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 <u>do not call</u>.

Error Codes that require Technical Fixes	
2008 2014 2015 2016 2020 3008 3017 3020 3033 3023 3041 3042 3043 3044 3045 3046 3056 3061 3064 3009 3065	*Inform the customer:* A technical fix is required for this specific error code. Our technical team already has your application tracked and is actively working to resolve the issue. 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.

Error Codes that require HCA	
3039 3040 3058 3059 3060 3066 3067 3068 3070 3071 3073 3074	*Inform the customer:* 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. *Provide the HCA Toll Free # 1-855-623-9357* If you would like to follow up on the progress of your application's error, you can call this number directly. 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.