

Open Enrollment 13 Producer Survey Results

4/15/2026

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Producer Support

The Producer Support Team provides direct support for producers:

- Ticket intake and Escalation
- Application, Enrollment and Troubleshooting
- Learning Management System
- Outreach and communication
- Relationship and Partnership Building



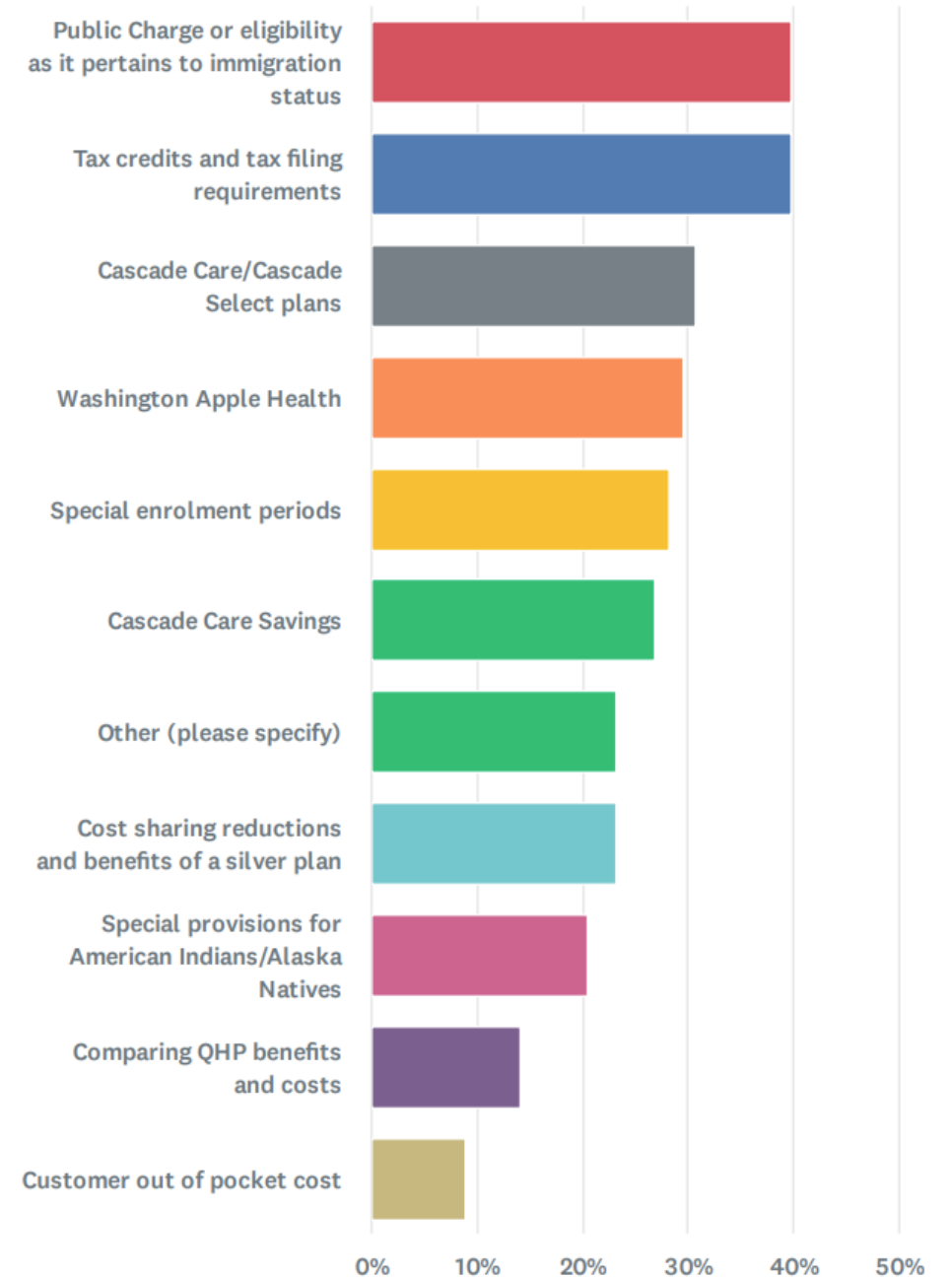
Survey Participation and Producer Tenure

PRODUCER TENURE	PERCENTAGE	RESPONSES
Less than 1 year	5.88%	6
2 Years	4.90%	5
3 Years	4.90%	5
4 Years	5.88%	6
5 Years+	78.43%	80
Total	100%	102

What did you think of the current recertification course?

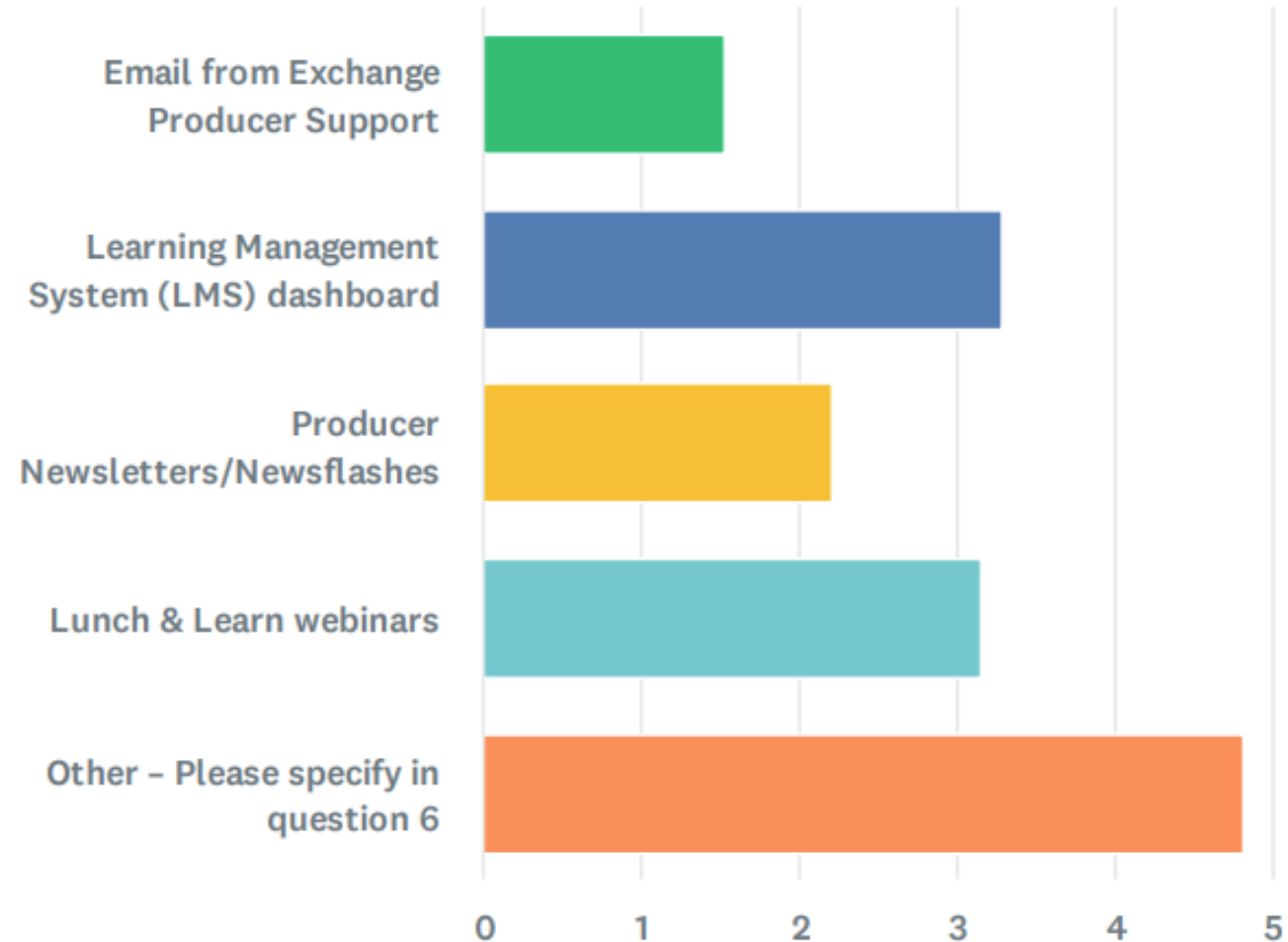


Indicate any topics from the list below for which you need or want additional training:

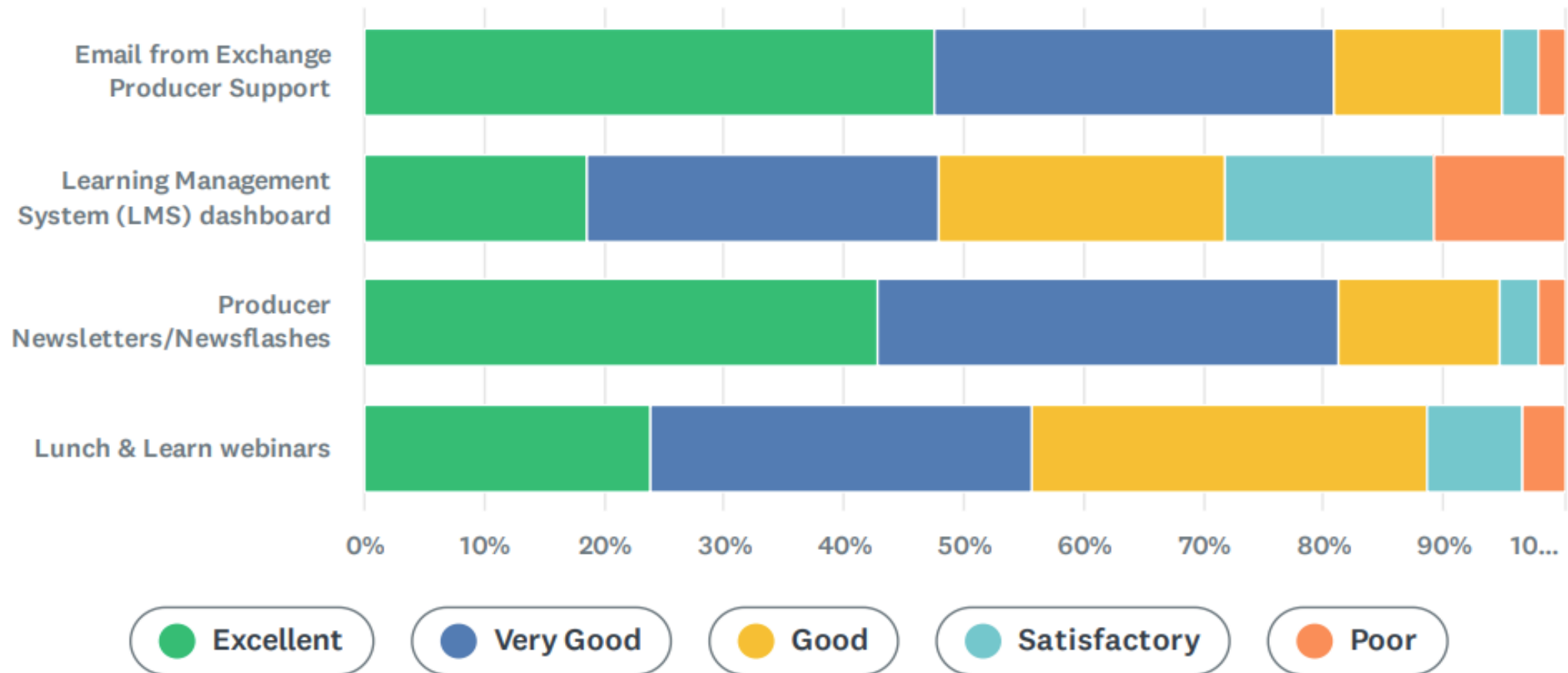


What is the best way for you to stay up to date on key information and changes?

Email	1.53
LMS	3.29
Newsletter	2.2
Lunch & Learn	3.16
Other	4.82

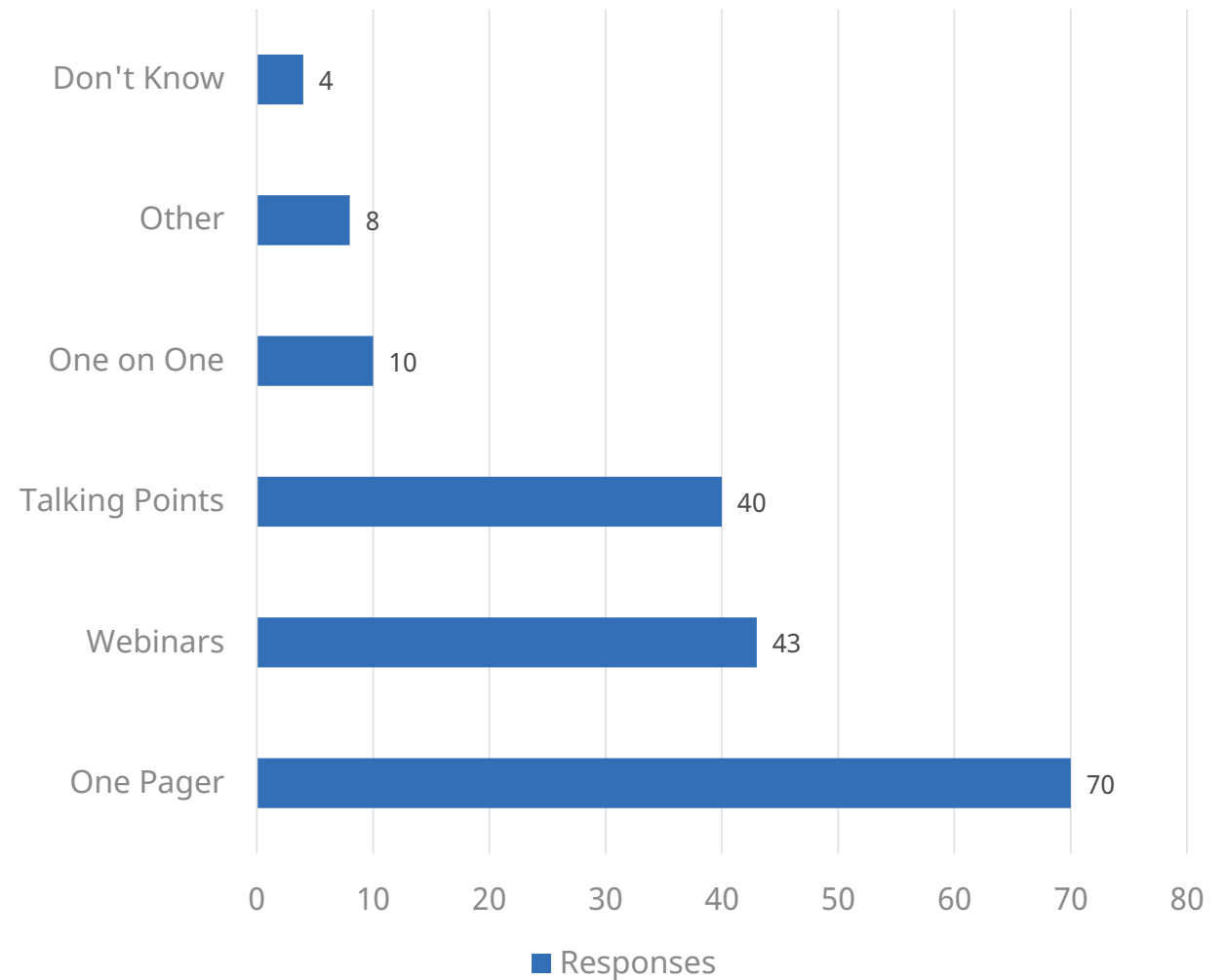


Rate the quality of the methods we use to communicate key information and changes



What resource or tool would be most useful to help you provide information related to difficult concepts to your clients?

Most Useful Resource/Tool

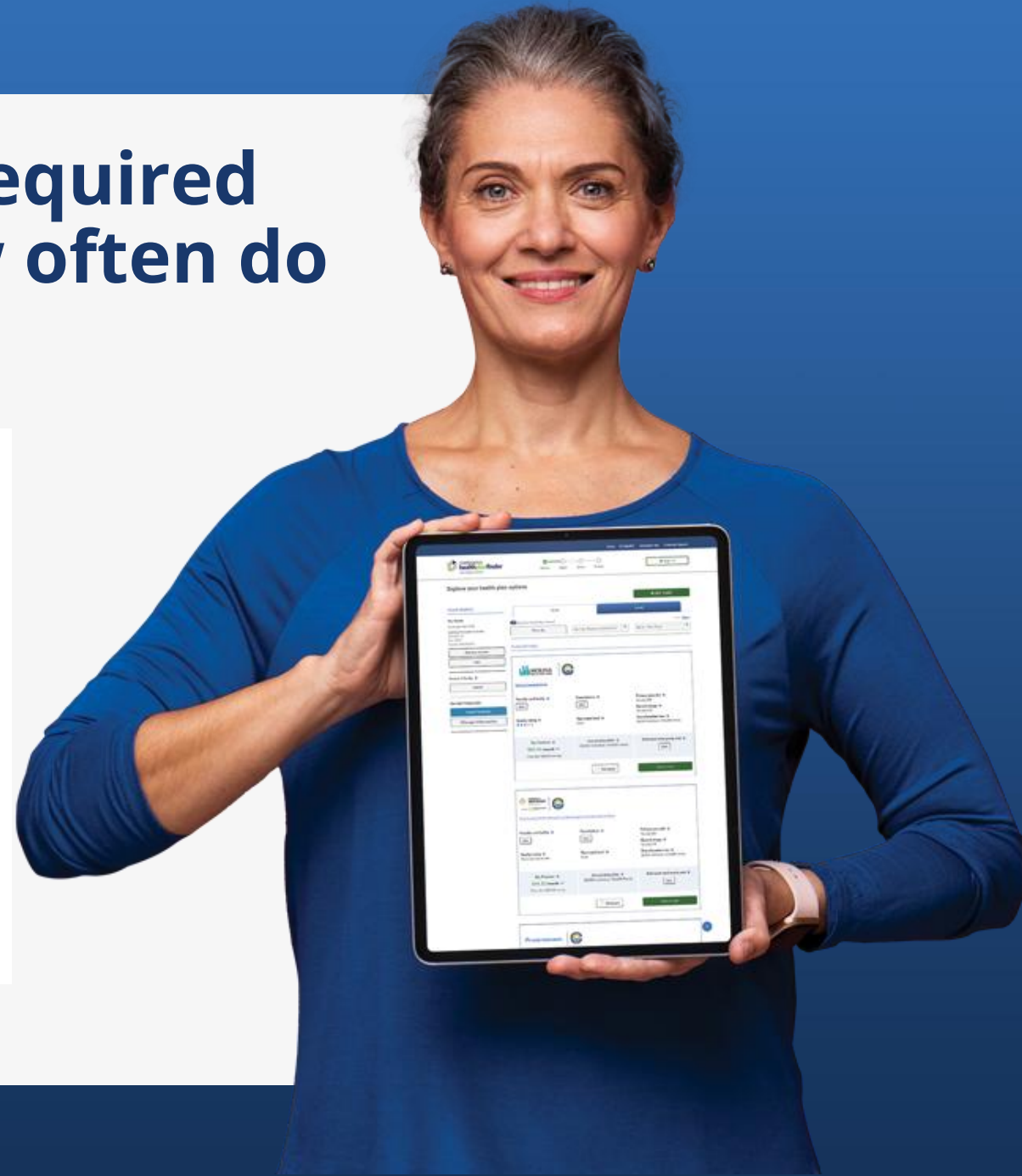
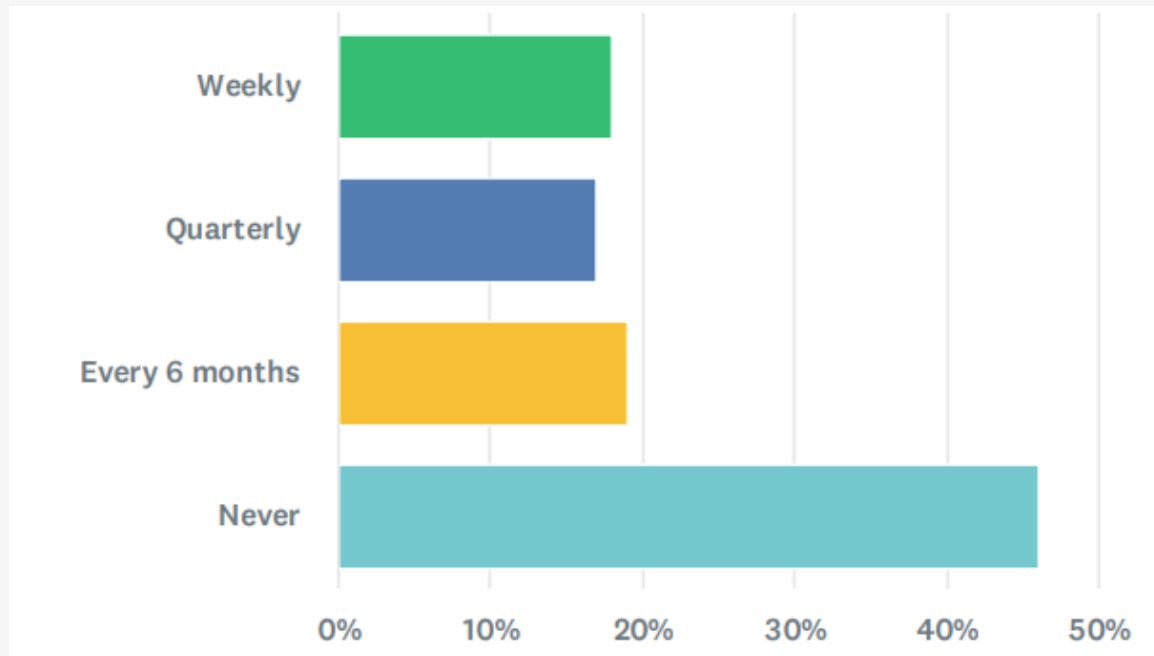


What were the top three issues you encountered during this open enrollment?

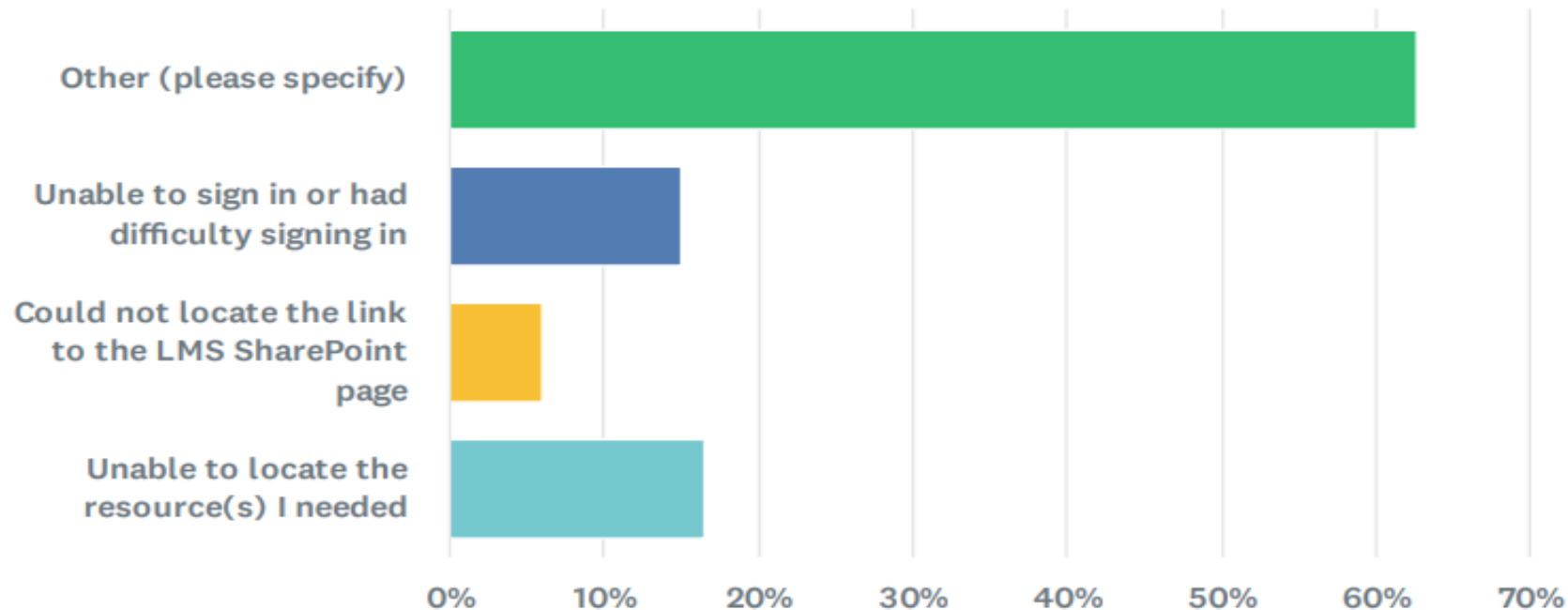
- Loss of Tax Credits
- Other Federal Changes
- Increased cost for clients
- Network confusion
- Smartplanfinder reliability
- Silver Metal Level Plans not presented
- Limitations of Get an Estimate Tool



Other than completing required annual certification, how often do you log into LMS?



If you did not access the Learning Management System (LMS) for purposes other than certification/recertification please select the reason below:



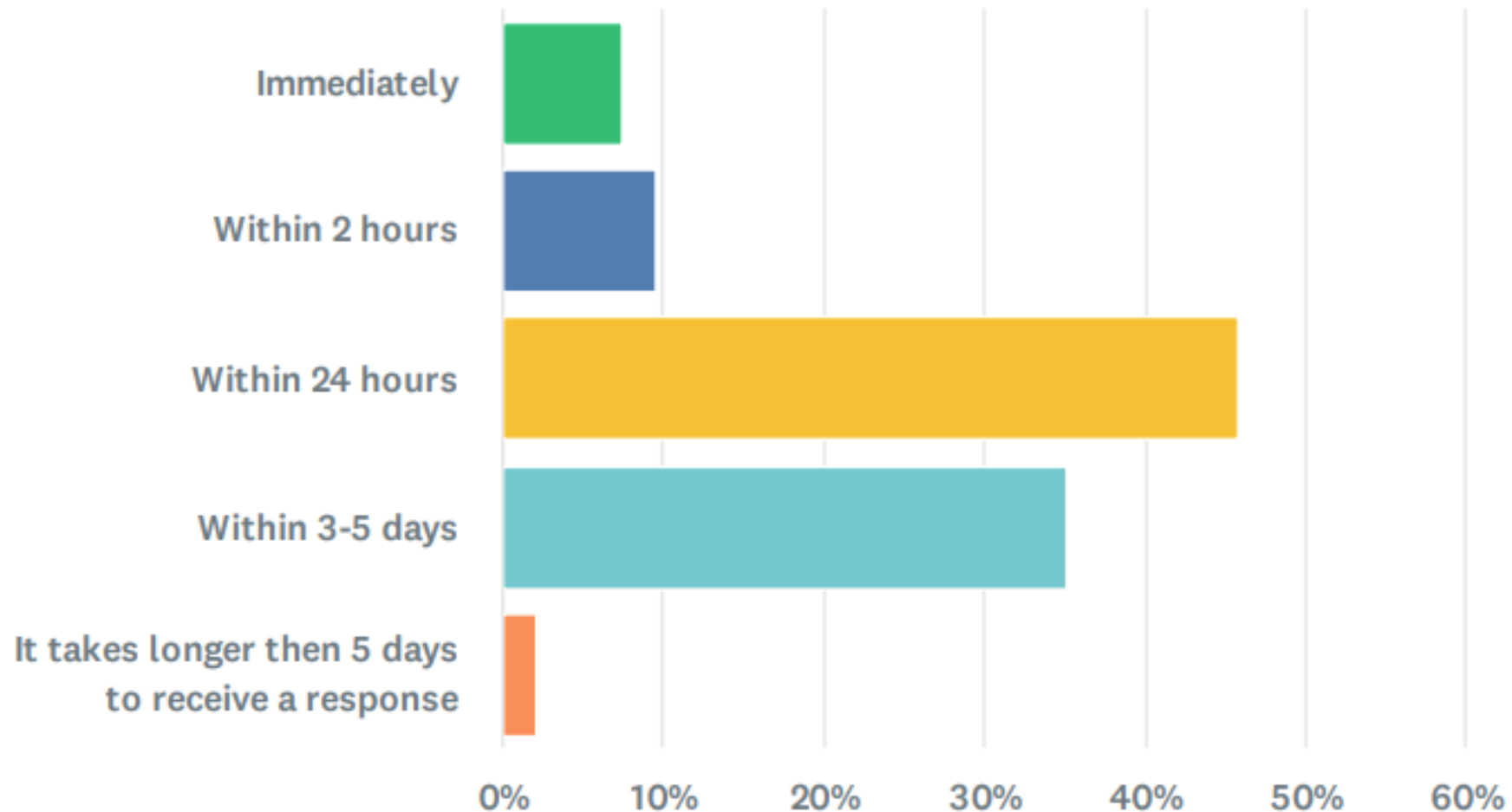
Did you utilize the Customer Support Center during open enrollment?

▶ 86% of respondents used the Customer Support Center

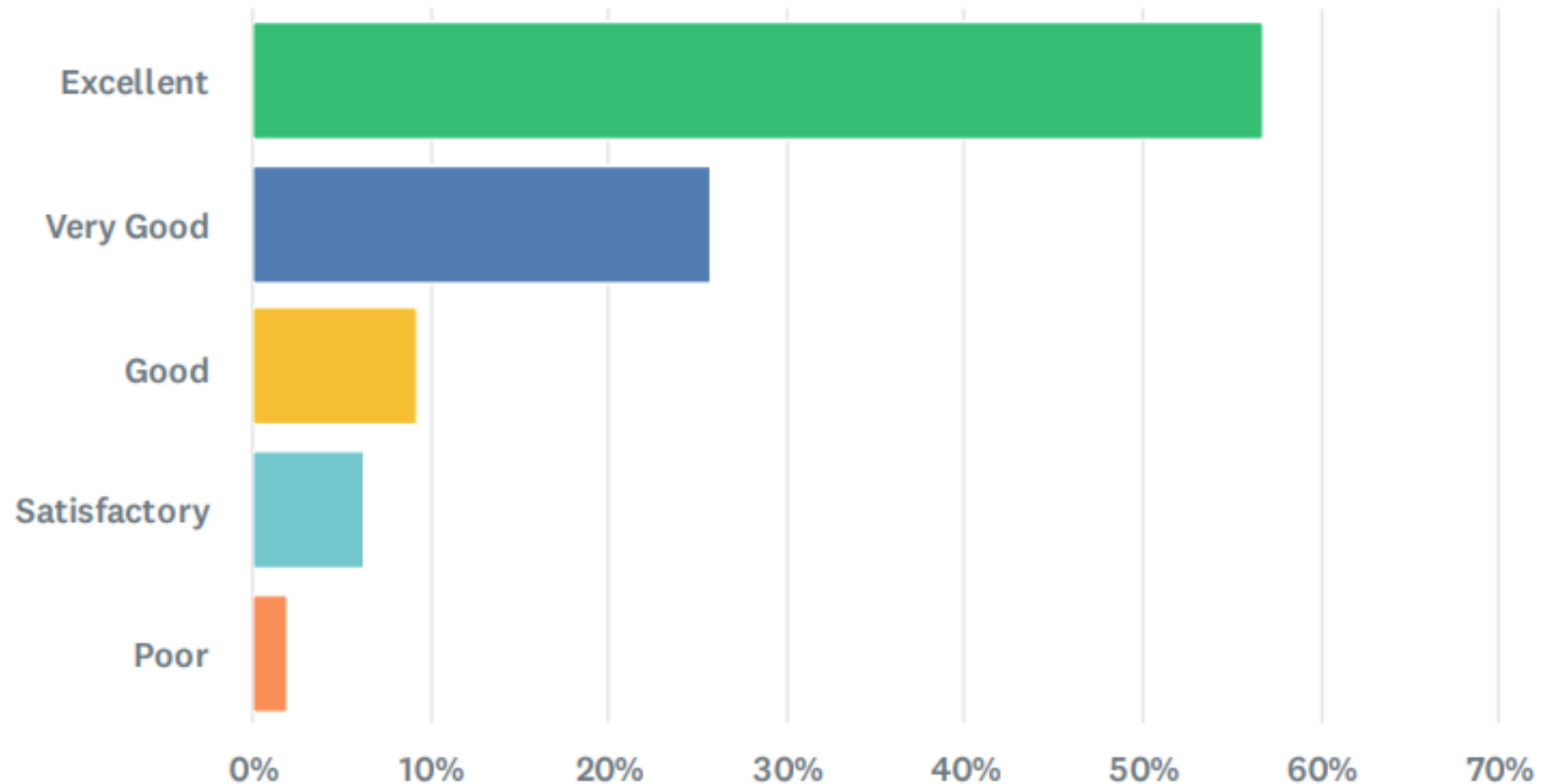
▶ What situations prompt you to call our Customer Support Center instead of emailing Producer Support?



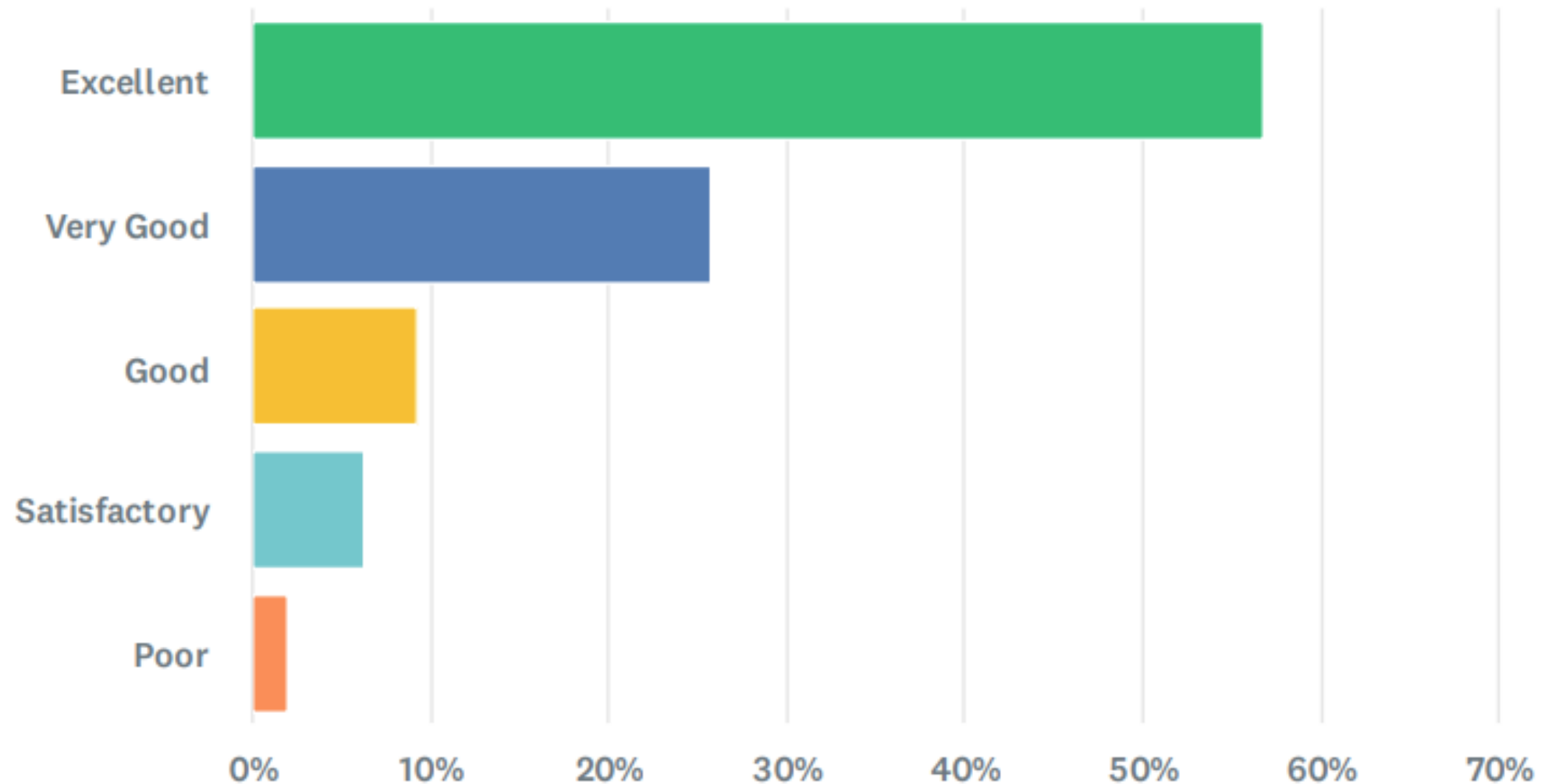
When you contact Producer@wahbexchange.org for support, how quickly do you receive a response?



How would you rate the quality of support you receive from Producer@wahbexchange.org?



How would you rate the quality of support you receive from Producer@wahbexchange.org?



What do you feel is the benefit of partnering with Washington Health Plan Finder?



QUESTIONS?

