

Update Bulletin: 12/16/2016

We would like to amend the Version 3.3 of the Carrier Enrollment & Payment Process Guide, section 8.4 Urgent Discrepancies. HBE is revising the verbiage to 8.4 to exclude using the Subscriber's last name in the subject line of the email and to only use the Subscribers PID in the subject line, and Enrollment ID for Primary Applicant in the body of the email.

The HBE expects carriers to work directly with their HBE Reconciliation Analyst to report urgent discrepancies. Requests should be sent to CE4@wahbexchange.org.

Carriers must provide the following information:

New Requests

- **Subject line:** *Carrier Escalation - Subscriber PID*
- **Message:** *Brief description of the request, including the Enrollment ID for the Primary Applicant*

Urgent Requests

- **Subject line:** *Code Red – Carrier Escalation – Subscriber PID*
- **Message:** *Brief description of the request, including the Enrollment ID for the Primary Applicant*

Requests should never include social security numbers, dates of birth, or members name. Carriers can expect to receive a response to an urgent request within 1-2 business days.