

## Washington Health Benefit Exchange Administrative Hearing Rights and Deadlines

- You have the right to appeal a Washington Healthplanfinder eligibility decision. An appeal is a hearing before a Presiding Officer and can be a useful tool to resolve problems after all other attempts have failed. If you have questions about the appeals process, please call **1-855-859-2512**.
- Eligibility decisions are things like:
  - The amount of your Health Insurance Premium Tax Credit;
  - The amount of your Cost Sharing Reduction;
  - As an employer, whether the insurance you provide your employees meets the coverage requirements and whether that insurance coverage is affordable for your employees.
  - Failure to provide timely notice of an eligibility decision;
- Requests for an appeal must be received within 90 calendar days of the date of the decision being appealed.
- The quickest way to ask for a hearing is to ask us to send you a Hearing Request form. You may contact us by email at [appeals@wahbexchange.org](mailto:appeals@wahbexchange.org), by mail (POB 1757, Olympia, WA 98507), over the phone (1-855-859-2512), or in person. Be sure give us:
  - Your full name and birthdate;
  - Your Healthplanfinder application identification number; and
  - A daytime phone number.
- For your convenience, the pre-hearing conference and hearing associated with your appeal will be held on the phone. If you prefer, you may ask the Presiding Officer for an in-person hearing.
- It's not required, but you have the right to have an attorney or personal representative at the hearing.
- If you need a language interpreter, we will hire and interpreter at no cost to you.
- If you have a medical condition that requires an emergency or expedited hearing, please call 1-855-859-2512 immediately. Be sure you have documentation that shows why the regular appeals process could jeopardize your life or health; or your ability to attain, maintain, or regain maximum function. You'll be asked to provide that to us when you ask for a hearing.
- The eligibility determination you received through Healthplanfinder will not change while you are awaiting the outcome of your appeal. However, if your appeal changes your original eligibility determination, your new eligibility will be applied retroactively. Please note that any change in your eligibility may require the Healthplanfinder to re-determine the eligibility status of other members of your household.
- Appeals regarding WA Apple Health (Medicaid) will be heard by the WA Health Care Authority. Please contact the WA Health Care Authority at 1-855-623-9357 or email at [askmagi@hca.wa.gov](mailto:askmagi@hca.wa.gov).
- For more information about appeals go to [www.wahbexchange.org/appeals](http://www.wahbexchange.org/appeals).