

Certified Tribal Assister Welcome Packet

Washington Healthplanfinder Login

Because you enter confidential customer information into *Washington Healthplanfinder*, there are extra security requirements. For example, signing in to *Washington Healthplanfinder* is a two-step process. After you login to *Washington Healthplanfinder*, you will receive a one-time authentication code in your email. Copy and paste that code into the on-line portal, as prompted, to complete your login. During your initial login, navigate to your security questions and complete the three security questions. Due to the high security requirements in *Washington Healthplanfinder*, if you have three failed attempts to login at any time, you will be locked out of your account.



Resource Websites

LEARNING MANAGEMENT SYSTEM (LMS)

The LMS is your training and certification portal. You will login to access your LMS dashboard, learning path, and training/exams to become and remain certified. If you have questions about the LMS, contact navigator.lms@wahbexchange.org.

WASHINGTON HEALTHPLANFINDER - wahealthplanfinder.org

Washington Healthplanfinder is the application portal you will use to apply and enroll individuals into insurance. As you partner and assist customers through *Washington Healthplanfinder*, you'll see your customer's information appear on your Navigator dashboard. This is how you can manage your customer accounts, and provide follow up services, as needed.

SUPPORT NETWORK - wahbexchange.org/support-network

Located as part of the Washington Health Benefit Exchange's corporate website, the Support Network site is a secure area for you to obtain resources, webinar recordings, and more.

- Login by clicking "Partner Sign In" at footer of www.wahbexchange.org
- User name: client
- Password: Cl1#nt!

Requirements

ONGOING CERTIFICATION TRAINING

Each quarter, training will be required to keep your certification active. This is also a way to keep up-to-date on system changes as they occur.

Required training will appear on your LMS dashboard, and you will have a set time frame to complete your training. If you fail to complete your required training on time, your access to *Washington Healthplanfinder* may be suspended. You will be sent an email to notify you that there are training requirements posted to your LMS dashboard.

WASHINGTON HEALTHPLANFINDER PARTNERSHIP

It is important to document that a customer has given you permission to use their personal, confidential information. You do this by creating a partnership between you and the customer in *Washington Healthplanfinder*. This is done manually and must be accomplished to manage the customer's information over time.

Support

AT TIMES, YOU MAY EXPERIENCE ISSUES WITHIN THE APPLICATION AS YOU ARE ASSISTING CUSTOMERS. THERE ARE SEVERAL RESOURCES TO HELP YOU RESOLVE THE MOST COMMON ERRORS.

TROUBLESHOOTING DESK AID - wahbexchange.org/support-network/troubleshooting-desk-aid/

The first step when an error occurs is to reference the error in the Desk Aid, which may identify steps to resolution, or the most appropriate escalation process.

TRIBAL LIAISON CONTACT INFORMATION

If referencing the Desk Aid does not help resolve your issue, the next step in the process is to contact your Tribal Liaison at: tribal.liaison@wahbexchange.org. You may also contact the *Washington Healthplanfinder* Customer Support Center (1-855-923-4633) and indicate you are a Tribal Assister.

OPERATOR'S MANUAL - wahbexchange.org/support-network/operators-manual/

The Operator's Manual provides an overview of the *Washington Healthplanfinder* screen flow, including tips for completing the application.

CROSS AGENCY DESK AID - wahbexchange.org/support-network/resources/

This Desk Aid identifies who to call for what concerns related to social services in Washington State. With so many state agencies, divisions, and systems to navigate, this resource is intended to get you to the right place quickly to better assist your customers.

Communication Materials

YOU TUBE CHANNEL

Health insurance is complex. That's why we are posting videos regularly to help explain the key terms, topics, and deadlines that can help you when you are working with your customers. You will find these videos at:

<https://www.youtube.com/c/waplanfinder>

The Partner Toolkit includes all print materials, their translations, videos, social media resources, and event planning guides to assist you in outreach efforts. Many of these resources can be downloaded and printed right from your desk.



Staying Up-to-Date

TRIBAL ASSISTER NEWS

Every two weeks, you'll receive a newsletter specifically for tribal assisters from info@wahbexchange.org which highlights upcoming events, trainings, issues, and more. This email is the *best way* to stay current about your role as an Assister.

Once you are certified, you'll automatically be enrolled to receive the newsletter.

PERIODIC TRAININGS

In addition to your certification requirements, there are periodic trainings and webinars provided throughout the year. Each is intended to be informative and provide an opportunity for you to ask questions directly to subject matter experts at the Health Benefit Exchange or Health Care Authority. **Training and webinar announcements are sent through the newsletter.**

IMPORTANT INFORMATION

Lock Out Information

- Locked out of HPF (Tribal Assisters only – not for customers)? 1-855-256-9598 (Mon. - Fri., 8am - 5pm)
- Locked out of Learning Management System? Email navigator.lms@wahbexchange.org

Fraud Reporting

- QHP eligible: compliance@wahbexchange.org or call 1-844-586-9350

WELCOME PACKET

- WAH eligible: hottips@hca.wa.gov or call 1-800-562-6906

Washington Healthplanfinder Customer Support

- 1-855-923-4633