



## Social Media Comment Policy

*Washington Healthplanfinder* has established its online communities to serve as an engaging and informative resource for the public. Our goal is to facilitate constructive, open conversation about *Washington Healthplanfinder*. We encourage conversation, photos, and videos that focus on health care, health insurance, and any other relevant topics.

To ensure that these social media platforms (Facebook and Twitter) remain forums where people of all ages and backgrounds feel comfortable engaging in conversation, please keep content focused and friendly.

Because these are public forums, please **do not disclose personally identifiable information such as application ID, email address, home address, or phone number for yourself or others**. If a *Washington Healthplanfinder* moderator requests this information, please share it using the platforms private messaging feature (if applicable).

*Washington Healthplanfinder* archives some information that users submit or publish when engaging with *Washington Healthplanfinder* on Facebook, Twitter, and YouTube (i.e., by sending a message, posting a comment, "following," "liking," or taking similar actions). Some of this information may contain personal information, such as an individual's username and other public account information, when such information is available based on the user's privacy settings and the terms of the site.

We reserve the right to remove any content that is:

- Unlawful, obscene, or vulgar
- Threatening or contains personal attacks of any kind
- Offensive and contains derogatory terms directed to ethnic or racial groups
- Defamatory or libelous
- Promotes or endorses a product, service, or company
- Misleading, excessively repetitive, or considered spam

*Washington Healthplanfinder* reserves the right to remove repeat offenders from our social media platforms. Our moderators do their best to ensure that this policy is adhered to fairly and consistently. We welcome your assistance in maintaining an encouraging environment on these platforms. Please report spam, abuse, fake profiles, or any content similar to the above by referring to [Facebook](#) or [Twitter's](#) reporting guidelines.

*Washington Healthplanfinder* moderators will not answer individual customer support inquiries on our social media platforms. Our moderators will answer general support questions where appropriate. Please call our Customer Support Center at 1-855-WAFINDER (1-855-923-4633) for help with your account or application, or search for a [navigator or broker](#) in your area.

Navigators and brokers may not generate leads on our social media platforms. Navigators and brokers can assist with general application and enrollment questions but cannot contact individuals for partnership or direct assistance.

*Washington Healthplanfinder* reserves the right to modify or change guidelines without notice.