

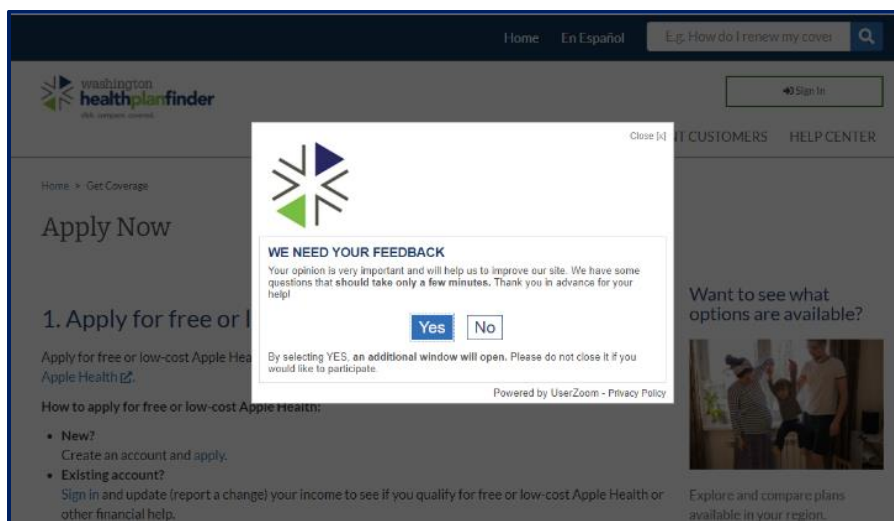
Washington Healthplanfinder – November 2021 System Release

System release outage

The Washington Healthplanfinder is scheduled to go live on Thursday, November 18, 2021, at 7:30 a.m. PST. There is not a planned outage for this release.

Customer survey

- As of November 1, 2021, a modal appears asking individuals to participate in a survey about their experience with using the Washington Healthplanfinder. The survey is available to individuals the first time they visit the *Apply Now* page on Washington Healthplanfinder, and if yes is selected, the survey will come up at the end of their time in the system.



Reporting other health insurance

- A message will be added to *the other health insurance coverage question* stating an individual does not need to report their other insurance coverage when it is ending within 60 days.

Do any members seeking coverage have health insurance that is not Washington Apple Health (Medicaid) and not from Washington Healthplanfinder? If this other health insurance is ending within 60 days, you do not need to report it. * ?

Note: Select 'Yes' to see health insurance types you need to report.

Yes

No

Username and special character

- If an individual tries to use special characters in their username, an updated message will appear informing them to *use only letters (A-Z), numbers (0-9) and periods (.) in your username.*

Correspondence update

- The correct Washington Administrative Codes (WAC) will appear in the *Eligibility Results correspondence (EE015)* when children are denied Washington Apple Health due to other minimum essential coverage, or when an individual is denied coverage due to being eligible under a different Apple Health program.