

## Washington Healthplanfinder – 10.6 System Release

### System release outage

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

### Identity proofing updates

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

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

**About You**

We are now going to collect some information about you and your household to help you find health coverage options.

**Notice:**  
Provide full legal name such as what appears on the Social Security card.

First Name \*  
Katniss

Middle Initial  
E.g. J

Last Name \*  
Everdeen

Social Security Number ⓘ [Why we ask for this?](#)  
XXX-XX-4111

Date of Birth \* ⓘ  
03/12/1982

If you have a Social Security number and are applying for coverage, you may have to provide it. Select the "Why we ask for this" link for details.

**Contact customer support** ✕

We are currently unable to use our automated service to verify your identity.

Contact customer support at 1-855-WAFINDER ([1-855-923-4633](tel:1-855-923-4633)) for further assistance.

OK

## WAPlanfinder mobile app updates

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

## Accessibility updates

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

The diagram illustrates the process to update language proficiency in the WAPlanfinder mobile app. It consists of three screenshots of the 'Update Contact Information' form.

**First Screenshot:** The 'Update Contact Information' form is shown. The 'LANGUAGE PROFICIENCY' dropdown menu is open, displaying 'Albanian + 4' as the selected option. An orange arrow points from this dropdown to the second screenshot.

**Second Screenshot:** A close-up of the 'LANGUAGE PROFICIENCY' dropdown menu. The menu is open, showing a list of languages with checkboxes: English, Spanish, Russian, Bosnian, Albanian (checked), Somali, and French. A red arrow points from the 'Albanian' option to the third screenshot.

**Third Screenshot:** The 'Update Contact Information' form is shown again, with the 'LANGUAGE PROFICIENCY' dropdown menu now closed and displaying 'Albanian + 4' as the selected option.