

What are Navigators/In-Person Assisters?

Navigators can:

- Provide guidance and support, free of charge, to individuals or to families through the Washington Healthplanfinder.
- Assist with the initial application for health care coverage, and can provide ongoing help with managing customer accounts afterward.
- Perform all tasks on behalf of customers that the customers are capable of performing themselves through the Washington Healthplanfinder
- Walk customers through the various offerings of each health care plan and answer questions, so that customers can make an informed decision based on their needs, but cannot suggest or recommend which plan the customer should choose – the customer must make the choice.

Before Navigators can serve customers, they are required to:

- Complete training and pass a test to receive certification.
- Undergo a background check.

How to use health insurance, steps 1-2-3

1. Find a primary care provider (PCP) that accepts your insurance plan. Call the customer service # of your insurance company, they can provide you with the names & numbers of local PCPs.
2. Set up a new patient appointment if you have medical needs you want to address with a PCP.
3. Go to your appointment.

KNOW THE BENEFITS OF YOUR PLAN: Access other services your health insurance has to offer. Read their benefit booklet to find out more.

Wenatchee Valley Hospital

Access & Outreach

(509) 665-7947

www.confluencehealth.org/navigators

Coverage
is Here



Important Information About Enrolling into WA Healthplanfinder

Client Rights & Responsibilities

www.wahealthplanfinder.org



Rights, Responsibilities, and Things to Know

About Your Enrollment

Keep this information for your records

Application Date

Applicant(s)

www.WAHealthplanfinder.org Username

Password

Email Address

Enrolled Not Enrolled

Enrollment Status

Carrier/Plan Information

Carrier/Plan Phone #

Initial Payment Date

Follow Up Appointment date (if applicable)

Organization that Assisted You:

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Know Your Rights!

affects your eligibility. You can find more information about the appeals process here: <http://wahbexchange.org/appeals/>

Washington Healthplanfinder is not responsible for your health insurance plan. **If you have benefits or claims questions, you should contact your insurance carrier.** Health insurance carriers may alter rates.

You should **report a change of income immediately**. You could be eligible for a lower-cost plan following a change of income, or you could be required to pay back a portion of a tax subsidy you receive if your income increases and you do not report the change.

WaHealthPlanFinder Customer Call Center Phone #: 1-855-923-4633

You have the right to **fair and impartial information**. In-Person Assisters cannot make recommendations about your health care coverage choices. However, they can help you learn about different options so that you can make informed decisions.

We must **keep your personal information private**, but we may share some facts with other state and federal agencies for verification and enrollment. We cannot discuss any health information about you and your family unless you have given us a signed consent to do so.

Under Federal Law, you **must provide the Social Security Number (SSN)** for anyone in your household, including yourself, who applies for WA Apple Health or Advance Premium Tax Credits.

You have the right to appeal if you disagree with a determination made that