



Quick Resource List

WAHealthPlanFinder Triage Process

1. Tribal Zendesk ticket is submitted. Person submitting identifies type of problem, category- Review Team, Operations, Eligibility & level of urgency.
2. If it cannot be resolved, it is escalated to a CARE team. Most AI/AN issues can be resolved by the CARE team.
3. If they cannot resolve, it is sent to an Incident Coordinator.
4. Each action associated with a Zendesk ticket can be sent to parties identified as a CC on the ticket

WAHealthPlanFinder Issues

AI/AN specific issue: Clarification of policy, Quality Health Plan application issues, Common HPF system issues. Add or remove a partnered client

Deborah.Sosa@WAHBExchange.org or
Monica.Chambers@WAHBExchange.org

Credential to be a new Assister.

Deborah.Sosa@WAHBExchange.org or
Monica.Chambers@WAHBExchange.org

Complicated HPF system issues

Deborah.Sosa@WAHBExchange.org

Need to reset password in HPF?

Automatically resets at midnight or request reset:
servicedesk@wahbexchange.org. or
855-256-9598
*E-mail and phone # are for
Navigators/Assisters and Brokers only*

Learning Management System Issues

Please e-mail the Navigator mailbox if you have trouble with LMS. Modules not showing, need to have exams reset, Certificate not received.

Navigator.lms@WAHBExchange.org

Need to reset password in LMS

<https://hpfed.wahbexchange.org/ipa/accounts/Layouts/15/FBA/ChangePassword.aspx>

See instructions in the following document;



LMS Password
Reset document.pdf

Sponsorship Program

Sponsorship Updates: Need to add or remove a member from your sponsorship list.

Deb: Deborah.Sosa@WAHBExchange.org or Paul: Paul.Tucker@wahbexchange.org

Issue with sponsor client account with health plan.

Deborah.Sosa@WAHBExchange.org or TribalLiaison@WAHBExchange.org

Enroll in Sponsorship program Contact;

Paul.Winder@WAHBExchange.org



Apple Health Application Issues-Triage process:

- For Apple Health issues, call HCA at 1-800-562-3022 and their call will be triaged to either a MACSC staff to answer billing questions or MEDS to answer eligibility questions, trouble shoot applications or status updates.
- If the call center cannot resolve the issue, contact a Community- Based Specialists located throughout Washington state according to your region: https://www.hca.wa.gov/assets/free-or-low-cost/community_based_staff_contact.pdf
- If the Community-Based Specialist cannot resolve the issue, contact Melissa Rivera
- If Melissa Rivera cannot resolve the issue, contact Jessie Dean and Amy Johnson

HCA Community-Based Specialists and other contacts – Tribal

Colville Service Unit (Nespelem)	Andrea Carden andrea.carden@hca.wa.gov 509-634-2912	Muckleshoot Wellness Center No Walk-ins accepted. Phone/e-mail only.	June Namkung june.namkung@hca.wa.gov 253-333-3621
Port Gamble S’Klallam Health Center	Andrea Hall andrea.hall@hca.wa.gov 360-297-9636	Puyallup Tribal Clinic No Walk-ins accepted. Phone/e-mail only.	Rudia Song Rudia.Song@hca.wa.gov 253-593-0232 x330
SPIPA (Shelton)	Justin Cristelli Justin.cristelli@hca.wa.gov 360-462-3239	Tulalip Health Center	Clarence Shaw Clarence.Shaw@hca.wa.gov 360-716-5659
Swinomish Tribal Health Clinic	Korie Holmes korie.holmes@hca.wa.gov 360-542-7618	Office of Medicaid Eligibility Policy Tribal Apple Health Lead	Melissa Rivera melissa.rivera@hca.wa.gov 360-725-1713
Eligibility Lead Worker	Forrest Escobedo forrest.escobedo@hca.wa.gov 360-725-1601	Office of Medicaid Eligibility Policy Section Manager	Amy Johnson amy.johnson@hca.wa.gov 360-725-1329
Administrator of Tribal Affairs and Analysis	Jessie Dean jessie.dean@hca.wa.gov 360-725-1649	Link on HCA website; http://hca.wa.gov/assets/free-or-low-cost/community_based_staff_contact.pdf	