



**Tickets & Help Request
for the Enhanced Users
at Public Health**

How to Request Help from the Enhanced Users

Ticket Box

You can request assistance from the Enhanced users

via email: enroll@kingcounty.gov

through our web form:

www.kingcounty.gov/navigators/errors

**** remember to include your email on the web form it does not autopopulate**

CHAP Line (Community Health Access Program)

via phone: 800-756-5437

Expanded access coming soon:

- Phone Tree options for direct assistance
- Expanded hours during Open Enrollment

Some Examples of what we receive:

- ✓ Partnership Requests
- ✓ Error Codes
- ✓ Zendesk Requests
- ✓ Application Creations
- ✓ Username & Password assistance
- ✓ General questions

Partnership Requests

Most requests contain too much information!

- Provide only the application number, P1 number or ACES ID
- Only include Names & Dates of Birth if request is encrypted
- We Do Not Need to know why you need to partner



Partnership Requests

◆ How you search Matters!

Add New Client

* REQUIRED FIELD

FIRST NAME *

LAST NAME *

SOCIAL SECURITY NUMBER

DATE OF BIRTH *

APPLICATION ID

ACES ID

- While the only required fields are name and date of birth the more information you add the more specific and successful your search

Adding the social security number or ACES ID narrows your search to a specific person

**When should you request a
Zendesk ticket?**

My client is not receiving a tax credit and I don't know why?

Ticket or Not A Ticket?



Why This Result?

This should be the first place you check before submitting a ticket

COVERAGE

is eligible for Qualified Dental & Health Plan coverage. [Why this result?](#)

PROGRAM

Qualified Dental Plan & Qualified Health Plan

COVERAGE START DATE

07/01/2019

COVERAGE END DATE

12/31/2019

Why this result?

You applied for free and low-cost health insurance. We evaluated you first for the lowest-cost option, Washington Apple Health. Given your income, household size, and tax-filing status information, you are not eligible for Washington Apple Health coverage for the following reasons:

- Citizenship requirements not met to receive Washington Apple Health. Must be lawfully present for 5 years from date of entry to the U.S. to be eligible

We then evaluated you for Health Insurance Premium Tax Credits. You are not eligible for the following reasons:

- Income is below allowable amount

Ticket!

In this instance the system is not getting a lawful presence response from the Federal Hub. You will need to upload proof of lawful presence for the ticket to be resolved.

Other Circumstances that require a ticket:

- ❖ Denied for failure to reconcile but have corrected their taxes
- ❖ Transitioning from QHP to Apple Health and have an overlap in coverage
- ❖ Plan selected at end of SEP period, requesting start date the following month
- ❖ Death of Primary Applicant
- ❖ Reported a change and caused accidental disenrollment(DO NOT report a loss of coverage)
- ❖ Documents for conditional eligibility submitted after the 95 day period
- ❖ Manual SEP Needed

When is it Not A Ticket?

- ◆ **If Why this Result has any of the following listed**
 - ◆ We have determined you are over income
 - ◆ On Medicare
 - ◆ Indicated you do not intend to file taxes
 - ◆ You have been found eligible (ie they qualify for a \$0 tax credit)

- ◆ **Other requests that Do Not Require Tickets**
 - ◆ Client has passed the 60day SEP window and wants an exception
 - ◆ Reinstatement of Apple Health because QHP start date follows 15th of the month rule
 - ◆ Reported change, tax credit changed, please change it back

Error Codes

Troubleshooting Desk Aid

Over time we have seen few error codes but they do still happen
You can find the Troubleshooting Desk Aid on your LMS Dashboard



Navigator Dashboard

Homepage

Navigator Dashboard

Demo Videos

Newsletters

Resources

Training and Webinars

Troubleshooting Desk Aid





Washington Healthplanfinder
Troubleshooting Desk Aid
for Assisters/Producers

Most Common Error Codes

3074

This error code must be resolved by HCA. It indicates there is a partial match, usually name and date of birth, in the ACES system and HCA needs to confirm the complete match

Error D

This occurs when the Eligibility Service is slow and unable to return a result. Eligibility is automatically re-run overnight. Just inform client and reach back out to confirm the result.

Application Creation

When Requesting a New Application



Search for client to determine if they already exist in the system

Many “new” application requests are due to navigator receiving the message that a potential match was found and they cannot start a new application



If the client is aging out or if there is a household composition change such as divorce or separation

- ❖ Make sure the update an renew has been completed on current application
- ❖ Confirm if the client is still in the household
- ❖ Review and Update Tax Filing Status
- ❖ Make sure they are marked not seeking coverage on the current application

Username & Password Requests

Is this required?

Yes!

While HCA does not require an applicant to create an account to apply for Apple Health, as a Navigator you are required to assist your client in creating an account.

There are benefits to having an account, even when on Apple Health so inform the client

- ✓ Access to the application
- ✓ Ability to self-report
- ✓ Ease transition if at any time they have to purchase a QHP

How we can help

Enhanced Users Can:

Add a User Name and Password to an existing application

In certain instances, assist in retrieving a previous “stuck” username & password

We Cannot:

Create one for the client-the client **MUST** choose their own

Let you know the other application the email is used on, unless it is the same PA

Look someone up by the email address

General Questions

The Enhanced Users are happy to answer questions on any eligibility topic, application result, or documentation. The best way is to submit to the ticket box. This way the assigned Enhanced Users for that day can respond.

We are working to improve our response time

