dashboard Account Home" page.
2	Search for the customer using search criteria on the page.
3	Verify the customer's identity
4	Click the "My Household" tab on the customer's dashboard.
5	Click the "View Your Eligibility Information" link.
6	Click the "Determine Eligibility" button on the "Application Review" page. If you still cannot continue, then Go to Escalation .
ESCALATION	
If you continue to get the same error code after following the resolution steps provided, tell the customer: "Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once	

your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.83 ES Error Message Code 9005

MESSAGE TEXT	Error: 9005 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	There is a technical error with the Washington Healthplanfinder and the Eligibility Service that may require a second try for eligibility.

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution If error message/error # does not match: Go to General System Error
RESOLUTION	
1	Log into your user account and go to the "Dashboard Account Home" page.
2	Search for the customer using search criteria on the page.
3	Verify the customer's identity.
4	Click on the correct customer's name (link) to enter the customer's "Dashboard Account Home" page.
5	Click the "My Household" tab on the customer's dashboard.
6	Click the "View Your Eligibility Information" link.
7	Click the "Determine Eligibility" button on the "Application Review" page. If you still cannot continue, Go to Escalation.
ESCALATION	
If you continue to get the same error code after following the resolution steps provided, tell the customer:	

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.84 ES Error Message Code 9006

MESSAGE TEXT	Error: 9006 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... Invalid Message format for incoming request.

TRIAGE

1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
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ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633,

Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

- Close call per standard procedure.

3.10.85 ES Error Message Code 9012

MESSAGE TEXT	Error: 9012 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	There is a technical batch job processing error.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.86 ES Error Message Code 9999

MESSAGE TEXT	Error: 9999 We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... General system error occurred. Please try again later.

TRIAGE

1	<p>“Please read me the text of your error message.” If error message/error # matches: Go to Escalation. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
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ESCALATION

If you continue to get the same error code after following the resolution steps provided, tell the customer:

“Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. Our technical team will work to resolve the issue. You will receive an Eligibility Determination Notice once your Error is resolved. The notice will be sent via U.S. Mail or email, based on the preferences you established on your application. You can also log on to Washington Healthplanfinder and view your Eligibility Determination Notice on your user dashboard. The notice will appear there, once the error is resolved.”

Do not request a Zendesk Ticket unless this is a “Medically Urgent Case” or if it is a “Second Time Caller:”

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633,

Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

- Close call per standard procedure.

3.10.87 ES Error Message Code D

MESSAGE TEXT	Error: D We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN... Occurs after application review and before eligibility results.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
RESOLUTION	
1	<p>Click “Re-determine Eligibility.”</p> <p>If this solves the error, continue assisting the customer with the application, as needed</p> <p>If this does not solve the error, Go to Escalation</p>
ESCALATION	
	<p>Determine if the customer has an urgent case that needs high priority (pregnant women, individuals who have medical needs and need coverage ASAP)</p> <ul style="list-style-type: none"> ▪ If Yes: Go to Step 3 ▪ If No: Go to Step 1
1	<p>Inform the customer:</p> <p>“A technical fix is required for this specific error code. Our technical team already has your application tracked and is actively working to resolve the issue. You will receive an “Eligibility Determination Notice” in the mail or via email (based on your</p>

ESCALATION

	<p>preferences) once their error is fixed. You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.”</p>
2	<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ – HCA Community Partners: Contact your local HCA Area Representative by following this link ▪ Close call per standard procedure.
3	<p>FOR ANY URGENT CASES THAT NEED HIGH PRIORITY (pregnant women, individuals who have medical needs and need coverage ASAP)</p> <p>Inform the customer:</p> <p style="padding-left: 40px;">This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24-48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p> <p>You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.</p> <p>Thank the customer for calling and close the call following the standard closing process.</p> <p>FOR ANY URGENT CASES THAT NEED HIGH PRIORITY (pregnant women, individuals who have medical needs and need coverage ASAP)</p>

ESCALATION

Follow the AskMagi email process and send an email to HCA using the following guidelines:

Email to: ASKMAGI@hca.wa.gov

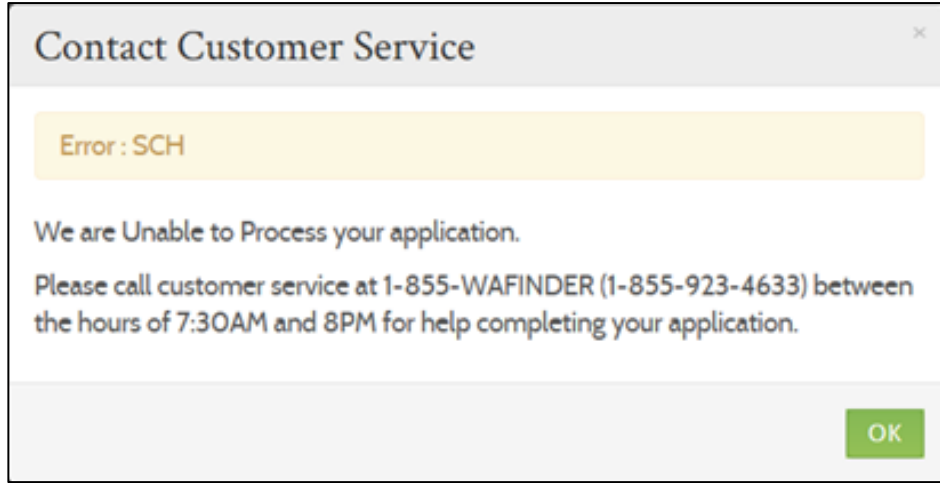
Subject Line: HCA Error Code

Body of Email Should Include:

- HBE Staff First Name:
- HBE Staff Last Name:
- HBE Email Contact for responding:
- HPF Application ID#:
- Applicant Name (First, Last):
- Applicant DOB:
- HCA Error Code (3068, 3013, 3059, 3066, 3074):

Close call per standard procedure

3.10.88 ES Error Message Code SCH



MESSAGE TEXT	Error: SCH We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

OCCURS WHEN...	Customer has missing tax filing information, an individual has an incorrect date of entry for lawful presence, OR the customer mistakenly entered their SSN into one of the income deduction areas (usually the student loan area).
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TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

RESOLUTION

- 1** **Look** through the dashboard or **ask** the customer to see if it is possible to select either the “Report a Change” link in the Quick links menu or the “Complete My Application” link at the bottom of the dashboard.
If either link is available, **go** back into the application and review to correct any incorrect information that was written
If neither link is available, **Go to Escalation**

ESCALATION

Scenario 1: Customer is Able to Enter Application, but Receives Error SCH

- 1**
 - Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
 - Close call per standard procedure.

Scenario 2: Customer is Unable to Enter Application

3.10.89 Error IN002

MESSAGE TEXT	Error: IN002 We are unable to Process your application. Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	<p>Customer submits an application for coverage. During the eligibility determination process a correspondence also needs to be generated to indicate the customer’s eligibility results/decision via mail or email and also to be displayed on the customer’s dashboard. This error occurs when there is a problem generating that correspondence.</p> <p>The customer’s dashboard will show their Enrolled status as “Application Submitted.” Only a CSR will be able to move the customer’s application forward.</p>

TRIAGE	
1	“Please read me the text of your error message.” If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Follow SOP to perform a User Search.
2	After the customer has been verified according to SOP, Go to Escalation.
ESCALATION	
<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 	

- once your language is selected. For Customer Support Center Business Hours:
<http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.90 Error IN003

MESSAGE TEXT	<p>Error: IN003</p> <p>We are unable to Process your application.</p> <p>Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.</p>
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ACCESS STATUS	<p><input type="checkbox"/> Customer</p> <p><input checked="" type="checkbox"/> Customer Support Representative</p> <p><input checked="" type="checkbox"/> Lead Organization</p> <p><input type="checkbox"/> Certified Application Counselor</p> <p><input type="checkbox"/> Navigator</p> <p><input type="checkbox"/> Broker</p> <p><input type="checkbox"/> HCA Community Partner</p> <p><input type="checkbox"/> Tribal Assister</p>
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OCCURS WHEN...	<p>Customer submits an application for HIPTC coverage. During the eligibility determination process a customer’s Cost Sharing Reduction (CSR) Tier also needs to be determined. The system interacts with another service to determine this simultaneously. This error occurs when the CSR Tier could not be calculated properly.</p> <p>The customer’s dashboard will show their Enrolled status as “Application Submitted.” Only a CSR will be able to move the customer’s application forward.</p>
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TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Resolution.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

RESOLUTION	
1	Follow SOP to perform a User Search.
2	After the customer has been verified according to SOP, enter the customer’s dashboard.
3	Navigate to the customer’s Application Review screen.
4	Scroll to the bottom of the Application Review screen and click “Re-determine Eligibility.”

5	The customer should receive their eligibility results at this point. If you are continuing to get the same error after redetermining eligibility, Go to Escalation .
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ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.91 Error IN004

MESSAGE TEXT	<p>Error: IN004</p> <p>We are unable to Process your application.</p> <p>Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.</p>
ACCESS STATUS	<p><input type="checkbox"/> Customer</p> <p><input checked="" type="checkbox"/> Customer Support Representative</p> <p><input checked="" type="checkbox"/> Lead Organization</p> <p><input type="checkbox"/> Certified Application Counselor</p> <p><input type="checkbox"/> Navigator</p> <p><input type="checkbox"/> Broker</p> <p><input type="checkbox"/> HCA Community Partner</p> <p><input type="checkbox"/> Tribal Assister</p>
OCCURS WHEN...	<p>Customer submits an application for coverage. During the eligibility determination process, eligibility for pediatric dental plans failed to process correctly.</p>

TRIAGE

1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
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ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.92 Error IN005

MESSAGE TEXT	<p>Error: IN005</p> <p>We are unable to Process your application.</p> <p>Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.</p>
ACCESS STATUS	<p><input type="checkbox"/> Customer</p> <p><input checked="" type="checkbox"/> Customer Support Representative</p> <p><input checked="" type="checkbox"/> Lead Organization</p> <p><input type="checkbox"/> Certified Application Counselor</p> <p><input type="checkbox"/> Navigator</p> <p><input type="checkbox"/> Broker</p> <p><input type="checkbox"/> HCA Community Partner</p> <p><input type="checkbox"/> Tribal Assister</p>
OCCURS WHEN...	<p>Customer submits an application for coverage. During the eligibility determination process, verification with the Federal Hub was unable to process correctly.</p>

TRIAGE

1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
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ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.93 Error IN006

MESSAGE TEXT	Error: IN006 We are unable to Process your application. Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Customer submits an application for coverage. A problem occurred during eligibility determination.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ – HCA Community Partners: Contact your local HCA Area Representative by following this link ▪ Close call per standard procedure. 	

3.10.94 Error EN0001

MESSAGE TEXT	Error: EN0001 We are unable to Process your application. Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	There is an error in creating WAH enrollment.

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>

ESCALATION	
<ul style="list-style-type: none"> ▪ If you continue to receive the same error code after following the above triage steps provided, tell the customer: <ul style="list-style-type: none"> – “Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. The Exchange’s technical teams will work to resolve the issue. You will receive an Eligibility Determination notice on your Message Center once your error is resolved. The notice will be sent via U.S. Mail or email, based on your preferences established on your application. You can also login to <i>Washington Healthplanfinder</i> and view your Eligibility Determination Notice on your user dashboard. The notice will appear once the error is resolved. ▪ Zendesk tickets would only be logged in Medically Urgent Cases: ▪ : 	

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.95 Error EN0002

MESSAGE TEXT	Error: EN0002 We are unable to Process your application. Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	There is an error in processing WAH disenrollment.
TRIAGE	
1	“Please read me the text of your error message.” If error message/error # matches: Go to Escalation. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.

ESCALATION

- If you continue to receive the same error code after following the above triage steps provided, tell the customer:
 - “Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. The Exchange’s technical teams will work to resolve the issue. You will receive an Eligibility Determination notice on your Message Center once your error is resolved. The notice will be sent via U.S. Mail or email, based on your preferences established on your application. You can also login to *Washington Healthplanfinder* and view your Eligibility Determination Notice on your user dashboard. The notice will appear once the error is resolved.
- Zendesk tickets would only be logged in Medically Urgent Cases:
- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.96 Error EN0003

MESSAGE TEXT	<p>Error: EN0003</p> <p>We are unable to Process your application.</p> <p>Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.</p>
ACCESS STATUS	<p><input type="checkbox"/> Customer</p> <p><input checked="" type="checkbox"/> Customer Support Representative</p> <p><input checked="" type="checkbox"/> Lead Organization</p> <p><input type="checkbox"/> Certified Application Counselor</p> <p><input type="checkbox"/> Navigator</p> <p><input type="checkbox"/> Broker</p> <p><input type="checkbox"/> HCA Community Partner</p> <p><input type="checkbox"/> Tribal Assister</p>
OCCURS WHEN...	<p>There is a change of address reported which results in an error in the Application Programming Interface (API) because the selected plan may not be covered in the area of the new address.</p>

TRIAGE

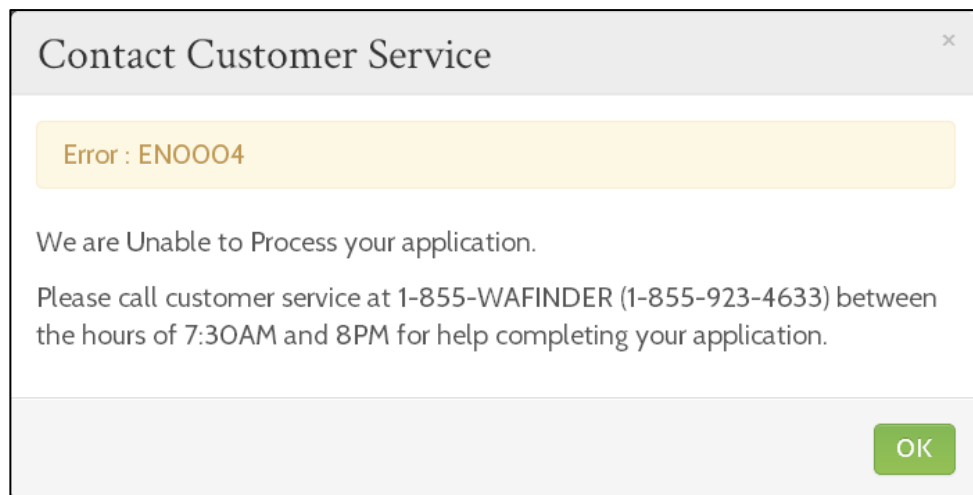
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
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ESCALATION

- If you continue to receive the same error code after following the above triage steps provided, tell the customer:
 - “Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. The Exchange’s technical teams will work to resolve the issue. You will receive an Eligibility Determination notice on your Message Center once your error is resolved. The notice will be sent via U.S. Mail or email, based on your preferences established on your application. You can also login to *Washington Healthplanfinder* and view your Eligibility Determination Notice on your user dashboard. The notice will appear once the error is resolved.
- Zendesk tickets would only be logged in Medically Urgent Cases:

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.97 Error EN0004



MESSAGE TEXT	Error: EN0004 We are unable to Process your application. Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.
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ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
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OCCURS WHEN...	There is an error communicating with one of our partner services (DSHS) which results in missing dates in the application.
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TRIAGE	
1	<p>“I apologize for the issues you encountered with this application. Let me see if I can resolve the error message, so you can proceed with applying for coverage.”</p> <p>Note: If this error prevented the customer from getting coverage that would have begun on the 1st of the month, they may still be able to request retro-active enrollment for that start date. Please request “Retroactive enrollment” and reference Error code EN0004. Do not guarantee retro-active enrollment.</p>
Resolution	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using the Customer Support Center Standard Operating Procedures (SOP).
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	Re-submit the application. This should successfully complete the application and resolve the error message.
7	Verify the error has been resolved.

- If error persists and/ or you need to submit a request for retroactive enrollment for the 1st of the month due to this error, **Go to Escalation**.
- Close call per Standard Operating Procedure

ESCALATION

- If you continue to receive the same error code after following the above triage/resolution steps provided, tell the customer:
 - “Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. The Exchange’s technical teams will work to resolve the issue. You will receive an Eligibility Determination notice on your Message Center once your error is resolved. The notice will be sent via U.S. Mail or email, based on your preferences established on your application. You can also login to *Washington Healthplanfinder* and view your Eligibility Determination Notice on your user dashboard. The notice will appear once the error is resolved.
- Zendesk tickets would only be logged in Medically Urgent Cases:
- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **CACs:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>.
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.98 Error EN0005

MESSAGE TEXT	<p>Error: EN0005</p> <p>We are unable to Process your application.</p> <p>Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.</p>
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ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
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OCCURS WHEN...	<p>A special enrollment is processed and there is an error in the Application Programming Interface (API) when copying over the original enrollment records of members of the household who do not qualify for the special enrollment.</p>
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TRIAGE

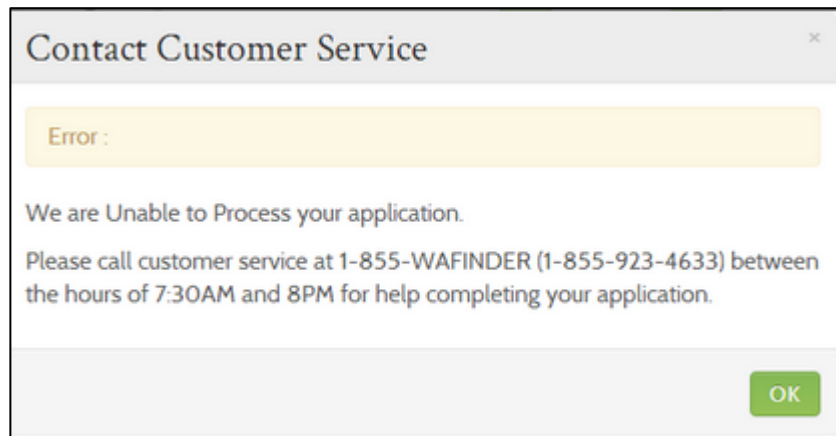
1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
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ESCALATION

- If you continue to receive the same error code after following the above triage steps provided, tell the customer:
 - “Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. The Exchange’s technical teams will work to resolve the issue. You will receive an Eligibility Determination notice on your Message Center once your error is resolved. The notice will be sent via U.S. Mail or Email, based on your preferences established on your application. You can also login to *Washington Healthplanfinder* and view your Eligibility Determination Notice on your user dashboard. The notice will appear once the error is resolved.
- Zendesk tickets would only be logged in Medically Urgent Cases:
- :

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.99 ES Error Message: “Error: (Blank)”



MESSAGE TEXT	Error: (Blank) We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00AM and 5PM for help completing your application.
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ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
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OCCURS WHEN...	Occurs after application is E-Signed on the Eligibility Results. *Note that Error message is not typed as “Blank” but is shows as “Error:”
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TRIAGE

1	<p>“Please read me the text of your error message.”</p> <p>If error message/error # matches: Go to Escalation.</p> <p>If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.</p>
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ESCALATION

<p>Ask the customer to log in to Washington Healthplanfinder to check their application after 24hours to check if the issue has been resolved.</p> <ul style="list-style-type: none"> - If you continue to receive the same error code after following the above triage steps provided, tell the customer: <ul style="list-style-type: none"> - “Unfortunately, I was unable to remove your error at this time. However, your application is being tracked as associated with this error. The Exchange’s technical teams will work to resolve the issue. You will receive an Eligibility Determination notice on your Message Center once your error is resolved. The notice will be sent via U.S. Mail or Email, based on your preferences established on your application. You can also login to <i>Washington Healthplanfinder</i> and view your Eligibility Determination Notice on your user dashboard. The notice will appear once the error is resolved. - Zendesk tickets would only be logged in Medically Urgent Cases:

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.100 Customer is Denied HIPTC Eligibility

MESSAGE TEXT	N/A
OCCURS WHEN...	The customer's income and household composition indicate that they may be eligible for tax credits, however their eligibility results show that they qualify for QHP only.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE	
1	<p style="text-align: center;">Note: CSR must believe the system is miscalculating the customer's eligibility to continue through this resolution path. This process is not to be used if the customer's eligibility determination was calculated correctly as QHP and they are dissatisfied and request HIPTC instead.</p> <p>If customer's household and income compared to the Federal Poverty Level (FPL) falls between 138-400% (Note: Some exceptions apply, please see full breakdown for details) and you suspect that the customer's eligibility has been incorrectly determined as QHP, Go to Resolution Step 1</p> <p>If the customer's household and income do not fall within the standard HIPTC range compared to Federal Poverty Level and the customer is therefore appealing the eligibility determination, Go to Resolution Step 8</p> <p>If error message/error # matches: Go to Escalation</p> <p>If error message/error # does not match: Go to General System Error</p>
RESOLUTION	
1	Log in to your user account and go to the "Dashboard Account Home" page.
2	Search for the customer using search criteria on the page.
3	Verify the customer's identity
4	Click on the correct customer's link to enter the customer's "Dashboard Account Home" page.

RESOLUTION

5	<p>Click the “Determine Household Eligibility Results” link in the “Quick Links” section in the “My Household” tab.</p>
6	<p>Review the application summary page and locate the fields that correspond with the following three questions:</p> <p>If the customer is married: On the “Primary Applicant’s Taxes” page, for the question, “What was your tax filing status for tax year 2015?” did the customer select, “Married filing taxes jointly?”</p> <ul style="list-style-type: none"> - If Yes: continue to the next question - If No: verify that the customer files taxes jointly with their spouse, then change the status to “Married filing jointly.” Married couples and domestic partners who filing taxes separately do not qualify for APTC. Continue to the next question <p>On the “Do you have other household members or tax dependents?” page, review the ages of all household members</p> <ul style="list-style-type: none"> - If all household members are under the age of 65, continue to the next question - If any household members are 65 or older, select the edit button for each of those members and update their personal information to “No” for the question, “Are you seeking insurance for this person.” Continue to the next question <p>On the “Additional Questions” page, did the customer select “No” for the question, “Does any household member on this application currently have insurance?”</p> <ul style="list-style-type: none"> - If Yes: check that this applies only for household members who will still have insurance coverage as of January 1, 2016. All members for whom their insurance is expiring by the end of December and they are seeking coverage beginning January 1 should not answer “Yes.” Once fields are updated, Go to Step 7 - If No: Go to Step 7
7	<p>Move forward through the rest of the application and re-determine eligibility.</p> <p>If the eligibility determination now allows tax credits, either tell the customer so that they may continue with plan selection on their own or continue with the customer on the phone to complete plan selection and payment</p> <p>If the eligibility determination still does not allow tax credits <u>and</u> the customer still believes this is a calculation error by the Eligibility Services in Washington Healthplanfinder, Go to Escalation</p>

RESOLUTION

- 8** For a customer who feels their household's eligibility results should have been for Tax Credits:
- Complete a warm transfer to Tax Credit Appeals: 360-688-7814 or 1-855-859-2512 (Toll Free)
- OR, refer to Desk Aid section "Where to direct a customer if they do not agree with eligibility results?"

ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.101 Incorrect Cost Sharing Reduction

OCCURS WHEN...	A customer states that they received a different cost sharing reduction amount from insurance provider than what is listed on the plan they purchased on Washington Healthplanfinder.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

TRIAGE	
1	Verify that the Purchased Plan information is accurate to continue through this resolution path. This process is not to be used if the customer’s eligibility determination was calculated correctly as QHP and they are dissatisfied and request HIPTC instead.
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s name (link) to enter the customer’s “Dashboard Account Home” page.
5	Click the “My Household” tab on the customer’s dashboard.
6	Click “View Plan Details” to compare the Plans Benefits
7	Review the plan information with the customer to find the discrepancy and Go to Escalation
ESCALATION	
	<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/

- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

3.10.102 Error EN0001

OCCURS WHEN...	A customer states that they received a different tax credit amount from insurance provider than what is listed on the plan they purchased on Washington Healthplanfinder.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

TRIAGE	
1	Verify that the Purchased Plan information is accurate to continue through this resolution path. This process is not to be used if the customer’s eligibility determination was calculated correctly as QHP and they are dissatisfied and request HIPTC instead.
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s name (link) to enter the customer’s “Dashboard Account Home” page.
5	Click the “My Household” tab on the customer’s dashboard.
6	Click “Update Tax Options” to view the previously selected Tax Credit amount.
7	Review the Tax Credit information with the customer to find the discrepancy and Go to Escalation
ESCALATION	
<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ – HCA Community Partners: Contact your local HCA Area Representative by following this link 	

- Close call per standard procedure.

3.10.103 ES Error Message Code 3092

MESSAGE TEXT	Error: 3092 We are unable to Process your application. Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Customer submits an application for coverage. During the eligibility determination process they receive a 3092 error message and cannot proceed with the application. The error is a result of someone being listed as spouse on two separate applications.

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Resolution. If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error.
RESOLUTION	
1	Follow SOP to perform a User Search.
2	After the customer has been verified according to SOP, Go to Escalation.
ESCALATION	
Inform the customer: <p style="padding-left: 40px;">This error requires intervention from the Health Care Authority (HCA) to be resolved.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Advise the customer to call HCA at: 1-855-623-9357 or offer to transfer the customer directly.</p> <p style="text-align: center;">HCA Hours of Operation: 7:00 am -5:00 pm</p>	

Monday – Friday (except state holidays)

FOR ANY URGENT CASES THAT NEED HIGH PRIORITY

(pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the AskMagi email process and send an email to HCA using the following guidelines:

Email to: ASKMAGI@hca.wa.gov

Subject Line: HCA Error Code

Body of Email Should Include:

- HBE Staff First Name:
- HBE Staff Last Name:
- HBE Email Contact for responding:
- HPF Application ID#:
- Applicant Name (First, Last):
- Applicant DOB:
- HCA Error Code:

3.10.104 ES Error 002

MESSAGE TEXT	Error: 3092 We are unable to Process your application. Please call the Washington Healthplanfinder Customer Support Center at 1-855-WAFINDER (1-855-923-4633) between the hours of 8:00 AM - 5PM for help with completing your application.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	The Eligibility Service (ES) is not returning an end date to the 2016 tax credit segment and Healthplanfinder cannot process a response to the eligibility request.

RESOLUTION	
1	Log into your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using Standard Operating Procedures (SOP).
5	Click on the correct customer’s name (link) to enter the customer’s “Dashboard Account Home” page.
6	Verify the customer’s mailing and email address on their Healthplanfinder account. Update information as need. Go to Escalation.

ESCALATION	
Inform the customer:	
<p>“I apologize for the difficulties with your Washington Healthplanfinder application. The error message you received is an issue that is currently being looked into by our technical teams. Once the issues are resolved, the Washington Health Benefit Exchange will notify you by email or postal mail with the steps to finalize your enrollment. You have until January 23rd to enroll for February 1st coverage.</p>	

3.11 Change Reporting

3.12 Adult Children - Family undergoes qualifying event that affects tax dependent status of adult children

OCCURS WHEN...	A 19-year-old dependent calls Broker or Assister to access the system on behalf of their parents. Commonly, these individuals call for these to change tax dependent status, change health plan from WAH to QHP, or change address.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

ESCALATION

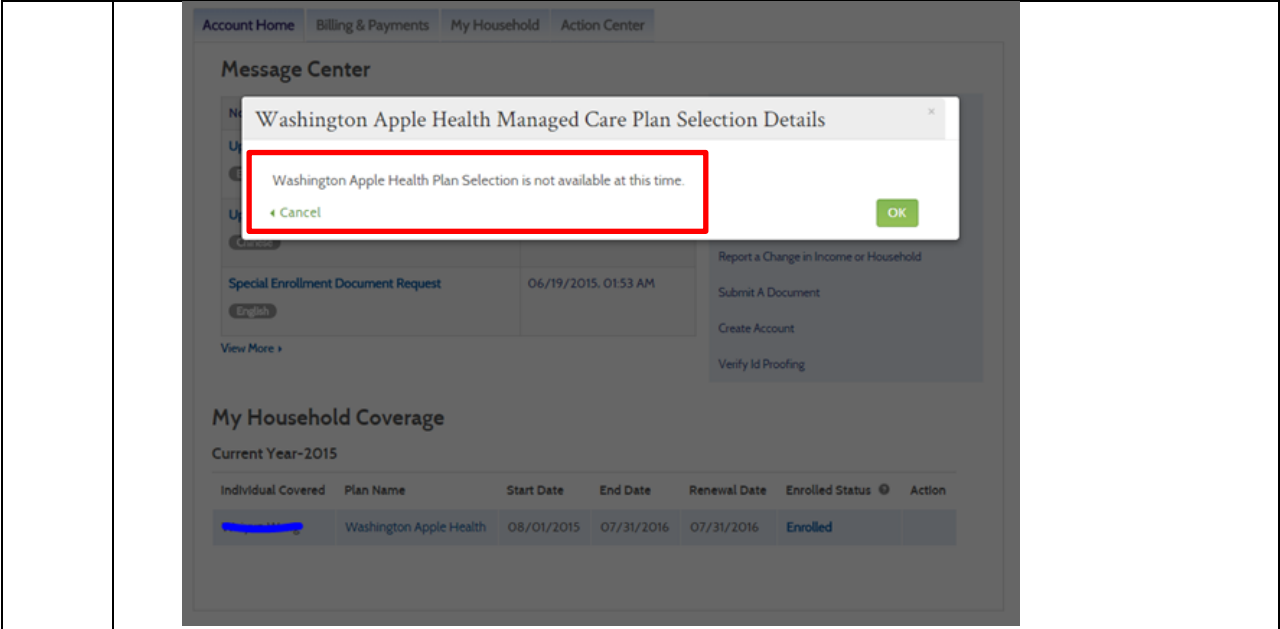
There are two options for escalation for 19-year-old dependents.

3. Based on Child Access Rules, Brokers and Assisters are required to call the Healthplanfinder Customer Support center before acting on the child's behalf and changing any information in their account
4. **Ask** the dependent to have his/her Primary Applicant call back with the request. It is a requirement for dependents to call alongside their Primary Applicant if the Applicant wishes to do so

3.13 Medicaid Plan Selection Unavailable

MESSAGE TEXT	Washington Apple Health Plan selection is not available at this time.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Either the customer and/or the agent is unable to see Medicaid plan selection upon determining eligibility. Occasionally, this error is due to a mismatch between the Healthplanfinder and Healthcare Authority systems and will resolve if the customer attempts plan selection again after 24 hours.

RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Confirm error message indicates Medicaid Plan Selection is unavailable after the eligibility determination screen.



6 **Explain** the issue is related to technical error with the Healthplanfinder and HCA systems temporarily unable to communicate properly at this time.

7 **Inform** the customer

“Please wait at least 24 hours and then re-attempt to select a plan within Healthplanfinder. At that time, you should be able to proceed without an error. If you continue to receive an error stating Washington Apple Health Plan Selection is unavailable, then call the Health Care Authority’s Medical Assistance Customer Service Center (MACSC) directly.”

Do Not log a Zendesk ticket for HCA-related issues.

Provide the HCA Toll Free MACSC # 1-800-562-3022 and advise the customer to wait 24–48 hours before calling so that the HCA receives the updates.

Note: If this is a second time caller for the same issue who has already made another attempt to select a plan *after* waiting for the 24 hour period then **Go To Escalation**.

- Close call per Standard Operating Procedure.

ESCALATION

- **Initiate** a transfer to HCA for the customer:

**Medical Assistance Customer Service Center
(MACSC)**

ESCALATION

1-800-562-3022

Hours: Monday – Friday

8:00 am to 5:00 pm

- Close call, complete note in CRM per Standard Operating Procedure. Do not log a Zendesk ticket.

3.14 Multiple Active Applications Error

MESSAGE TEXT

- ACCESS STATUS**
- Customer
 - Customer Support Representative
 - Lead Organization
 - Certified Application Counselor
 - Navigator
 - Broker
 - HCA Community Partner
 - Tribal Assister

OCCURS WHEN... One or more household members has active enrollment on another application and is seeking coverage on multiple applications.

RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Click on “Complete my application” and attempt to submit the application with the applicant on the phone. A modal should pop-up preventing the application from being submitted.
6	Search for the applicant by person ID using ‘User Search’ functionality.
7	Determine which member on the application has active eligibility or enrollment on the other application. Make note if it is the Primary Applicant, or another member of the household.
8	Verify which application is accurate and/or the applicant wishes to submit for eligibility.

	Note: The other application(s) will need to be updated so the applicant is no longer seeking coverage.
9	<p>Inform the customer, “This error is due to a member of the household having multiple active applications. An applicant cannot be listed as seeking coverage on more than one application.” Go to Escalation.</p> <p>Note: Be prepared with details about which application and household member needs to be updated.</p>

ESCALATION

Log a Zendesk ticket:

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **CACs:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>.
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

- Close call per standard procedure.

4. General Error Message

4.1 Multiple Pages

4.1.1. Access Denied



MESSAGE TEXT	You are not authorized to view this page.
OCCURS WHEN	A user is not allowed to access a specific page through their current account.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

TRIAGE	
1	"Please read me the text of your error message." If error message/error # matches: Go to Step 2 If error message/error # does not match: Go to General System Error
2	"What page did the error occur on?" If error is on the "Homepage": Go to Step 3 If error is not on the "Homepage": Go to Resolution
3	"Did you attempt to enter your password multiple (more than three) times?" If Yes : Go to 1.1.6 Customer Account is Locked

	If No: Go to Step 4
4	<p>“Please describe your user account and what you were trying to access through the Washington Healthplanfinder.”</p> <p>If the user should be able to access a screen: Go to Escalation</p> <p>If the user should not be able to access a screen: Go to Resolution</p>

RESOLUTION

1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Confirm with the user that they are attempting to login using their correct user account (they may have more than 1 user account for different purposes).
6	Explain to the customer that the screen they are trying to access is not accessible through their current user account.

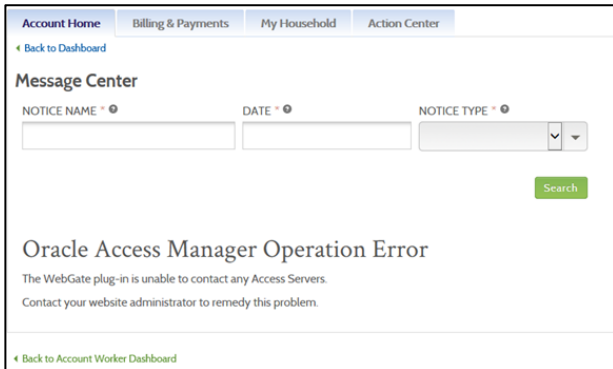
ESCALATION

Do Not log a Zendesk ticket. If you continue to receive that error on a page you believe you should have access to follow the below escalation paths for confirmation.

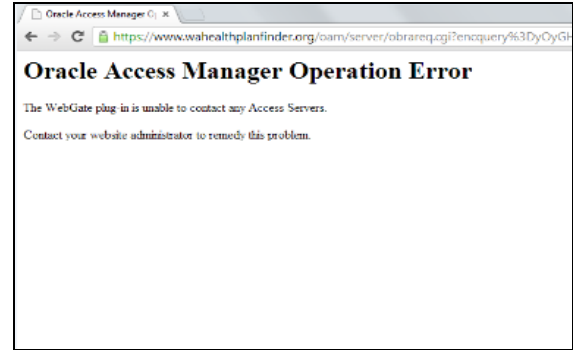
- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Please email producer@wahbexchange.org for support with this error
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

4.1.2. Oracle Access Manager Operation Error

Internet Explorer



Firefox/Chrome



MESSAGE TEXT Note: There are a variety of messages that may be shown to the customer in this scenario. Use the “Triage” steps to identify a resolution path.

OCCURS WHEN... This scenario occurs intermittently due to browser or network connection problems.

- ACCESS STATUS**
- Customer
 - Customer Support Representative
 - Lead Organization
 - Certified Application Counselor
 - Navigator
 - Broker
 - HCA Community Partner
 - Tribal Assister

TRIAGE	
1	<p>“Please read me the text of your error message.”</p> <p>If error message indicates that the user is having an error that prevents them from connecting to Washington Healthplanfinder due to their browser: Go to Resolution</p> <p>If error message/error # does not match: Go to General System Error</p>
RESOLUTION	
1	<p>Tell the user to close their browser, including all windows associated with that browser, even if they are not using those windows to access the Washington Healthplanfinder.</p>

RESOLUTION	
2	Ask the customer to open a new “instance” of the browser.
3	<p>Follow the steps below, based on the customer’s browser, to clear the internet browser cache</p> <p style="text-align: center;"><i>Note: Steps may vary slightly depending on the operating system and browser version, but the general steps are listed below. The customer must not have Healthplanfinder open in any tab in order for clearing cache/cookies to be effective.</i></p> <p>For Internet Explorer: Open the browser and click the gear icon at the top right corner Select “Safety” and “Delete Browsing History” Select “Temporary Internet Files” Uncheck all of the other boxes, including the “Preserve Favorites website data” box Click the “Delete” button near the bottom of the window to perform the operations (i.e. clear cache by deleting temporary files)</p> <p>For Google Chrome: Open the browser and click the menu icon in the top right corner Click “Show advanced settings...” Scroll to the privacy section and click “Clear browsing data” Select “Empty the cache” Uncheck all of the other boxes Click “Clear browsing data”</p> <p>For Safari: Open the browser and click the gear icon at the top right corner Select “Reset Safari...” Select “Remove all website data” at the very bottom of the prompt Uncheck all of the other boxes Click “Reset”</p> <p>For Mozilla Firefox: Open the Firefox dropdown menu. Select “History” and “Clear Recent History...” Click “Details” Select “Cache” from the list</p>

RESOLUTION

Uncheck all of the other boxes
Click "Clear Now"

ESCALATION

If the customer cannot access the *Washington Healthplanfinder*, ask them to try using a different browser.

If this does not resolve the issue, continue to the next step:

Ask the customer to log in to *Washington Healthplanfinder* to check their application after 24hours to check if the issue has been resolved

- If the issue has not been resolved after 24hrs, Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

4.1.3. General System Error

MESSAGE TEXT	Not Applicable
OCCURS WHEN...	The reason for this error message could not be determined by this Troubleshooting Desk Aid and requires escalation.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

TRIAGE	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	“Please read me the text of your error message.” If error message/error # matches: Go to Escalation . If error message/error # does not match: find correct error in Desk Aid. If error does not exist in Desk Aid, Go to General System Error .
6	Do you see a specific error message or error code in Washington Healthplanfinder? If Yes : Go to Step 7 If No : Go to Escalation
7	Match the error message or error code to a section in the Troubleshooting Desk Aid, and follow the associated triage steps to resolve the issue. If there is no match in the Troubleshooting Desk Aid, Go to Escalation .
ESCALATION	
1	Ask the customer what they are trying to do in Washington Healthplanfinder? Verify the customer’s identity

	<p>Open Washington Healthplanfinder and search for the customer’s account and application information. Using the customer’s information, try to proceed with the application step that the customer was not able to proceed with</p> <ul style="list-style-type: none"> - If able to proceed: Help the customer complete the application - If unable to proceed: Go to the next step
<p>2</p>	<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: <ul style="list-style-type: none"> - IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. - Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ - HCA Community Partners: Contact your local HCA Area Representative by following this link ▪ Close call per standard procedure.
<p>3</p>	<p>FOR ANY URGENT CASES THAT NEED HIGH PRIORITY (pregnant women, individuals who have medical needs and need coverage ASAP)</p> <p>Inform the customer:</p> <p>This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.</p> <p>Do Not log a Zendesk ticket for HCA-related issues.</p> <p>Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to wait 24–48 hours before calling so that the HCA receives the updates. If you would like to follow up on the progress of your application’s error, you can call this number directly or offer to transfer the customer.</p> <p>You will receive an “Eligibility Determination Notice” in the mail or via email once HCA has resolved this error (based on your preferences). You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.</p> <p>Thank the customer for calling and close the call following the standard closing process.</p> <p>FOR ANY URGENT CASES THAT NEED HIGH PRIORITY</p>

(Pregnant women, individuals who have medical needs and need coverage ASAP)

Follow the Fortress link process and submit an inquiry to HCA using the following guidelines:


- Fortress Link: <https://fortress.wa.gov/hca/magicontactus/ContactUs.aspx>
- Please direct customer to hyperlink noted above
- In instances where customers do not have ability or access:
 - o Please fill out all fields appropriately

Provide brief description of issue experienced.

Ask MAGI!

This form allows clients, other agencies and stakeholders to submit questions to HCA staff regarding Modified Adjusted Gross Income (MAGI) eligibility and the Affordable Care Act.

Your Email Address:	<input type="text"/>
Confirm Email:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
I am a:	Please Select... <input type="button" value="v"/>
I have a:	Please Select... <input type="button" value="v"/>
Topic:	Please Select... <input type="button" value="v"/>
County:	Please Select... <input type="button" value="v"/>
Zip:	<input type="text"/> (ex: 98444 or 98444-2294)
Other Comments:	<input type="text"/>



- HCA Error Code (3068, 3013, 3059, 3066, 3074)

4.1.4. Unable to Process Application



MESSAGE TEXT	Contact Customer Service We are Unable to Process your application. Please contact customer service at 1-855-WAFINDER (1-855-923-4633) between the hours of 7:30AM and 8PM for help completing your application.
OCCURS WHEN...	*Please note customer support center hours can be found here - http://www.wahbexchange.org/contact-us/ There is a technical error with the Washington Healthplanfinder causing this message to be displayed when Clicking "Report a Change".
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE	
1	"Please read me the text of your error message." If error message/error Scenario matches: Go to Resolution. If error message/error # does not match: Go to General System Error.
RESOLUTION	
1	Log in to your user account and go to the "Dashboard Account Home" page.
2	Click the "Users" tab to complete a user search.
2	Search for the customer using search criteria on the page.
3	Verify the customer's identity using the Customer Support Center Standard Operating Procedures (SOP).
4	Click on the correct customer's name (link) to enter the customer's "Dashboard Account Home" page.
5	Click the "Report a Change" quick link on the customer's dashboard.
6	If you receive the same "Error Message" in the screenshot above, Go to Escalation.
ESCALATION	
	<ul style="list-style-type: none"> ▪ Log a Zendesk ticket:

ESCALATION

- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

4.1.5. Unable to sign in due to technical issue with account / Correspondence 2016-03

MESSAGE TEXT	
OCCURS WHEN...	A customer calls in regarding a correspondence they received stating there is technical issue with their account and they are unable to sign into <i>Washington Healthplanfinder</i> .
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

COMMUNICATION	
1	<p>Correspondence 2016-03 States:</p> <p><i>This notice is to let you know there was a technical issue with some Healthplanfinder accounts which may prevent some users from being able to sign in to their account. If you experience difficulties signing in to your account, please contact the Customer Support Center at 1-855-923-4633 and reference 2016-03.</i></p> <p><i>Important: Your eligibility and enrollment has not changed.</i></p> <p><i>As a reminder, Open Enrollment for 2016 coverage ends on January 31, 2016. For Qualified Health Plans only, your coverage start date will depend on when you select a plan. There are many health plan options available.</i></p>
RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using Standard Operating Procedures (SOP).
5	<p>Proceed to Escalation</p> <ul style="list-style-type: none"> ▪ Reference <i>Correspondence 2016-03</i> if the customer received this notification.

ESCALATION

- **IPAs/Navigators/Tribal Assisters:** Contact the Customer Support Center at 1-855-923-4633, **Option# 6** once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, **Option# 5** once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **CACs:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>.
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

5. Invoice

5.1 Incorrect Premium Amount on Invoice

OCCURS WHEN...	A customer states that they received a different Premium Amount Due than what is listed on the plan they purchased on Washington Healthplanfinder.
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

TRIAGE	
1	Verify that the Premium information is accurate to continue through this triage path.
2	Log in to your user account and go to the “Dashboard Account Home” page.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity
5	Click on the correct customer’s name (link) to enter the customer’s “Dashboard Account Home” page.
6	Click the “Billing and Payments” tab on the customer’s dashboard.
7	Click “View Invoice” to compare the Premium Amounts and verify with the customer.
8	Find the discrepancy and Go to Escalation .

ESCALATION	
<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ – HCA Community Partners: Contact your local HCA Area Representative by following this link ▪ Close call per standard procedure. 	

6. Finance

6.1 Carrier Does Not Recognize Enrollment

OCCURS WHEN...	Customer has completed QHP or HIPTC plan enrollment through Washington Healthplanfinder; however, (1) the scheduled plan effective date has passed and the insurance coverage was not activated or (2) the carrier does not recognize payments.
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TRIAGE	
1	Ask the customer to explain their enrollment issue and provide the name of their insurance provider.
2	Ask the customer if they have attempted to contact their insurance provider about their coverage details and plan start date. Record the details in CRM. If carrier does not recognize enrollment or payments, record the details in CRM and then Go to Resolution . If customer has not yet called their carrier but their coverage has been denied, Go to Resolution .
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Go to the customer’s Account Home tab.
6	At the bottom of the page, review the plans listed for each member of the household. For members with WAH eligibility, instruct the customer to call the HCA and provide HCA toll free number to the customer: 1-855-623-9357 For members with QHP or HIPTC eligibility, Go to Step 7
7	At the bottom of the page, review the plan status listed for each member of the household. If status is set to Enrolled, Go to Step 8 If status is set to anything other than Enrolled then customer(s) are not fully enrolled in their plans. Inform the customer that active coverage is not scheduled until after enrollment has been completed and assist them, as needed, to complete their application, plan selection, and (if applicable) payment

RESOLUTION

8	<p>Review the stated coverage effective date, which is listed next to the Enrolled status label.</p> <p>If the date has passed, Go to Step 9</p> <p>If the date has not yet passed, inform the customer of their correct, scheduled plan start date and then close the call per standard procedure</p>
9	<p>Ask the customer if they are current on paying their invoices and their method of payment.</p> <p>If customer paid via e-check or credit card through Washington Healthplanfinder, Go to Step 10</p> <p>If customer says they sent payment directly to the carrier (e.g., mailed a check), Go to Step 10 to determine if this payment has been reflected in Washington Healthplanfinder yet or not</p>
10	<p>Go to the customer’s dashboard and select the “Billing and Payments” tab.</p> <p>At the top of Billing and Payments and Invoice page, there is a list of dues and their respective due dates. If they are paid up, everything will say Zero.</p>
11	<p>On the top of the page, there is a list of dues and their respective due dates. Look to see if there are any outstanding dues. Additionally, on the right side of the Billing and Payments tab there is a “Current Invoice” box. Click the link in this box that says “View Invoice.”</p>
12	<p>Inform the customer of what their current payment status is in Washington Healthplanfinder.</p> <p>If the customer paid through Washington Healthplanfinder and is current on their payments, Go to Escalation</p> <p>If the customer mailed their payment to their insurance carrier, Go to Step 13</p> <p>If the customer is not current on their payments, inform the customer that, depending on their account type, there is a limited grace period allowed for late payments (1 month for QHP, 3 months for HIPTC) and suggest that customer submit a payment now to avoid automatic disenrollment due to late payments. Assist the customer, as needed, to make a payment and then close the call</p>
13	<p>Ask the customer on what date they mailed their most recent payment to the insurance carrier.</p>
14	<p>Go to Escalation</p>

ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

6.2 FPL% Amount is Calculated Incorrectly

OCCURS WHEN...	Request is sent to the Eligibility Service with a removed member, the removed member should not be included as part of the household size when determining FPL%. This is not being processed successfully.
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister

TRIAGE	
1	Ask the customer to confirm whether a member of the household was removed prior to determining the Federal Poverty Level Percentage.
2	<p>Inform the customer that when a request is sent to the Eligibility Service with a removed member, the removed member should not be included as part of the household size when determining FPL%.</p> <p>There is a known error in the system that is causing this to not be processed successfully. If the application is re-determined, after the submission where the removed household member was still being included in the Household Size, it should result in a correct determination.</p> <p>Example: Household of 3 removes 1 member, E-signs and submits. ES should return a result with FPL% based on a household size of 2. ES is returning a household size of 3. Should an account worker, batch job, or user re-determine eligibility/submit a change, etc. ES should then return a result with a Household size of 2 (which would be the expected result).</p>
RESOLUTION	
1	Log in to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.

5	<p>In order to solve the problem, you will need new eligibility results. Is the re-determine eligibility functionality available?</p> <ul style="list-style-type: none"> ▪ If Yes, go to Step 6 ▪ If No, go to Step 9
6	<p>Go to the “My Household” tab</p>
7	<p>Under the quick links section, select “View your household’s eligibility.” This will direct you to the “Application Review” screen</p>
8	<p>At the bottom of the screen, click on the green button titled “Determine Eligibility”</p> <p>Selecting this button will trigger a new call to the Eligibility Service. The Eligibility Service should return a result with the correct FPL% with the correct Household size. If the correct FPL is displayed, Close call per standard procedure.</p> <p>If not, Go to Escalation</p>
9	<p>Note: <i>This step should only be completed if you are informing the client the actions you will be taking to ensure correct eligibility. You should NEVER update the application data without first explaining to the client the issue and receiving full consent to do so.</i></p> <p>Under the quick links section, select “Report a Change.”</p>
10	<p>Select “Yes” to the question for Updating Income and update income by \$0.01</p>
11	<p>Page through to the E-sign screen and submit.</p> <p>This should trigger a call to the Eligibility Service. The Eligibility Service should return a result with the correct FPL% with the correct Household Size.</p>
12	<p>If the correct FPL is displayed, Close call per standard procedure. If not, Go to Escalation</p>
ESCALATION	
<ul style="list-style-type: none"> ▪ Log a Zendesk ticket: <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. (using a Macro when one is available) – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ – HCA Community Partners: Contact your local HCA Area Representative by following this link ▪ Close call per standard procedure. 	

7. 1095-A Tax Form

7.1. Print 1095-A Tax Form

ACCESS	<input checked="" type="checkbox"/> Customer
STATUS	<input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN... The customer requests information on how to print their 1095-A Tax form(s).

RESOLUTION	
1	<p>Do not give any tax advice, including how to fill out form 1040 or 8962. If the customer does ask for tax advice, inform the customer:</p> <p>“If you have more questions about this process, please contact a tax professional, broker, your local library, or the IRS. More information can also be found at www.wahbexchange.org/1095A.”</p>
2	Login to your user account and go to the “Dashboard Account Home” page.
3	Click the “Users” tab to complete a user search.
4	Search for the customer using search criteria on the page.
5	Verify the customer’s identity using Standard Operating Procedures (SOP).
6	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
7	<p>Inform the customer they will need to log into their account and navigate to “Message center” on the Dashboard</p> <ul style="list-style-type: none"> ▪ The customer will need to complete steps 7 through 12 on their own computer

Message Center

Notice	Date/Time Received
Updated Eligibility Decision English	12/06/2015, 04:28 AM
Updated Eligibility Decision Spanish	12/06/2015, 04:28 AM
Washington Apple Health Renewal Notice English	12/06/2015, 01:34 AM

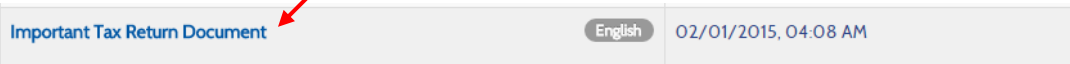
[View More >](#)

Quick Links

- [Generate 1095-A Form](#)
- [Create Another Application](#)
- [View Current Eligibility Results](#)
- [Update My Application and Renew Coverage](#)
- [Manage My Broker/Navigator](#)
- [Report a Change in Income or Household](#)
- [Submit A Document](#)
- [Create Account](#)
- [Verify Id Proofing](#)

Note: There can be multiple 1095-A forms generated for one household because a tax form is generated for each tax filer who is enrolled in a QHP or QHP with tax credits through WA HPF per policy enrollment. This means individuals who changed plans during the year or multiple tax filers in a household will have multiple forms.

8 Search “Message Center” for a correspondence called “Important Tax Return Document”



- **Verify** the date is for the current tax filing year
- **Select** the link to enter the document. This will generate a pop-up window with a PDF document

9 Click “File” in the upper left hand area of the PDF document

10 Select the **Print option** from the drop down

- The customer can also choose to save the PDF document to their computer if they are not ready to print by selecting the “Save” option instead

11 **Check** to make sure print settings are set to the desired printer in the printer field

12 Click on “**Print**”

7.1.2 1095-A Tax Form Does Not Show on Dashboard

ACCESS STATUS	<input checked="" type="checkbox"/> Customer
	<input checked="" type="checkbox"/> Customer Support Representative
	<input checked="" type="checkbox"/> Lead Organization
	<input checked="" type="checkbox"/> Certified Application Counselor
	<input checked="" type="checkbox"/> Navigator
	<input checked="" type="checkbox"/> Broker
	<input checked="" type="checkbox"/> HCA Community Partner
	<input checked="" type="checkbox"/> Tribal Assister

The customer reports that their 1095-A tax form is not showing on their dashboard.

OCCURS WHEN...	<p>Please note: Enrollees in catastrophic health plans will not receive a 1095-A. Also, customers covered under Washington Apple Health will not receive a 1095-A. These customers will receive a 1095-B from the Washington State Health Care Authority (HCA). More information can be found: www.hca.wa.gov/medicaid/Pages/1095B.aspx</p>
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RESOLUTION	
1	<p>Do not give any tax advice, including how to fill out form 1040 or 8962. If the customer does ask for tax advice, inform the customer:</p> <p>“If you have more questions about this process, please contact a tax professional, broker, your local library, or the IRS. More information can also be found at www.wahbexchange.org/1095A.”</p>
2	Login to your user account and go to the “Dashboard Account Home” page.
3	Click the “Users” tab to complete a user search.
4	Search for the customer using search criteria on the page.
5	Verify the customer’s identity using Standard Operating Procedures (SOP).
6	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
7	<p>Verify that the 1095-A Tax Form is not on the dashboard</p> <ul style="list-style-type: none"> ▪ If the Tax Form is on the Dashboard: Close call per Standard Operating Procedure ▪ If the Tax Form is not on the Dashboard: Go to Escalation

ESCALATION

- **ONLY** the 1095-A Support Team at WAHBE is able to make edits to the 1095-A form.

IMPORTANT: Inform the customer:

“You will need to complete the 1095-A Correction Request Form. The correction request form will take seven to fourteen business days to process. You will receive an email with the status of your correction request.”

- Please direct the customer to the Correction Request Form:
 - **Go** to www.wahbexchange.org/1095A
 - **Click** the 1095-A Correction Requests link in the left navigation under Your 1095-A Statement
- If the customer requests, please complete the form for the customer ensuring to complete all of the fields.
- Close call per Standard Operating Procedure

7.1.3 1095-A Tax Form Incorrect

ACCESS	<input checked="" type="checkbox"/> Customer
STATUS	<input checked="" type="checkbox"/> Customer Support Representative
	<input checked="" type="checkbox"/> Lead Organization
	<input checked="" type="checkbox"/> Certified Application Counselor
	<input checked="" type="checkbox"/> Navigator
	<input checked="" type="checkbox"/> Broker
	<input checked="" type="checkbox"/> HCA Community Partner
	<input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN... The customer states that the information on the 1095-A Tax Form they received is incorrect.

RESOLUTION	
1	Do not give any tax advice, including how to fill out form 1040 or 8962. If the customer does ask for tax advice, inform the customer: “If you have more questions about this process, please contact a tax professional, broker, your local library, or the IRS. More information can also be found at www.wahbexchange.org/1095A .”
2	Login to your user account and go to the “Dashboard Account Home” page.
3	Click the “Users” tab to complete a user search.
4	Search for the customer using search criteria on the page.
5	Verify the customer’s identity using Standard Operating Procedures (SOP).
6	Go to Escalation

ESCALATION

- **ONLY** the 1095-A Support Team at WAHBE should make edits to the 1095-A form.
- **IMPORTANT: Inform the customer:**
 - “You will need to complete the 1095-A Correction Request Form in order to make this update.”
- Please **direct the customer to the Correction Request Form:**
 - Go to www.wahbexchange.org/1095A
 - **Click** the 1095-A Correction Requests link in the left navigation under Your 1095-A Statement
- If the customer requests, please complete the form for the customer ensuring to complete all of the fields.
- **Inform the customer:**
 - “The correction request form will take seven to fourteen business days to process. You will receive an email with the status of your correction request.”
- If the customer has already filled out the form and did not receive the email,
 - **Verify** the customer’s email on their Healthplanfinder application. They will receive updates to the email address listed on their application.
- Close call per Standard Operating Procedure.

7.2 Did Not Receive 1095-A Correction Request Form Email / Cannot Access Correction Request Dashboard

ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	The customer states that they did not receive an auto email after completing the 1095-A Correction Request form (or otherwise cannot access the Request dashboard)
RESOLUTION	
1	<p>Do not give any tax advice, including how to fill out form 1040 or 8962. If the customer does ask for tax advice, inform the customer:</p> <p>“If you have more questions about this process, please contact a tax professional, broker, your local library, or the IRS. More information can also be found at www.wahbexchange.org/1095A.”</p>
2	Login to your user account and go to the “Dashboard Account Home” page.
3	Click the “Users” tab to complete a user search.
4	Search for the customer using search criteria on the page.
5	Verify the customer’s identity using Standard Operating Procedures (SOP).
6	<i>Go to Escalation</i>
ESCALATION	
<ul style="list-style-type: none"> ▪ Log a Zendesk ticket if a 1095-A Correction Request ticket does not already exist. Please complete the ticket using a Macro when one is available. See Macro Section 11.2 ▪ Close call per Standard Operating Procedure 	

7.3 Applying for an Exemption from Paying Individual Responsibility Tax Penalty for not having 2016 Healthcare Coverage

ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	The customer wants to apply for an exemption and/or an Exemption Certificate Number.

ESCALATION

- **Do not give any tax advice, including how to fill out form 1040 or 8965. If the customer does ask for tax advice, inform the customer:**

“If you have more questions about this process, please contact a tax professional, broker, your local library, or the IRS. More information can also be found at www.wahbexchange.org/1095A.”
- **Inform the customer:**

“As applications for exemptions are currently processed by the federal government, not Washington Healthplanfinder, you will need to work with the IRS to apply for an exemption. I can provide you with information on where to go to learn more about exemptions and how to apply for one.”
- For directions on applying for exemptions, **direct** the customer to:

 - IRS: www.irs.gov/form8965
 - Healthcare.gov:
 - Type “Exemptions” into the search box in the upper right hand corner of the site.
- Close call per Standard Operating Procedure

7.4 1095-A Exemption Calculation Tools

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	A customer wants to apply for an exemption, and is looking for 2014 or 2015 affordability information and tools to calculate the premium of the healthcare plan that was available to them in the previous calendar year.

RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using Standard Operating Procedures (SOP).
5	Direct the customer to http://wabhexchange.org/ .
6	Direct the customer to click on Your 1095-A Statement within the Current Customers section.
7	Direct the customer to the last section of the column on the left labeled Affordability Exemption. Link: http://www.wabhexchange.org/current-customers/your-1095-a-statement/affordability-exemption/ Note: Customers can also use the search field on the top of the homepage and type “affordability exemption” to look up the page.
8	Close call per Standard Operating Procedure.

8. FAQs

8.1. How to Clear the Cache

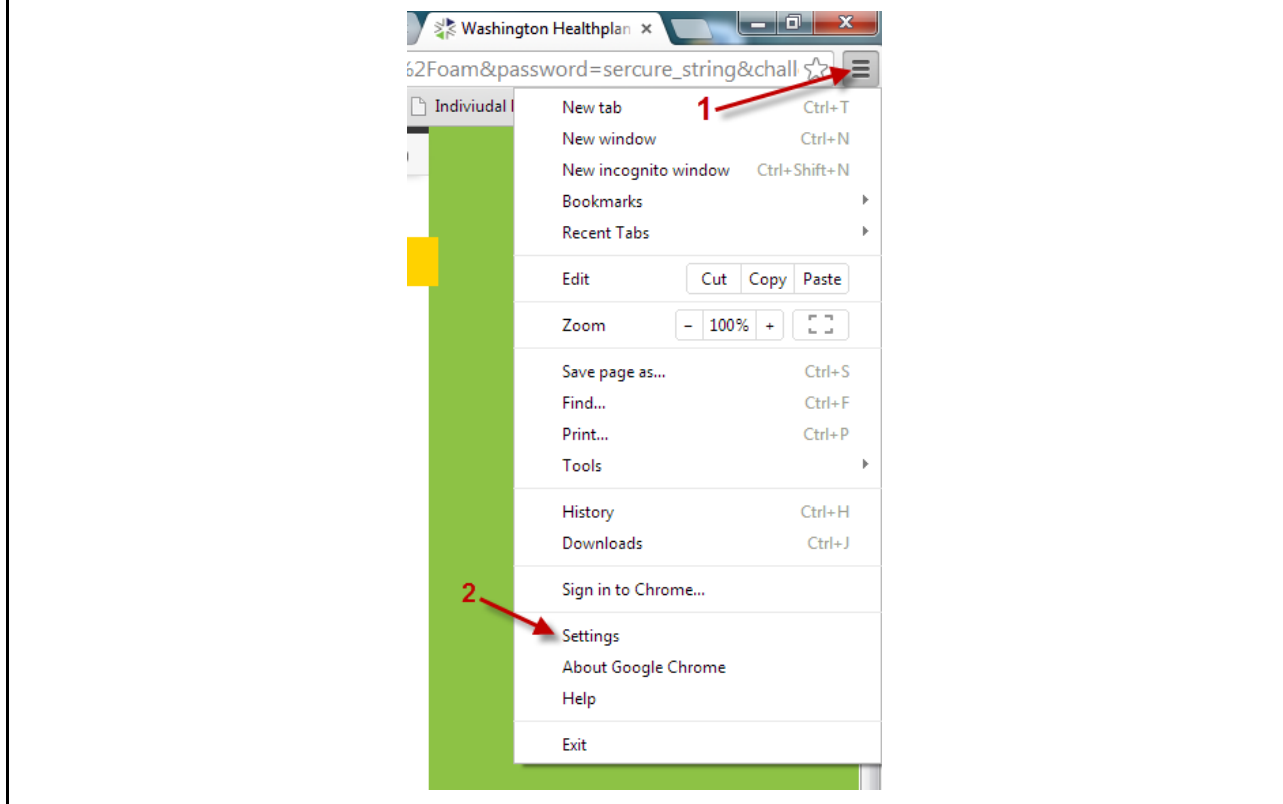
8.1.1. Google Chrome Browser Version 10+

Cache Information	Your internet browser's cache stores certain information (snapshots) of webpages you visit on your computer so that they'll load more quickly upon future visits and while navigating through websites that use the same images on multiple pages so that you do not download the same image multiple times.
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OCCURS WHEN... Occasionally, however your cache can prevent you from seeing updated content, or cause functional problems when stored content conflicts with live content. You can fix many browser problems simply by clearing your cache.

Steps to Clear Chrome's Cache	
1	Open the settings on Chrome. Click the menu icon in the upper right corner of the browser to the right.
2	Click settings on the bottom of the menu.
3	From settings, click "Show advanced settings..." It's located at the very bottom of the settings section.
4	Select "Clear Browsing Data" located under the Privacy Section.
5	Check "Empty the cache." Uncheck all other options to avoid deleting browser history, cookies and other things you may wish to retain. Change "Obliterate the following items from" to "the beginning of time."
6	Press "Clear browsing data." You are done!

Screenshots



Screenshots

The screenshot shows the Chrome Settings page in a browser window. The address bar displays "chrome://settings". The left sidebar contains navigation options: Chrome, History, Extensions, Settings (highlighted), and Help. The main content area is titled "Settings" and includes a search box. The sections visible are:

- Sign in:** Includes a "Sign in to Chrome" button.
- On startup:** Radio buttons for "Open the New Tab page", "Continue where I left off", and "Open a specific page or set of pages. Set pages".
- Appearance:** Includes "Get themes" and "Reset to default theme" buttons, a checked "Show Home button" checkbox with a "Change" link for the New Tab page, and an unchecked "Always show the bookmarks bar" checkbox.
- Search:** Includes a dropdown menu set to "Google" and a "Manage search engines..." button.
- Users:** Includes "Add new user...", "Delete this user", and "Import bookmarks and settings..." buttons.
- Default browser:** States "The default browser is currently Google Chrome." and includes a "Show advanced settings..." link.

A red arrow points from the right side of the page to the "Show advanced settings..." link, with a red number "3" next to it.

Screenshots

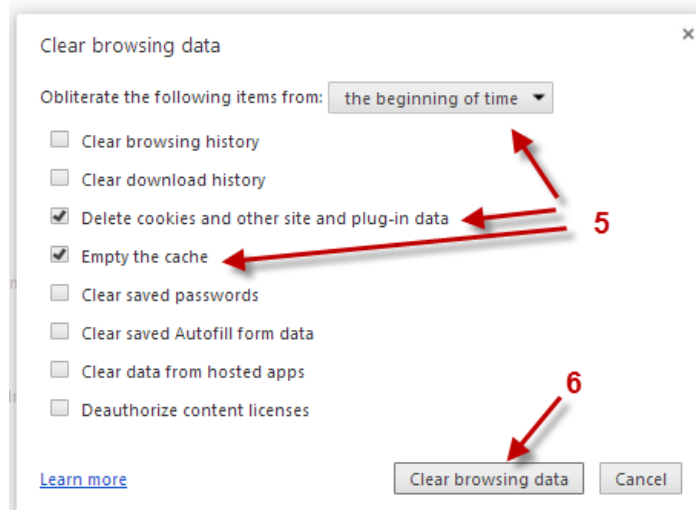
Privacy

[Content settings...](#) [Clear browsing data...](#)

4

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

- Use a web service to help resolve navigation errors
- Use a prediction service to help complete searches and URLs typed in the address bar
- Predict network actions to improve page load performance
- Enable phishing and malware protection
- Use a web service to help resolve spelling errors
- Automatically send usage statistics and crash reports to Google
- Send a 'Do Not Track' request with your browsing traffic

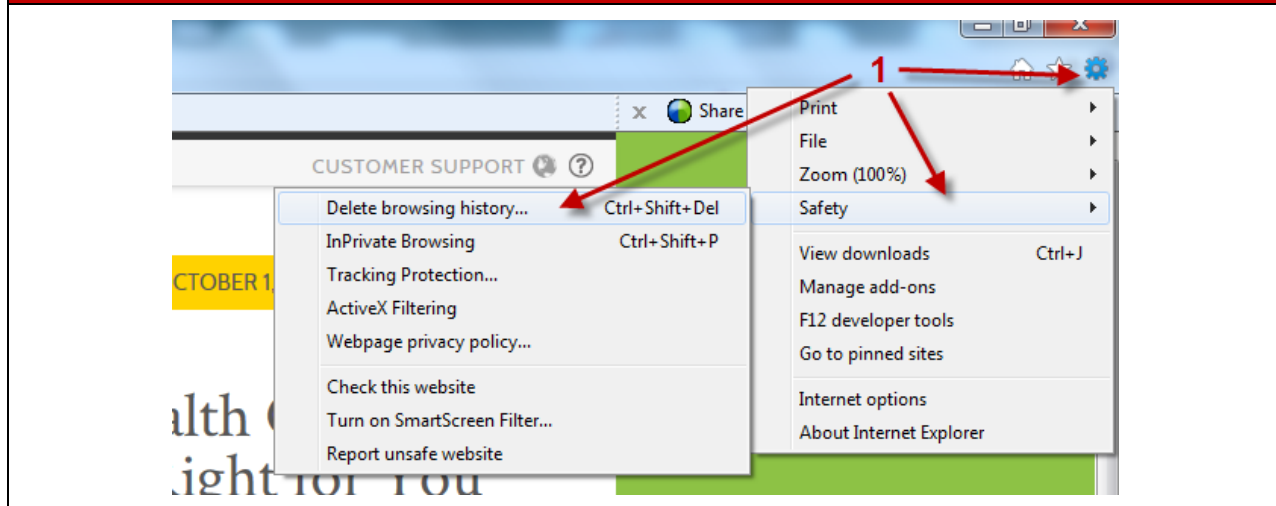


8.1.2. Internet Explorer Browser Version 9+

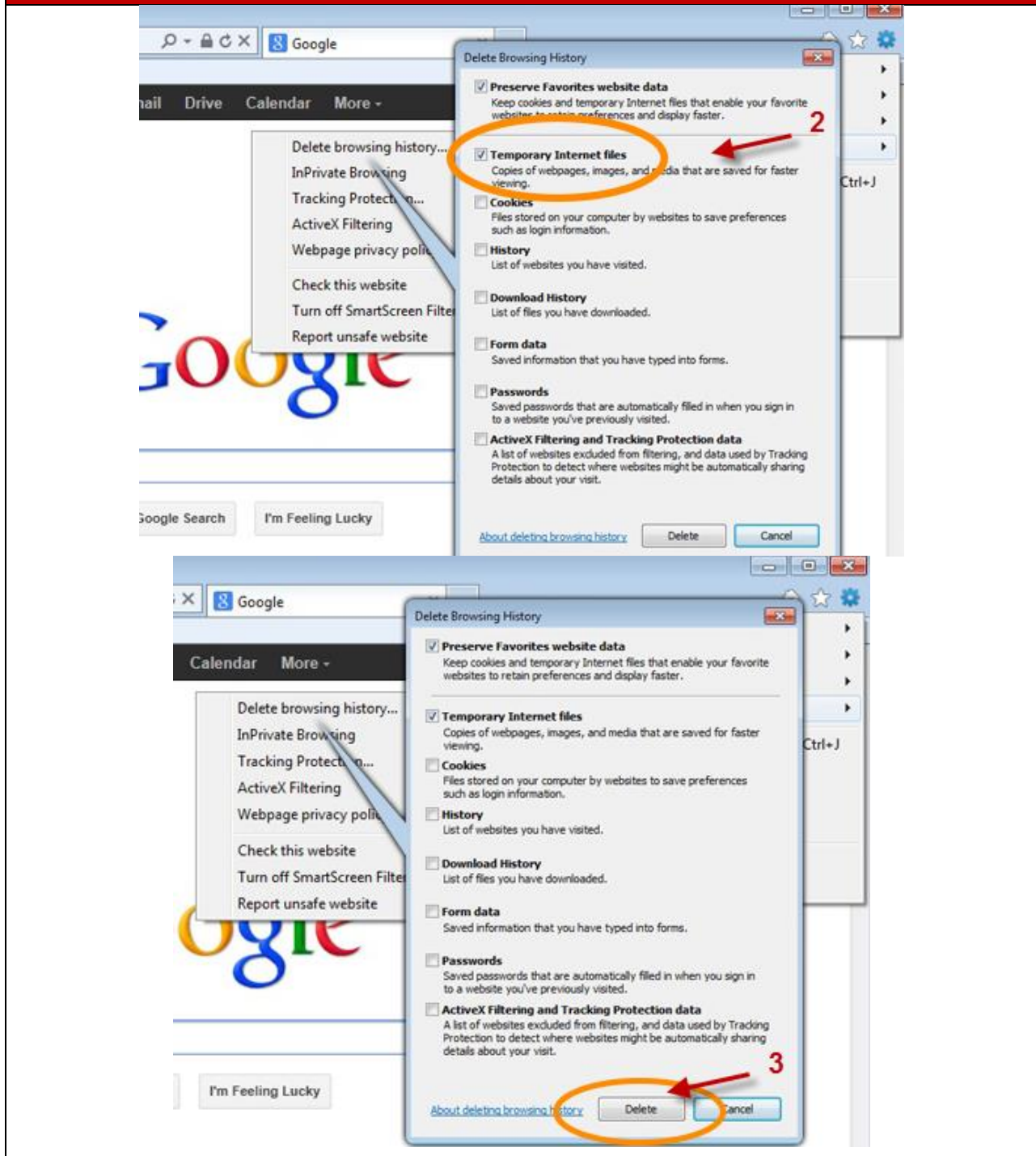
Cache Information	Your internet browser's cache stores certain information (snapshots) of webpages you visit on your computer so that they'll load more quickly upon future visits and while navigating through websites that use the same images on multiple pages so that you do not download the same image multiple times.
OCCURS WHEN...	Occasionally, however your cache can prevent you from seeing updated content, or cause functional problems when stored content conflicts with live content. You can fix many browser problems simply by clearing your cache.

Steps to Clear IE's Cache	
1	Once your browser is open, click the gear icon at the top right to open the Settings menu. Then, select Safety and Delete Browsing History.
2	Select Temporary Internet Files. You will also need to uncheck all of the other boxes, especially Preserve Favorites website data. This option makes the window also delete objects from websites in your Favorites folder, which is necessary to completely clear your cache.
3	Click the Delete button near the bottom of the window to perform the operations.
4	Your computer will work for a moment, and then the process will be complete. You've successfully cleared Internet Explorer's Cache!

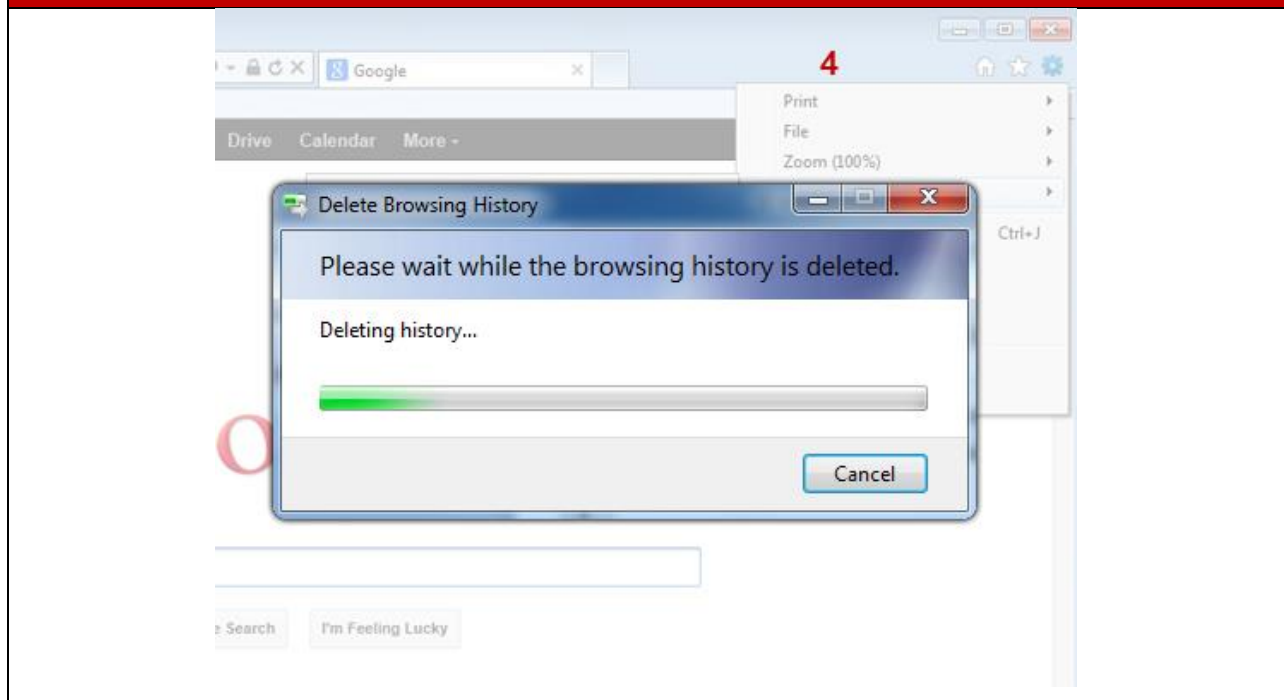
Screenshots



Screenshots



Screenshots



8.2 Customer wants to file a Washington Healthplanfinder complaint

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	A customer wants to find out where to file a Washington Healthplanfinder complaint.

RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Search for the customer using search criteria on the page.
3	Verify the customer’s identity.
4	Confirm whether the customer wants to file a complaint regarding their health plan or regarding the Healthplanfinder System. If it is regarding their health plan: Direct the customer to their carrier or to the Washington State Office of the Insurance Commissioner at: http://www.insurance.wa.gov/complaints-and-fraud/file-a-complaint/insurance-company/ If it is regarding Washington Healthplanfinder: Direct the customer to wabhexchange.org Ask the customer to click on Contact Us link under the Contact Us tab in the far upper right corner of the page. Inform the customer that after clicking on “Contact Us”, please click on “Submit Feedback and Complaints” and then “File a Complaint” at the bottom of the page.
5	Close the call per standard procedure.

8.3 Medicaid Plan Selection Questions

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Callers have coverage questions that may require a transfer to the Health Care Authority, Provider or Clinic.

RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity.
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	Initiate transfers depending on the callers’ situation <ul style="list-style-type: none"> ▪ Certain scenarios will require a transfer to carriers, clinics/doctors, or other agencies
7	In the following situations advise the caller to call their health plan carrier: <ul style="list-style-type: none"> ▪ Will I get a separate health plan ID card? ▪ When will I get the health plan ID card? ▪ How do I request a replacement health plan ID card? ▪ Which card do I take when I go to a doctor or pharmacy? ▪ How do I report if I have a problem with my plan? ▪ How can I change my PCP? ▪ How often can I change my PCP? ▪ Why am I not assigned to the PCP I selected? ▪ What kinds of services are covered through the plan? ▪ Am I covered for out of state services?

In the following situations advise the caller to call the Health Care Authority's Medical Assistance Customer Service Center (MACSC) at 1-800-562-3022. Hours of Operation: 8:00AM - 5PM am through 5:00 pm Monday through Friday.

- When does my plan start?
- How often can I change my plan?
- I want to dis-enroll right now from this plan.
- I want the plan I had last month (and plan is no longer in that county).
- Where can I get a paper enrollment form?
- Can you tell me what plan I had before?
- What do I do if all of my provider's accept different plans?
- Can I get a different plan than my child/husband/etc.?
- Does my foster child have to be in a health plan?
- What services are covered through coverage without a Managed Care plan?
- What are my options (ACP clients)?
- I have Private Insurance, do I have to still sign up for a health plan? (HBE should enter PI information)
- What are my options (homeless clients)?
- I want to change plans today.
- What are my options (AI/AN)?

In the following situations advise the caller to contact their doctor or clinic for further information:

- What plan do I enroll in to go to XXXX Clinic or Dr. XXXX?
- Does my doctor accept my plan/which plan does my doctor accept?
- Which plan or plans do my doctor(s) accept?
- How do I get referral to specialists?

ESCALATION

- Close call per standard procedure.

8.4 HCA / Coordination of Benefits for Private Health Insurance

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	<p>A Washington Apple Health customer wants to change their private health insurance.</p> <p style="text-align: center;">or</p> <p>A Washington Apple Health customer wants to report their private health insurance.</p> <p style="text-align: center;">or</p> <p>A Washington Apple Health customer has questions on how to use their private health insurance with their Medicaid coverage.</p>
RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity.
6	<p>Advise the customer to call HCA/Coordination of Benefits at:</p> <p style="text-align: center;">Medical Assistance Customer Service Center (MACSC)</p> <p style="text-align: center;">1-800-562-3022 ext. 16134 Hours: Monday – Friday 8:00AM - 5PM</p>
ESCALATION	
	<ul style="list-style-type: none"> ▪ Close call per standard procedure.

8.5 Customer Disagrees with WAH Eligibility

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Customers disagree with a determination that they are not eligible to receive Washington Apple Health coverage.

RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	Provide the customer with the contact information for Medical Eligibility Determination Services (MEDS): 1-855-623-9357 .
ESCALATION	
<ul style="list-style-type: none"> No escalation is required for this issue. 	

8.6 Affordable (WAH/HIPTC) to Non-affordable (QHP) Application

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	A primary applicant indicates that they do not want to apply for a Health Insurance Premium Tax Credit, Cost Sharing Reductions or Washington Apple Health on the About You Page via a Change Report or Renewal.

RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity.
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	<p>Assess the application to determine if there is WAH or HIPTC eligibility and take the following steps depending on the eligibility:</p> <ul style="list-style-type: none"> ▪ Inform client, <i>“If you update to the non-subsidized path your household will not be evaluated for WAH or HIPTC coverage and will not be eligible for a SEP outside of Open Enrollment for this change alone. There are processes in place to remove a member from WAH and enroll them in QHP, without disrupting the HIPTC for the other eligible household member.”</i> <p>For a WAH only household inform customer,</p>

- *“You can request closure for WAH without updating the application to non-subsidized for the entire household. This will require assistance from the Health Care Authority (HCA) to request closure for WAH.” Then **Go To Escalation**.*

For **QHP or HIPTC** households customers, brokers, navigators must call the customer support center for assistance with changing the Primary Applicant from Seeking to Not Seeking

- **Go to Escalation.**

▪ ESCALATION

▪ :

- **IPAs/Navigators/Tribal Assisters:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
- **CACs:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>.
- **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

- Close call per standard procedure.

For WAH only applications:

- Transfer the caller to the HCA at: 1-855-623-9357.
- Explain to the HCA worker that the customer is requesting force closure on WAH for their application.

**HCA Hours of Operation: 7:00 am -5:00 pm
Monday – Friday (except state holidays)**

- Close call and complete per Standard Operating Procedure.

8.7 CHIP Payments

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	A primary applicant indicates that they want to pay their CHIP Payment for their children.

RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
5	<p>Inform the customer they are able to pay their premiums online or by mail, as indicated on their monthly statement.</p> <ul style="list-style-type: none"> ▪ Mail by check or money order: Office of Financial Recovery PO Box 9501, Olympia, WA 98507 ▪ Customer may also pay online if they register an account at: http://secure.dshs.wa.gov/paymentservices <p>Note: If customers have questions about their CHIP premiums, direct them to contact the HCA at: 1-800-562-3022.</p>
7	Close call per Standard Operating Procedure.
ESCALATION	
	<ul style="list-style-type: none"> ▪ No escalation is required for this issue.

8.8 Customer unable to terminate Broker/Navigator Partnership

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input type="checkbox"/> Certified Application Counselor <input type="checkbox"/> Navigator <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	Customer is unable to terminate a partnership with a broker or navigator from their “Manage Account Settings” screen because the “Terminate Partnership” button is missing. HBE has approved call center staff to terminate partnerships on behalf of customers.

RESOLUTION	
1	Login to your user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Inform the customer: “A technical fix is required for this specific issue. In the meantime, the Customer Support Center is able to terminate the partnership for the account.” <ul style="list-style-type: none"> ▪ Go to Escalation.
ESCALATION	
Log a Zendesk ticket: <ul style="list-style-type: none"> – IPAs/Navigators/Tribal Assisters: You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets. – Brokers: Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 once your language is selected. For Customer Support Center Business Hours: http://www.wahbexchange.org/contact-us/contact-us/ 	

ESCALATION

- **CACs:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours:
<http://www.wahbexchange.org/contact-us/contact-us/>.
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

8.9 No Info From Carrier Confirming Coverage

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Carrier has not sent any cards or invoicing to a customer by the 1 st day of their coverage start date month.
Communication	
	<p>"I apologize for the difficulties with your Washington Healthplanfinder application. Please allow:</p> <ul style="list-style-type: none"> • Up to 10 business days from coverage start date to receive health card • Up to 7 business days from coverage start date to receive invoice. <p>If it has been over 10 days, Please call carrier directly. If any additional information is needed from the Exchange, the carrier will contact the Exchange directly for immediate resolution."</p>
RESOLUTION	
1	Login to your account and go to the "Dashboard Account Home" page.
2	Click the "Users" tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer's identity using Standard Operating Procedures (SOP).
5	Click on the correct customer's link to enter the customer's "Dashboard Account Home" page.
6	Inform customer they should contact the carrier directly. See communication piece <ul style="list-style-type: none"> ▪ If carrier has directed customer back to the Exchange, then Go to Escalation.
ESCALATION	

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **CACs:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>.
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this link
- Close call per standard procedure.

8.10 Cancellation of Pediatric Qualified Dental Plans (QDP)

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	Customer inquiries about requirements for pediatric dental plans.
Communication	
	<p>Washington Healthplanfinder customers must sign up for a pediatric dental plan if you have children that qualify. You need to choose a dental plan after selecting your health plan.</p> <p>If customer is already enrolled and asks about disenrolling, we should advise them that they are able to disenroll from each of their plans independently. If a person disenrolls from their dental plan, it will not affect their health plan coverage. A customer can only be disenrolled from their plan by non-payment. If they disenroll through <i>Washington Healthplanfinder</i> it disenroll their health and dental plan.</p> <p>If a customer is not enrolled, they are required to select a dental plan if they have a qualifying child.</p>
RESOLUTION	
1	Login to your account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using Standard Operating Procedures (SOP).
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.

RESOLUTION	
6	<p>See communication piece.</p> <ul style="list-style-type: none"> Close call and complete per Standard Operating Procedure

ESCALATION	
<ul style="list-style-type: none"> No escalation needed. 	

8.11 Application Permissions Matrix

ACCESS	<input checked="" type="checkbox"/> Customer
STATUS	<input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister

OCCURS WHEN...	A customer who is the: Primary applicant/Authorized Representative/Spouse/Broker is unsure of their permission to make changes to the account when they call the Customer Support Center.
----------------	--

APPLICATION PERMISSION BY ROLE						
	Primary Applicant	Authorize Representative	Spouse (not listed as A/R)	Broker / Navigator (already partnered to application)	Broker / Navigator (not partnered to application)	Insurance Carrier
Unlock an account?	Yes	Yes	No	Yes	PA needs to be on the phone	No
Request a new temporary password?	Yes	Yes	No	Yes	PA needs to be on the phone	No

<i>Get firm information about technical issues or details?</i>	Yes	Yes	Yes	Yes	PA needs to be on the phone	Yes – Add dog and PII or give specific details are given
<i>Change the MCP for Application?</i>	Yes	Yes	Yes	Yes	PA needs to be on the phone	No
<i>Can the agent take a picture?</i>	Yes	Yes	Yes	Yes	If in the field	Yes – If L2
<i>Change the email address?</i>	Yes	Yes	No	No	PA needs to be on the phone	No
<i>E-sign the application?</i>	Yes	Yes	No	Yes	PA needs to be on the phone	No
<i>Dis-enroll household members?</i>	Yes	Yes	No	Yes	PA needs to be on the phone	No
<i>Add or change a broker partnership?</i>	Yes	Yes	No	No	PA needs to be on the phone	No
<i>Terminate broker partnership?</i>	Yes	Yes	No	Yes	PA needs to be on the phone	No

*MCP = Managed Care Plan

8.12 Hardship Exemption Letter Request

25. MESSAGE TEXT	N/A
26. ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Privileged User (Lead Organization, CSR) <input type="checkbox"/> Navigator/IPA <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
27. OCCURS WHEN...	<p>To apply for a hardship exemption, you must submit an application for an exemption to the U.S. Department of Health and Human Services (HHS). <u>Please note that applications for exemptions are currently processed by the federal government, not the Washington Health Benefit Exchange.</u></p> <p>We can submit a ticket request, for HBE to create a letter as documentation in support of your hardship exemption application, if you experienced difficulties getting health insurance through the Washington Health Benefit Exchange. More information, including the exemption application form, is available at: https://www.healthcare.gov/fees-exemptions/hardship-exemptions/.</p>
RESOLUTION	
▪ 1	Log in to your CSR user account and go to the “Dashboard Account Home” page.
▪ 2	Click the “Users” tab to complete a user search.
▪ 3	Search for the customer using search criteria on the page.
▪ 4	Verify the customer’s identity using the Customer Support Center Standard Operating Procedures (SOP).
▪ 5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
▪ 6	Validate with the customer: <ol style="list-style-type: none"> a. When the original application was submitted through HPF. b. The date the enrollment was effective.
▪ 7	Inform customer that they will receive an update by email if an email address is on file or postal mail when their letter has been completed by HBE . Log a Zendesk ticket.
ESCALATION	
<p>If the customer is not satisfied with the resolutions steps provided and requests further assistance: Log a Zendesk ticket - Please complete the ticket using a Macro when one is available. See Macro Section 11.2</p>	

ESCALATION

Close call and complete note in CRM per Standard Operating Procedure

8.13 Domestic Violence

MESSAGE TEXT	N/A
ACCESS STATUS	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Privileged User (Lead Organization, CSR) <input type="checkbox"/> Navigator/IPA <input type="checkbox"/> Broker <input type="checkbox"/> HCA Community Partner <input type="checkbox"/> Tribal Assister
OCCURS WHEN...	<ul style="list-style-type: none"> ▪ If the abuser left the marriage (spousal abandonment), or the survivor is living with or fleeing domestic violence, these are exceptional circumstances. <ul style="list-style-type: none"> ▪ Survivors <u>and their children (and other dependents)</u> can qualify for this SEP. ▪ Domestic violence is self-reported and defined from the perspective of the person experiencing it. ▪ Domestic violence survivors do not need to be married to or living with their abuser to qualify for this SEP.

RESOLUTION	
1	Login to your CSR user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using the Customer Support Center Standard Operating Procedures (SOP).
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	<p style="text-align: center;">Validate scenario</p> <p>Customer is a survivor of domestic abuse/violence or spousal abandonment, not currently enrolled in WAH or QHP, and needs coverage outside of OE –Go to Step 7</p> <p>Customer is a survivor of domestic abuse/violence or spousal abandonment, primary applicant on a shared application with the abuser, and wants assistance removing the abuser from the shared application–</p>

	<ul style="list-style-type: none"> • If any household member is active on WAH – refer to HCA [insert steps or Go to Step X] • If no household member is not active on WAH, Go to Step 8 <p>Customer is a survivor of domestic abuse/violence or spousal abandonment, ,NOT primary applicant on a shared application with the abuser, and wants to be removed from the shared application- Survivor (and dependents) may also need a separate application. Please go immediately to escalation. Then close the call per SOP.</p>
<p>7</p>	<ol style="list-style-type: none"> 1. Visit <i>Washington Healthplanfinder</i> to complete an application 2. Remember: If you are married or separated you can indicate on your application that you are unmarried and intend to file taxes for this year as “Single Filing Taxes” 3. Review your eligibility results (WAH or QHP eligible) <ul style="list-style-type: none"> ◦ If WAH eligible, you can select a health plan or will be automatically enrolled into a plan ◦ If QHP eligible, select “See If You Qualify” on Special Enrollment page ◦ Select “Yes” on Special Enrollment Questionnaire page to : “Someone in my household is a survivor of domestic violence” and select “Next” ◦ SEP Determination page will display that the SEP has been Approved ◦ Select “Next” to see qualified health plans (QHPs) ◦ Select QHP <u>within 60 days</u> ◦ For coverage to start the 1st of the next month, the life event must be reported and a plan selected by the 23rd of the current month
	<ul style="list-style-type: none"> • <u>Key application tip:</u> Per federal guidance, if survivor is married, separated, or in a registered domestic partnership with their abuser, they can enroll in separate health coverage and still be eligible for tax credits <p>On the Washington Healthplanfinder application, when asked to provide your tax filing status, survivor should indicate that they are “Single Filing Taxes.” Federal guidelines state this can be done without fear of an IRS penalty.</p> <p>This will allow Healthplanfinder to apply tax credits if eligible</p>
	<ul style="list-style-type: none"> • <u>Additional considerations:</u> Safety planning: If customer is also receiving additional services through DSHS including cash, food or childcare assistance or medical for the aged, blind, or disabled, please ensure that they are also reporting these changes to DSHS. They can be reached at 1-877-501-2233.
<p>8</p>	<ol style="list-style-type: none"> 1. Go to “Report a Change in income or household” link

2. Indicate that you'd like to "Remove Someone from the Household," then select "Next"
3. This should automatically navigate the user to the "Additional Household Member's" page. Find abuser's name listed in the application and press then edit key next to their name.
4. If applicable, please indicate that the abuser is unrelated and set the tax filing status to "Single Filing Taxes" and save changes
5. Next indicate that you'd like to remove the abuser from the application. You can do this from the main "Additional Household Member's" page by pressing the X located on the right hand column next to the abuser. Indicate the reason for removal as "Other", please use today's date as the "Date of the event".
6. Go into the Primary Applicant's contact by using the edit icon next to their name.
7. Indicate that they're now "Single Filing Taxes" and save the changes.
8. Navigate to the "Application Review" page. If the removed person is specified as the "Authorized Representative", please ensure they're removed from this position on the application.
9. Submit the application.
10. Proceed to step 7-3 once the changes have been made
11. If there are any issues and you are unable to submit the application, please see "Escalation" section below.

ESCALATION

Please create a Zendesk ticket:

- Please complete the ticket using a Macro when one is available. See Macro Section 11.2
- Make sure details about the customer's request are documented in Zendesk and CRM
- Ensure to include as much detail as possible and keep in mind that PII/PHI is not permitted in Zendesk tickets

9. Household Members and Enrollment

9.1. Death of the Primary Applicant

OCCURS WHEN... An individual reports the death of the Primary Applicant on the household's Washington Healthplanfinder account or application.

TRIAGE	
1	Login to your user account and go to the "Dashboard Account Home" page.
2	Search for the customer using search criteria on the page.
3	Verify the customer's identity.
4	Click on the correct customer's link to enter the customer's "Dashboard Account Home" page.
5	Ask the customer to confirm that the Primary Applicant on a Washington Healthplanfinder account or application has died.
6	Ask for the name of the caller as well as their relationship to the Primary Applicant.
7	Ask for the name of the applicant.
8	<p>Conduct a search for the Primary Applicant in User Search.</p> <p><i>Note: At this point, you have not yet confirmed the identity of the caller and their level of access to the account you are researching, and therefore should not provide any details on search results. If there are multiple search results, ask the caller to verify the SSN of the Primary Applicant, or the address on file with the account.</i></p> <p>If the caller IS able to identify the account using Primary Applicant name as well as either the SSN or address, Go to Step 9</p> <p>If the caller IS NOT able to identify the account using Primary Applicant name as well as either the SSN or address, Go to Escalation</p>
9	Click on the link in the search results to open the account.
10	<p>Look to see if the name of the caller is listed as an Authorized User on the account.</p> <p>If Yes: it is acceptable to provide details on the account and/or application, Go to Step 11</p> <p>If No: do not provide any details on what is listed on the account or application pages, Go to Escalation</p>

11	<p>Do not update the account. All cases of Primary Applicant deaths must be handled by HBE. Inform the caller that the Enrollment team handles these requests and a ticket will be submitted.</p> <p>Ask the caller to upload a death certificate to the account if possible. If for some reason they are not able to, just submit the ticket and the Enrollment team will handle next steps, <i>Go to Escalation</i></p> <ul style="list-style-type: none"> • In cases where the applicant is enrolled in WAH, customers should be directed to contact HCA. • Provide the HCA Toll Free # 1-855-623-9357 and advise the customer to call.
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ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)

- Close call per standard procedure.

9.2. Death of a Household Member

A primary applicant reports the death of the household member on the household's Washington Healthplanfinder account or application.

OCCURS WHEN...

Note: *This may be a sensitive issue for the customer.
Seek assistance from your supervisor, if needed.*

RESOLUTION																									
1	Log in to your user account and go to the "Dashboard Account Home" page.																								
2	Search for the customer using search criteria on the page.																								
3	Verify the customer's identity																								
4	Click on the correct customer's link to enter the customer's "Dashboard Account Home" page.																								
5	Select " Report a Change in Income or Household " under the Quick Links section																								
6	Select " Yes " to the question, "Someone needs to be added to or removed from my list of household members to be considered for coverage."																								
7	On the "Do you have other household members or tax dependents" screen, click the 'X' next to the member that needs to be removed <table border="1" data-bbox="402 1102 1360 1417"> <thead> <tr> <th></th> <th>Sex</th> <th>Social Security Number</th> <th>Date of Birth (MM/DD/YYYY)</th> <th>Applying for Coverage</th> <th>Living in Same Home as Ronnie Westman</th> <th>Edit</th> <th>Remove</th> </tr> </thead> <tbody> <tr> <td>A an</td> <td>Male</td> <td>XXX-XX-4785</td> <td>09/22/1984</td> <td>Yes</td> <td>N/A</td> <td></td> <td></td> </tr> <tr> <td>y jo</td> <td>Male</td> <td>XXX-XX-8889</td> <td>08/05/1999</td> <td>Yes</td> <td>Yes</td> <td></td> <td></td> </tr> </tbody> </table>		Sex	Social Security Number	Date of Birth (MM/DD/YYYY)	Applying for Coverage	Living in Same Home as Ronnie Westman	Edit	Remove	A an	Male	XXX-XX-4785	09/22/1984	Yes	N/A			y jo	Male	XXX-XX-8889	08/05/1999	Yes	Yes		
	Sex	Social Security Number	Date of Birth (MM/DD/YYYY)	Applying for Coverage	Living in Same Home as Ronnie Westman	Edit	Remove																		
A an	Male	XXX-XX-4785	09/22/1984	Yes	N/A																				
y jo	Male	XXX-XX-8889	08/05/1999	Yes	Yes																				
8	A modal will appear. Complete the "reason for removal" and "Date of Death." Make sure to use the date of death, and not the current date.																								

RESOLUTION

Remove Sammy Jo

REASON FOR REMOVAL *

Death

DATE OF DEATH *

12/06/2014

← Cancel
Next

9	Select “ Next. ” You will be taken to the “Do you have other household members or tax dependents” screen.
10	Continue to select Next through multiple screens until you are on the e-Sign page.
11	Complete Primary Applicant’s Signature page and select ‘Submit My Application’.
12	Close call per standard procedure

9.3. Retroactive Enrollments

OCCURS WHEN A customer requests a retroactive enrollment for their application. Depending on the customers scenario this request may or may not be granted.

Resolution	
1	Login to your account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity.
5	<p>Determine if the scenario falls under the following list:</p> <ul style="list-style-type: none"> ○ The client applied or updated application late (causing their effective date to properly follow the 23rd cutoff and roll to the following month) ○ The client made a late payment prior to September 24 (the date Premium Aggregation was removed) (causing their start date to properly follow the 23rd cutoff and roll to the following month) ○ The applicant did not experience any system errors <p>Instruct customer they are not eligible for retroactive enrollment if one of the above conditions is met.</p> <p>Confirm notifications were sent to customer by looking on their dashboard</p> <ul style="list-style-type: none"> ○ Eligibility Decisions ○ Document Requests ○ Upcoming Enrollment Deadline ○ Invoices ○ Past Due Notices <p>▪ If the customer has a different scenario, then Go to Step 8.</p>
6	<p>Determine if the scenario falls under the following list:</p> <ul style="list-style-type: none"> ○ Error of the Exchange that resulted in a customer not being able to enroll for expected coverage date ○ Coverage may be backdated to coverage customer would have had if not for the error ○ No Gaps in Coverage ○ System issues must be documented in Healthplanfinder, Zendesk, or CRM <p>Inform the customer a request can be submitted for retro-enrollment.</p> <p>Additionally, requests for 1/1/2016 coverage will be approved if:</p>

Resolution

	<ul style="list-style-type: none">○ Request submitted on or before January 31, 2016, <u>and</u>○ Error falls into one of following known, documented technical issues:<ul style="list-style-type: none">▪ EN0004▪ ES002▪ 2018 Error▪ Multiple Application issues
7	Contact Customer Support Center for assistance completing the request. For more details Go to Escalation .

ESCALATION

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **CACs:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>.
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

9.4. Retroactive Dis-enrollments

OCCURS WHEN	A customer calls to request for retroactive disenrollment due to churning from QHP to WAH, gaining MEC other than Medicare or other related scenarios.
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Resolution	
1	Login to your CSR user account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using the Customer Support Center Standard Operating Procedures (SOP).
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	<p>Ask the customer to describe the scenario for requesting retroactive enrollment.</p> <ul style="list-style-type: none"> ▪ Verify if the household is still enrolled, and dis-enroll household if needed. ▪ If only <u>one</u> individual member of the household is requesting to be dis-enrolled and they are still listed as enrolled on the application, then Go to Step 9 before proceeding with the retro disenrollment request.
7	<p>Determine if the scenario falls under the following list:</p> <ul style="list-style-type: none"> ○ The client applied or updated application late (causing their effective date to properly follow the 23rd cutoff and roll to the following month) ○ The client made a late payment prior to September 24 (the date Premium Aggregation was removed) (causing their start date to properly follow the 23rd cutoff and roll to the following month) ○ The applicant did not experience any system errors <p>Instruct customer they are eligible for retroactive disenrollment, then Go to Escalation.</p> <ul style="list-style-type: none"> ○ NOTE: Customer may be granted retro dis-enrollment to the last day of the month before other Minimal Essential Coverage began IF customer reports the loss of Minimal Essential Coverage within the first <u>10</u> days of the month.
8	<p>Determine if the scenario falls under the following list:</p> <ul style="list-style-type: none"> ○ Medicare: Aging into Medicare and requesting retro disenrollment (termination) ○ Error of the Exchange ○ Dual enrolled via Healthplanfinder (HPF)

Resolution	
	<ul style="list-style-type: none"> ○ Result of a customer having multiple applications, resulting in overlapping coverage or multiple enrollments on the same application. <p>Instruct customer a request will be submitted for review and they will be notified when the decision is made, then Go to Escalation.</p> <p>Note: Do not guarantee the request will be granted.</p>
9	<ul style="list-style-type: none"> ▪ Click “Report a change” and change the individual requesting disenrollment to “not seeking Coverage”. ▪ After the application has been updated to reflect the change, proceed with step 7 or 8 depending on the customer’s retro-disenrollment scenario.
10	<ul style="list-style-type: none"> ▪ Close call and complete note in CRM per Standard Operating Procedure
ESCALATION	
	<ul style="list-style-type: none"> ▪ Log a Zendesk ticket <ul style="list-style-type: none"> – Please complete the ticket using a Macro when one is available. See Macro Section 11.2 – Select the appropriate Macro for retro-disenrollment – Include the detailed reason and requested end date for the request <p>Close call and complete note in CRM per Standard Operating Procedure</p>

9.5. Special Enrollment Process (SEP)

OCCURS WHEN	Customer reports a qualifying life event and requests to open a Special Enrollment Period (SEP). Depending on the qualifying event the system may trigger SEP automatically or SEP may be opened based on the customer's self-attestation, including error of the Exchange, exceptional circumstances etc.
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Resolution	
1	Login to your account and go to the "Dashboard Account Home" page.
2	Click the "Users" tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer's identity.
6	<p>Submit initial application or report a change depending on the customer's scenario. If the customer has a Qualifying Life Events that is not currently included in the HPF application process, then Go To Step 8.</p> <p><u>Qualifying Life Events which should automatically trigger a SEP to open:</u></p> <ul style="list-style-type: none"> • Adding a Dependent • Losing a Dependent or Dependent Status • Change in Program Eligibility • Loss of Minimum Essential Coverage (MEC) • Permanent move that results in: <ul style="list-style-type: none"> ○ Becoming a resident of Washington, or ○ New Plan Options • Change in Citizenship or Lawful Presence Status that results in eligibility under a new program • Getting out of Jail/Prison • Gaining Tribal Membership • Domestic Violence <p>Note: Documentation may be requested by the Carrier for a SEP.</p>
7	<p>Verify the SEP opened by validating the select plan link is available on the dashboard.</p> <ul style="list-style-type: none"> ▪ If SEP does not automatically open, then Go To Escalation.

Resolution

- 8** **Confirm** Customer self-attestation for one of the following Qualifying Life Events:
- Victims of domestic abuse/violence or spousal abandonment and their dependents
 - Exceptional Circumstances as defined by the Exchange in writing and approved by HBE leadership
 - System issues that kept the client from enrolling during SEP or Open Enrollment
- **Contact** Customer Support Center for assistance completing a SEP request in cases of Self-attestation, or other Qualifying life event circumstances not listed. For more details **Go to Escalation**.

ESCALATION

- Log a Zendesk ticket:
- **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client's broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **CACs:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>.
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

9.6. SEP Ineligible Screen Not Displaying

MESSAGE TEXT	N/A
ACCESS STATUS	<input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Customer Support Representative <input checked="" type="checkbox"/> Lead Organization <input checked="" type="checkbox"/> Certified Application Counselor <input checked="" type="checkbox"/> Navigator <input checked="" type="checkbox"/> Broker <input checked="" type="checkbox"/> HCA Community Partner <input checked="" type="checkbox"/> Tribal Assister
OCCURS WHEN...	The SEP ineligible screen is not displayed for the customer after answering the Special Enrollment Questionnaire and are not eligible. It directs them back to dashboard without messaging that they were determined ineligible for SEP.
RESOLUTION	
1	Login to your account and go to the “Dashboard Account Home” page.
2	Click the “Users” tab to complete a user search.
3	Search for the customer using search criteria on the page.
4	Verify the customer’s identity using Standard Operating Procedures (SOP).
5	Click on the correct customer’s link to enter the customer’s “Dashboard Account Home” page.
6	Proceed through Renewal by selecting “Update and Renew Coverage” or “Complete my App” from the Quick Links.
	Verify the customer’s mailing and email address on their Healthplanfinder account.
7	Confirm customer is now able to navigate through 2016 shopping experience correctly. <ul style="list-style-type: none"> ▪ If resolution is unsuccessful, Go To Escalation.
8	Close call per Standard Operating Procedure
ESCALATION	

- Log a Zendesk ticket:
 - **IPAs/Navigators/Tribal Assisters:** You must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
 - **Brokers:** Please remember that you must be the client’s broker of record in order to receive assistance. Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>
 - **CACs:** Contact the Customer Support Center at 1-855-923-4633, Option# 6 once your language is selected. For Customer Support Center Business Hours: <http://www.wahbexchange.org/contact-us/contact-us/>.
 - **HCA Community Partners:** Contact your local HCA Area Representative by following this [link](#)
- Close call per standard procedure.

10. Logging a Zendesk Ticket

10.1. Zendesk Tickets

- IPA's/Navigators/Tribal Assisters
 - If you are an IPA, Navigator, or Tribal Assister, you must contact your Lead Organization for instructions as to how you will request Zendesk ticket information and/or submit Zendesk tickets.
- Brokers
 - Please remember that you must be the client's broker of record in order to receive assistance.
 - Contact the Customer Support Center at 1-855-923-4633, Option# 5 – once your language is selected.
 - For Customer Support Center Business Hours:
<http://www.wahbexchange.org/contact-us/contact-us/>
- HCA Community Partners
 - Contact your local HCA Area Representative by following this [link](#)

10.2. Name and Application

- **Client Name**
 - Please have available full First, Middle, and Last names
- **Application ID**
- **Please do not submit requests with customer Social Security Numbers**

10.3. Information about Error Code

- **Healthplanfinder Error Code # or Description**
 - Please have Message Text, Error Code #
- **Healthplanfinder page on which error occurred**
- **Date and Time Error Occurred**
- **Goal of original action taken**
 - i.e., "Submitting [documentation] for identity proofing."
- **What actually occurred in the system**
- **Steps taken to resolve the error**

**Please do not submit requests with customer Social Security Numbers*

**Please include screenshots, when available*

Document Revision History

CLICK HERE to jump to the Table of Contents		
Version Number	Date	Description
V 4.2	8/26/2016	<p>MEDS hours updated 3.7.2 HCA QA Flag Process</p> <p>MEDS hours updated 3.8.1 Teens Giving Birth and Teen Confidentiality</p> <p>MEDS hours updated 3.10.103 ES Error Message Code 3092</p> <p>Updated Access Status 3.4.4 Family to Dependent or Dependent to Family Coverage</p> <p>Updated Language 4.1.2 Oracle Access Manager Operation Error</p> <p>Updated Language in #4 and Removed Screen Shot 8.2 Customer Wants to File a Washington Healthplanfinder Complaint</p> <p>Updated Language in Communication 8.10 Cancellation of Pediatric Qualified Dental Plans</p>
V 4.1	7/26/2016	<p>Updated 3.2.2 ID Proofing</p> <p>Updated 3.7.1 Naturalized Citizenship Verification</p>
V 4.0	7/14/2016	<p>Updated Numbering on Table of Contents</p> <p>Update 3.10.94 EN Error EN0001</p> <p>Update 3.10.95 EN Error EN0002</p> <p>Update 3.10.96 EN Error EN0003</p> <p>Update 3.10.97 EN Error EN0004</p> <p>Update 3.10.98 EN Error EN0005</p> <p>Update 3.10.99 ES Error Message "Error:(Blank)"</p> <p>Update 4.1.1 Access Denied</p> <p>Update 4.1.5 (now 4.1.4) Unable to sign in due to a technical issue with account/Create New Account</p> <p>Update 4.1.6 Unable to sign in due to a technical issue with account/Update Email Address</p> <p>Update 8.6 Affordable (WAH/HIPTC) to Non-Affordable (QHP) Application</p> <p>Update 8.7 CHIP Payments</p> <p>Update 8.8 Customer Unable to Terminate Broker/Navigator Partnerships</p> <p>Update 8.11. Permissions Matrix</p> <p>Archive Entry 3.1.2 HIPTC/QHP Child is 19-26 Years Old and is a Tax Dependent of the Primary Applicant</p> <p>Archive Entry 4.1.4 Unable to Process Application</p> <p>Archive Entry 9.3 Incarcerated Children</p>
V3.9	05-20-2016	Updated 8.13 Domestic Violence
V3.9	04-29-2016	<p>Updated 3.2.2. Person ID Matching – SSN Match</p> <p>Updated 3.2.1. Person ID Matching –FN/LN/DOB Match Only (No SSN)</p>

Version Number	Date	Description
		<p>Updated 3.1.4. Adding a Newborn to a WAH Application Updated 2.3. Aligning APTC and Coverage Start Dates Updated 2.2. Uploaded Documents Missing From Dashboard Updated 2.1.2. Application Submitted Link is Greyed Out Updated 1.1.6. General Account Lockout Resolution Steps Updated 1.1.3. Security Issue #3: Username Does Not Exist</p>
V3.9	04-28-2016	<p>Updated 3.7.2. HCA QA Flag Process Updated 3.6.1. SEVIS ID Error Updated 3.4.4. Family to Dependent or Dependent to Family Coverage Updated 3.4.1. Partial Match of Household Member Updated 3.2.3. Self-Attest Date of Entry</p>
V3.9	04-27-2016	<p>Updated 3.10.67 ES Error Message Code 3068 Updated 3.10.66 ES Error Message Code 3067 Updated 3.10.65 ES Error Message Code 3066 Updated 3.10.64 ES Error Message Code 3065 Updated 3.10.59 ES Error Message Code 3060 Updated 3.10.58 ES Error Message Code 3059 Updated 3.10.57 ES Error Message Code 3058 Updated 3.10.40 ES Error Message Code 3040 Updated 3.10.39 ES Error Message Code 3039 Updated 3.10.6 ES Error Message Code 2012 Updated 3.10.5 ES Error Message Code 2011</p>
V3.9	4-26-2016	<p>Updated 3.10.69 ES Error Message Code 3070 Updated 3.10.70 ES Error Message Code 3071 Updated 3.10.76 ES Error Message Code 3085 Updated 4.8.1 Access Denied Update 4.8.3 General System Error Update 4.8.5 Unable to Process Application Update 6.3 FPL% Amount is Calculated Incorrectly Archived 2.1.3. WAH Coverage Year Says 1900 Archived 3.5.1. Loss of MEC (Minimum Essential Coverage) Archived 3.6.1. Does any household member on this application currently have health insurance? Archived 3.11. Missing Tax Credit on Payment Screen</p>
V3.8	1-29-2016	<p>New Entry 4.8.6 Unable to log into account/ Correspondence 2016-03 Update 3.10.97 EN0004 Updates 1095-A Section Universal Update Updated dates for 2016</p>

Version Number	Date	Description
V3.7	1-14-2016	New Entry 3.10.16 Error 3008 Update 2.3.1 Dual Eligibility Update 3.6.1 Does Household Member Currently Have Health Insurance? Update 3.10.97 Error EN0004 Update 3.10.104 Error ES002 Update 8.10 Application Permissions Matrix Update 9.4 Retro-active Enrollment
V3.6	12-23-2015	New Entry 3.1.4 Adding Newborns to WAH Applications Update 8.8 No Info from Carrier Confirming Coverage
V3.5	12-9-2015	New Entry 8.8 No Information From Carrier About Coverage New Entry 8.9 Cancellation of Pediatric QDP New Entry 8.10 Application Permissions Matrix
V3.4	11-12-2015	New Entry 2.3.1 Dual Eligibility Segments New Entry 2.3.2 No 2016 Segment Available New Entry 3.10.103 ES Error ES002 New Entry 9.7 SEP Ineligible Screen Not Displaying Update 3.10.42. ES Error Message Code 3043 Update 3.14 Multiple Active Applications
V3.3	10-30-15	New Entry 9.6 Special Enrollment Process New Entry 9.4 Retro-Enrollment New Entry 9.5 Retro Disenrollment New Entry 8.5 Affordable (WAH/HIPTC) to Non Affordable (QHP) Application New Entry 3.4.5 Family to Dependent or Dependent to Family coverage Update 3.7.2 HCA QA Flag Process Update 3.10.34 ES Error Message Code 3034 Update Universal Updated Customer Support Center Hours
V3.2	10-5-15	New Entry 3.4.4 Shared Person ID on Active Application New Entry 3.14 Multiple Active Applications Error New Entry 8.7 Broker/Navigator Unable to Terminate Partnership
V3.1	9-17-15	New Entry 8.6 CHIP Payments Update 3.7.2 Application has been Flagged for QA / HCA Flag Process
V3.0	9-3-15	New Entry 3.13 Medicaid Plan Selection Unavailable
V2.9	8-18-15	New Entry 3.11 Missing Tax Credit on Payment Screen Update 3.3.2 Verifying ID Proofing
V2.8	8-4-15	New Entry: 3.10.102 ES Error Code 3092 Update Removed term IPA and replaced with Navigator Update HCA Hours (8:00 AM – 5 PM)
V2.7	7-13-15	New Entry: 8.5 Customer Disagrees with WAH Eligibility New Entry: 2.3 Aligning APTC and Coverage Start Dates Issue Update: 8.3 Medicaid Plan Selection Questions Update: Call Center Hours (8:00 AM – 5:00 PM)

Version Number	Date	Description
V2.6	6-9-15	New Entry: 3.8.1 Teens Giving Birth and Confidentiality New Entry: 3.8.2 Homeless Teens and Confidentiality New Entry: 8.4 HCA / Coordination of Benefits for Private Health Insurance
V2.5	5-27-15	Updated: 3.7.2 Application has been Flagged for Quality Assurance / HCA QA Flag Process Updated: 10 Logging a Zendesk Ticket New Entry 8.3 Medicaid Plan Selection Questions
V2.4	4-27-15	Updated: 9.1 Death of a Primary Applicant
V2.3	4-15-15	New Entry: 7.5 1095-A Exemption Calculation Tools
V2.2	3-30-15	Updated: Updating Individual's Email Address Updated Screenshots Throughout Updated Introduction Updated Access Status Categories Throughout Updated Death of the Primary Applicant Triage steps Updated Customer is Denied HIPTC Eligibility New Entry: Review Payment Details Adjustment New Entry: Tax Error After Removing Members from Household New Entry Household Member Residing Outside of the United States Added Chapters: Account Login, Dashboards, General Error Message, Invoice, Finance, 1095-A Tax Form, FAQ, Regarding Household Members 3.9.1 – 3.9.28 Added / Updated Error Message Codes Sections: ES Error Message Code: 2007 – 2016, 2018, 2020 - 2022 ES Error Message Code: 3004, 3010, 3012, 3013, 3015, 3017, 3019 – 3024, 3027 – 3034, 3036 – 3072, 3073, 3074, 3079, 3082, 3085, 3087 – 3091, ES Error Message Code: 9004 – 9006, 9012, 9999 ES Error Message Code: D, SCH, Blank Error: IN002 –IN006 Error: EN0002 – EN0005 Updated ID Proofing
V2.1	11-25-14	New Entry: Updating Individual's Email Address New Entry: Does any household member on this application currently have health insurance? Added Text to Screenshot in ID Proofing
V2.0	11-16-14	Updated WAH – Child is 19 Years or Older
V1.9	11-7-14	Updated formatting throughout
V1.8	10-31-14	Updated 1.3.2 WAH – Child is 19 Years or Older Updated: 1.2.1. ID Proofing Updated address to mail forms
V1.7	10-14-14	Updated HCA Community Partners website Updated Customer Support Center open hours

Version Number	Date	Description
		Validated EN0004 naming Removed Application malfunction on additional questions
V1.6	10-8-14	1.4.1. Added Error Message Code 2011 1.4.4 Added Error Message Code 3059 1.4.7 Added Error Message Code 3074
V1.5	10-6-14	1.4.5. Added Error Code Resolution 3079 Reordered change log to have newest changes first
V1.4	9-23-14	Updated Broker Support Line throughout the desk aid to direct brokers to the call center Updated Introduction Registered Healthplanfinder Brokers log in
V1.3		1.1.2. Updated “Unmarried Applicants want to Apply Jointly” 1.3.2. Updated “Adult Children – Child is 19 Years or Older and is Not a Tax Dependent of the Primary Applicant” 1.3.3. Updated “Adult Children – Child is 19 Years or Older and is a Tax Dependent of the Primary Applicant” 1.3.4. Updated “Adult Children – Creating a Separate Application for Child Who Turns 19 During Family’s Coverage Period”
V1.2	7/11/2014	1.1.2. Updated “Unmarried Applicants want to File Jointly” 1.2.1. Updated “ID Proofing” 1.3.1. Updated “Married Filing Jointly Tax Filing Status” 1.3.2. Updated “Adult Children – Child is 19 Years or Older and is Not a Tax Dependent of the Primary Applicant” 1.3.3. Updated “Adult Children – Child is 19 Years or Older and is a Tax Dependent of the Primary Applicant” 1.3.4. Updated “Adult Children – Creating a Separate Application for Child Who Turns 19 During Family’s Coverage Period” 1.4.3. Updated “ES Error Message Code 3066” 1.5.1. Updated “Adult Children – Family undergoes qualifying event that affects tax dependent status of adult children” 2.1. Updated “Specific Topics and Responses
V1.1	6/11/2014	Introduction Updated “How To Access the Desk Aid” 1.1.1. Updated “Enrolling Non-Federally, State-Recognized Tribal Members” 1.1.2. Updated “Unmarried Applicants want to File Jointly” 1.2. Updated “Primary Applicant’s Information Page” 1.2.1. Updated “ID Proofing” 1.2.2. Updated “Prompt for Manual ID Proofing”

Version Number	Date	Description
		<p>1.3. Updated “Add Household Members”</p> <p>1.3.1. Updated “Married Filing Jointly Tax Filing Status”</p> <p>1.3.2. Updated “Adult Children – Child is 19 Years or Older and is Not a Tax Dependent of the Primary Applicant”</p> <p>1.3.3. Updated “Adult Children – Child is 19 Years or Older and is a Tax Dependent of the Primary Applicant”</p> <p>1.3.4. Updated “Adult Children – Creating a Separate Application for Child Who Turns 19 During Family’s Coverage Period”</p> <p>1.4. Updated “Eligibility Results Page”</p> <p>1.4.1. Updated “ES Error Message Code 3012”</p> <p>1.4.2. Updated “ES Error Message Code 3013”</p> <p>1.4.3. Updated “ES Error Message Code 3066”</p> <p>1.4.4. Updated “ES Error Message Code 3069”</p> <p>1.4.5. Updated “ES Error Message Code D”</p> <p>1.4.6. Updated “Error EN0004”</p> <p>1.5. Updated “Change Reporting”</p> <p>1.5.1. Updated “Adult Children – Family undergoes qualifying event that affects tax dependent status of adult children”</p> <p>Moved to Ops Manual “Tax Filing Tips”</p> <p>Moved to Ops Manual “Application Data Collection Process for Free and Low Cost Coverage Applicants”</p> <p>2. Updated “Incorrect Invoices”</p> <p>2.1. Updated “General Responses to Invoice Errors”</p> <p>2.2. Updated “General Email Responses to Invoice Errors”</p> <p>3. Updated “Logging a Zendesk Ticket”</p> <p>3.1. Updated “Name and Application #”</p> <p>3.2. Updated “Information about Error Code”</p> <p>3.3. Updated “Zendesk Tickets”</p>
V1.0	05/23/2014	<p>1.1.1. Updated “Enrolling Non-Federally, State-Recognized Tribal Members”</p> <p>1.1.2. Updated “Unmarried Applicants want to File Jointly”</p> <p>1.2.1. Updated “ID Proofing”</p> <p>1.2.2. Updated “Prompt for Manual ID Proofing”</p> <p>1.3.2. Updated “Adult Children – Child is 19 Years or Older and is Not a Tax Dependent of the Primary Applicant”</p> <p>1.3.3. Updated “Adult Children – Child is 19 Years or Older and is a Tax Dependent of the Primary Applicant”</p>

Version Number	Date	Description
		<p>1.3.4. “Adult Children – Creating a Separate Application for Child Who Turns 19 During Family’s Coverage Period”</p> <p>1.5.1. Updated “Adult Children – Family undergoes qualifying event that affects tax dependent status of adult children”</p> <p>2.0. Updated “Incorrect Invoices”</p> <p>2.1. Updated “General Responses to Invoice Errors”</p> <p>2.2. Updated “General Email Responses to Invoice Errors”</p>