COVID-19 Update

- Work occurring across all levels of the Exchange to help connect Washingtonians to health coverage and needed services
- Broker/Navigator/Call Center support remains available
- Working in partnership with DOH, OIC, HCA
  - Informing waiver efforts (HCA) and emergency rulemaking (OIC) to help Exchange consumers
  - Collaborating with the governor’s office, DOH and other state agencies to build out [www.coronavirus.wa.gov](http://www.coronavirus.wa.gov) - official response site for the state
- Speaking with our colleagues around the nation to understand best practices underway in other states that we could employ here in Washington
- More guidance expected soon from the Governor and federal government
COVID-19 Special Enrollment Period for Uninsured

- On Feb. 29, Gov. Inslee declared a state of emergency in response to the outbreak of COVID-19 in WA
- WA Department of Health, OIC, HCA, insurance carriers, and others have taken action quickly in an attempt to minimize potential negative impacts of COVID-19
- To respond to individuals seeking needed care during this emergency, HBE is providing a limited-time SEP for uninsured WA residents to enroll in an Exchange plan
- 30-day SEP – March 10-April 8
  - Qualified individuals must request the SEP, attest that they are uninsured, and select a plan by April 8 to receive SEP
  - Coverage is effective April 1
  - Over 2,000 have requested an SEP, so far
COVID-19 Consumer Outreach & Education

- SEP announcement distributed broadly, press release translated into 8 languages - Cambodian, Spanish, Chinese, Korean, Lao, Russian, Somali, Vietnamese

- Prominent banner/messaging added to Healthplanfinder home screen (being updated on ongoing basis)

Update March 20, 2020 - Insurance experts are available by phone to answer questions and get you enrolled. You can call them to get help or make an appointment. A special enrollment period is now available through April 8, 2020 to qualified individuals who are uninsured. Apple Health enrollment is year-round. Customer support is available (but experiencing longer wait times) between 7:30 a.m. and 5:30 p.m. Monday - Friday at 1-855-923-4633; TTY 1-855-627-9604. Visit the COVID-19 (Coronavirus) FAQs page for more information.
COVID-19 Consumer Outreach & Education

- Developing new handouts and materials based on:
  - Feedback/inquiries from Navigator, Broker, Tribal Assisters
  - Feedback/inquiries on social media

- Common questions
  - Job loss, furloughed/cut hours, loss of employer coverage, loss of income
  - Reporting changes may qualify individuals for additional financial help

- Frequently Asked Questions being updated on ongoing basis
  - [https://www.wahbexchange.org/coronavirus-faqs/](https://www.wahbexchange.org/coronavirus-faqs/)

**Coronavirus FAQs**

Frequently Asked Questions:

- How do I enroll in health insurance during the COVID-19 (Coronavirus) outbreak? +
- Will my insurance cover testing for COVID-19 (Coronavirus)? +
- Will COVID-19 (Coronavirus) be covered under Apple Health? +
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td><strong>ACCESS WASHINGTON HEALTHPLANFINDER</strong>&lt;br&gt;Go to <a href="http://www.wahealthplanfinder.org">www.wahealthplanfinder.org</a></td>
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<tr>
<td>2</td>
<td><strong>NAVIGATE TO SIGN IN</strong>&lt;br&gt;On the top right-hand corner, click &quot;Sign In&quot;</td>
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<tr>
<td>3</td>
<td><strong>ENTER YOUR INFORMATION</strong>&lt;br&gt;Enter your user ID and password in the empty fields</td>
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<tr>
<td>4</td>
<td><strong>SELECT REPORT A CHANGE</strong>&lt;br&gt;From Account Home &quot;Quick Links&quot;, select &quot;Report a change&quot;</td>
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| 5    | **REPORT YOUR CHANGES**<br>From "Report your changes", select "Yes" on which circumstance has changed<br><br>**Example:** "My household income has changed by $150 or more, and is expected to last for at least 2 consecutive months."
| 6    | **SUBMIT APPLICATION**<br>Update application, e-sign and SUBMIT<br><br>Note: make sure to finish the application by electronically signing and submitting it to apply the reported changes.
How to Report a Change From Your Mobile Device Using WAPlanfinder App

1. Download app via App Store or Google Play

2. Search WAPlanfinder and install app

3. Select Sign In, enter your user ID and password

4. From Application Change, select Report a change

5. Report Change

6. E-sign and submit

• More information on how to report changes be found on wahealthplanfinder.org and select the Report a Change button.
• More information about qualifying events that should be reported can be found on wahealthplanfinder.org and select the Apply Now button.