



Washington Health Benefit Exchange

Consumer Community
August 9, 2018

Agenda

- Welcome and introductions
- Reporting changes
- Help test our draft homepage
- General feedback & questions
- Next steps and close



Consumer Community

The Washington Health Benefit Exchange Consumer Community is a sounding board for Washington Healthplanfinder consumer facing materials and services.

- Open to all interested consumers
 - Encourage active involvement
 - Assure consumer needs are met
 - ID potential issues and benefits
- Foster agreement on direction of Healthplanfinder
 - Generate new ideas

More information available at www.wahbexchange.org



Meeting Details

- Open public meeting – Recording for meeting minutes
- Press *6 to unmute your telephone line
- Public comment at end of meeting
- GotoWebinar
- Live Twitter Chat



Reporting Changes



NEW

PASSWORD REQUIREMENTS

We've heard you!

Our password requirements have been tough – that's because Washington Healthplanfinder keeps some sensitive information. But after many of you noted to us that the password rules were too strict and that your password expires too quickly, we've made some changes.

Now, when you create or update your password, you can't use a previous password and you'll need to make it at least 8 characters long. That's it. No more need for at least one uppercase character, lowercase character, special character, or any other special rule. It's all up to you! And, we've provided a handy password strength indicator to help.

The best part? Your password no longer expires. Ever.

Because of this, you won't be getting an email reminder that your password is expiring anymore, but we're betting you won't miss it.



Why do I need to report changes?

- ▶ **If your income goes up or you lose a member of your household:** You may qualify for less financial help than you're getting now. If you don't report the changes, you could be required to pay money back when you file your federal tax return for the year.
- ▶ **If your income goes down or you gain a household member:** You could qualify for more financial help than you're currently getting. This could lower the amount you pay in monthly premiums. You could also qualify for free coverage through Washington Apple Health (Medicaid).
- ▶ **If your change qualifies you for a special enrollment period:** Some life changes, such as getting married, having a baby, or losing health coverage, qualify you for a special enrollment period. This means you can shop for a new plan.



How do I report changes?

- Visit wahealthplanfinder.org
- Use WAPlanfinder mobile app
- Search for in-person help
- Contact customer support



More Information on Reporting Changes

www.wahbexchange.org/report-changes



More Information on SEP

www.wahbexchange.org/SEP



Help test our draft homepage

Consumer Testers Wanted

If you're a Washington Healthplanfinder customer, help us make our homepage better!

Step 1: Click the link below

Step 2: Answer a few survey questions

Step 3: Follow the link in the survey to review our draft homepage

Step 4: Answer a few more survey questions



Get Started

<https://www.surveymonkey.com/r/BTJGDB6>





Questions?
Comments?
Ideas?



Next Steps

- Next meeting is scheduled for Thursday, October 11 from 10-10:30 a.m.
- Open enrollment is Nov. 1 to Dec. 15





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