

The Call Center is unable to resolve errors in these categories. The system message may instruct you to contact the Call Center; however, we request that you do not call.

Error Codes that require Technical Fixes	
2008	<i>Inform the customer:</i>
2014	
2015	A technical fix is required for this specific error code.
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3017	Our technical team already has your application tracked and is actively working to resolve the issue.
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3041	You will receive an "Eligibility Determination Notice" in the mail or via email (based on your preferences) once their error is fixed. You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.
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Error Codes that require HCA	
3039	<i>Inform the customer:</i>
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3058	This error requires intervention from the Health Care Authority (HCA) to be resolved. Your application information has been provided to HCA and HCA will resolve the error in the order it was received and based on emergency priority.
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3067	<i>Provide the HCA Toll Free # 1-855-623-9357</i>
3068	If you would like to follow up on the progress of your application's error, you can call this number directly.
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3074	You will receive an "Eligibility Determination Notice" in the mail or via email (based on your preferences) once HCA has resolved this error.
	You can also log in to Washington Healthplanfinder and view the Eligibility Determination Notice from your dashboard, once the error is resolved.