



ANNOUNCEMENT
HBE 21-002
Washington Health Benefit Exchange (WAHBE)
Request for Response (RFR)
Enrollment Center Services for WAHBE

WAHBE is initiating this RFR to establish and operate Washington Healthplanfinder (HPF) Enrollment Centers throughout Washington State.

Enrollment Centers are physical sites in communities around the state where residents can obtain in-person insurance application and enrollment assistance from knowledgeable, trusted WAHBE representatives. Enrollment Centers are operated year-round by WAHBE-certified or registered Brokers or Navigator organizations in compliance with WAHBE guidelines. WAHBE publicizes and directs customers toward Enrollment Centers; especially during WAHBE's annual open enrollment period (currently November 1 through January 15).

Enrollment Centers help existing customers renew or update their insurance coverage and help new customers enroll in insurance coverage for the first time. Enrollment Centers provide Washington residents with a customer-service location where they can get help understanding health insurance options available through HPF, as well as information about their own eligibility for coverage. Enrollment Centers help consumers compare plans, understand any financial assistance they are eligible to receive, and enroll in and update coverage, as needed. Enrollment Centers assist individuals with Qualified Health Plans (QHP), Qualified Dental Plans (QDP) and WAH.

Enrollment Centers awarded as a result of this RFR must be open year-round, Monday through Friday, from at least 9:00 a.m. to 5:00 p.m. Enrollment Centers must provide extended hours and weekend services during WAHBE's open enrollment period (November 1 through January 15; unless extended or otherwise changed).

Contracts resulting from this RFR will begin on or around July 1, 2021 and will end on June 30, 2022. WAHBE, at its sole discretion, may extend the period of performance through June 30, 2026 in whatever time increments WAHBE deems appropriate.

The RFR and any additional materials or any addenda is available upon emailed request to the RFR Coordinator.

Responses to this RFR are due to the RFR Coordinator no later than April 15, 2021 at 3:00 p.m. PST.

For further information, please contact the RFR Coordinator:

Regan Givens, CPPB

WAHBE Contracts Specialist

contracts@wahbexchange.org

Phone: (360) 688-7700