



Need Help or Have Questions?

There are lots of different support options to get you the help you need to enroll into health coverage.

Customer Support Options

- 1. Customer Self-Service.** Tools and troubleshooting tips are available on wahbexchange.org, *Washington Healthplanfinder's* support website. Here you can also find verification forms, frequently asked questions, fact sheets and other information vital to maintaining your coverage.
- 2. Brokers.** Licensed Brokers registered through *Washington Healthplanfinder* are available to help individuals and employers find the right insurance plan. Brokers are a knowledgeable resource that can give you plan information and recommendations.
- 3. Navigators.** A Navigator is a trained and certified representative who can help you enroll into coverage through *Washington Healthplanfinder*. Navigators must remain unbiased, and while they can help you through the enrollment process, they may not encourage you to enroll into a specific health plan.
- 4. Customer Support Center.** *Washington Healthplanfinder's* Customer Support Center is available Monday – Friday (and some weekends, during the open enrollment period) to help with your questions, application troubleshooting, and more. The Customer Support Center is available at 1-855-WAFINDER (1-855-923-4633).

How to Get In-Person Help

Washington Healthplanfinder has all these customer support options on hand to answer questions about who can sign up, financial help available, how to shop and compare plans, and more. You can find this help through the Customer Support search tool available on *Washington Healthplanfinder*.

Here's How Customer Support Can Help

- Explaining who can sign up, enrollment, and program rules
- Helping you understand the benefits and costs of each health plan
- Protecting your confidentiality and privacy
- Providing cultural, language, and disability access

For additional questions, please call 1-855-WAFINDER (1-855-923-4633) or email us at customersupport@wahbexchange.org.