

JANE DOE  
GENERAL DELIVERY  
OLYMPIA, WA 98504

10/21/2020

Application ID:  
0001

## Important Information

Dear Jane Doe,

We have exciting news to share about open enrollment!

Compact of Free Association (COFA) Islander Dental Care is coming and based on the information we have about your household, you may be eligible.

As a sponsor, the Health Care Authority (HCA) will pay for your dental insurance premium and out-of-pocket expenses for covered services. HCA may pay for some dental services in addition to the benefits included in the plan with additional information. This means that you could receive dental insurance coverage for free.

You may qualify if you have COFA Islander Health Care or if you have Medicare.

To find out if you are eligible for COFA Islander Dental Care or to renew your COFA Islander Health Care, submit your application for coverage during open enrollment from November 1st to January 15th, 2021:

- Online: [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org)
- Mobile application: WAPlanfinder

Phone: 1-855-923-4633

In person: assistors/navigators (see list below)

To find out more, visit our website at [www.hca.wa.gov/cofa](http://www.hca.wa.gov/cofa) or contact us:

- Email: [COFAQuestions@hca.wa.gov](mailto:COFAQuestions@hca.wa.gov)
- Call: 1-800-547-3109

County: Adams, Ferry, Lincoln, Pend Oreille, Spokane, Stevens, Whitman

Lead Organization:  
Better Health Together

1209 W 1st Ave  
Spokane, WA 99210

509-381-5566

<http://www.betterhealthtogether.org>

County: Cowlitz, Grays Harbor, Lewis, Mason, Pacific, Thurston, Wahkiakum

Lead Organization:  
CHOICE Regional Health Network

1217 4th Ave E, STE 200  
Olympia WA 98506

360-539-7576 ext. 112

<http://www.crhn.org>

County: Chelan, Douglas, Grant, Okanogan

Lead Organization:  
Confluence Health/Wenatchee Valley Hospital

316 5th St  
Wenatchee WA 98801

509-665-7947

Jay Johnson Contract - Manager

509-665-7947 [www.confluencehealth.org](http://www.confluencehealth.org)

County: Kitsap

Lead Organization:  
Peninsula Community Health Services

400 Warren Ave, Suite 200  
Bremerton WA 98337

360-475-6707

[www.pchsweb.org](http://www.pchsweb.org)

County: King, Pierce, Snohomish, Thurston

Lead Organization:  
Korean Women's Association

123 E 96th St  
Tacoma WA 98445

253-535-4202

<http://www.kwacares.org>

County: King

Lead Organization:  
Public Health-Seattle & King County  
401 5th Ave, STE 1000  
Seattle WA 98104  
206-296-4841  
<http://www.kingcounty.gov/healthservices/health/personal/coverage.aspx>

County: Clark, Klickitat, Pierce, Snohomish, Skamania, Skagit, Whatcom  
(other offices in: Grays Harbor, Island, King, Skagit, Snohomish, Thurston, Whatcom)

Lead Organization:  
Sea Mar Community Health Centers  
1516 S 11th St, 2nd floor  
253-280-9835  
<http://seamar.org>

County: Asotin, Benton, Columbia, Franklin, Garfield, Walla Walla

Lead Organization:  
Tri-Cities Community Health  
515 W Court St  
Pasco WA 99301  
509-543-1948  
<http://www.mytch.org>

County: Kittitas, Yakima

Lead Organization:  
Yakima Neighborhood Health Services  
12 South 8th St  
Yakima WA 98901  
509-574-5552  
<http://www.ynhs.org>

[English] If you speak [name of language], language assistance services, free of charge, are available to you. Call 1-800-547-3109 (TRS: 711).

[Kosraean] Mwe Fwakak nu sin Mwet Kosrae: Kom fwın enenu in lungasyukla kas Merike nu ke kas Kosrae, a asr kasru nu sum a wangin molo, pangon 1-800-547-3109 (TRS 711).

[Marshallese] Ne kwoj kenono ak Kajin Marshall. Elon rukok renaj jiban ilo ejjelok wonen 1-800-547-3109 (TRS: 711).

[Palauan] Al sekum ke molekoi a tekoi er a Belau, e ousbech a oleiiuid a tekingem el di tada, e moutekangel el omekedong er a 1-800-547-3109.

[Pohnpeian] Lokaian Pohnpei: Ma komw ese lokaian Pohnpei, mie sawas en lokaia kan, ni sohte pweipwei. Menlau, kahlih 1-800-547-3109 (TRS: 711).

[Yapese] Thin nu Wa'ab: Ra gabe ning e ayuw ko thin ma ran pi e ayuw ngom ni dariy pulwon. Numba rom 1-800-547-3109 (TRS: 711).

[Trukese] Ika ka kapasen Chuuk (Chuukese/Trukese), ka tongeni angei aninisin chiakku, ese kamo, inet chok ka mochen. Kokkori 1-800-547-3109 (TRS: 711).

### **For more help**

- Visit [www.wahealthplanfinder.org](http://www.wahealthplanfinder.org) or visit [www.wahbexchange.org](http://www.wahbexchange.org) for tips and resources
- Call our Customer Support Center at 1-855-923-4633 (TTY: 1-855-627-9604)
- Contact us by fax at 1-855-867-4467 or by mail at PO Box 946 Olympia WA98507

You can drop off an application, renewal form, or any other documents at:

- An HCA Community-Based Specialist near you at [www.hca.wa.gov/HCAcommunitystaff](http://www.hca.wa.gov/HCAcommunitystaff)
- A local DSHS Community Service Office near you at <http://www.dshs.wa.gov/onlinecso/findservice.shtml>

Contact Customer Support for help locating a drop-off location in your area.

### **Discrimination is Against the Law**

The Washington Health Benefit Exchange/Health Care Authority complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Washington Health Benefit Exchange/Health Care Authority does not exclude people or treat them differently because of their race, color, national origin, age, disability, or sex.

The Washington Health Benefit Exchange/Health Care Authority also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

The Washington Health Benefit Exchange/Health Care Authority:

- Provides free aids and services to people with disabilities so they can communicate effectively with us, such as:
  - o Qualified sign language interpreters
  - o Written information in other formats (large print, audio, accessible electronic formats, otherformats)
- Provides free language services to people whose primary language is not English, such as:
  - o Qualified interpreters
  - o Information written in other languages

If you need these services, contact 1-855-923-4633.

If you believe that the Washington Health Benefit Exchange/Health Care Authority has failed to provide these services or discriminated in another way, you can file a grievance with:

Washington Health Benefit Exchange Legal Department ATTN: Legal Division Equal Access/Equal Opportunity Coordinator PO Box 1757 Olympia, WA 98507-1757 1-855-859-2512 Fax: 360-841-7653 <a href="mailto:appeals@wahbexchange.org">appeals@wahbexchange.org</a>	Health Care Authority Division of Legal Services ATTN: Compliance Officer PO Box 42704 Olympia, WA 98504-2704 1-855-682-0787 Fax: 360-507-9234 <a href="mailto:Compliance@hca.wa.gov">Compliance@hca.wa.gov</a>
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You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Washington Health Benefit Exchange Legal Department/Health Care Authority Division of Legal Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1-855-923-4633 (TTY: 1-855-627-9604).

Spanish - ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-923-4633 (TTY: 1-855-627-9604).

Chinese - 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-855-923-4633 (TTY: 1-855-627-9604)。

Vietnamese - CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-923-4633 (TTY: 1-855-627-9604).

Korean - 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-923-4633 (TTY: 1-855-627-9604) 번으로 전화해 주십시오.

Russian - ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-923-4633 (телетайп: TTY: 1-855-627-9604).

Tagalog - PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-923-4633 (TTY: 1-855-627-9604).

Ukrainian - УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-855-923-4633 (телетайп: TTY: 1-855-627-9604).

Cambodian (Khmer)- ឧបាយកម្ម: បើប្រើភាសាខ្មែរ អ្នកនឹងទទួលបានសេវាបំប្លែងភាសាឥតគិតថ្លៃ។ ទូរស័ព្ទ 1-855-923-4633 (TTY: 1-855-627-9604) ។

Japanese - 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-855-923-4633 (TTY: 1-855-627-9604) まで、お電話にてご連絡ください。

Amharic - ማስታወሻ የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አገዳዳድ ርዕዮተኛ፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-855-923-4633 (መስማት ለተሳናቸው: TTY: 1-855-627-9604)።

Oromo - XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-855-923-4633 (TTY: 1-855-627-9604).

Somali - MUHIIM AH: Haddii aad ku hadashid Af-soomaali, adeegaha caawimaada luuqada, ee lacag la'aanta ah, ayaad heli kartaa. Wac 1-855-923-4633 (TTY: 1-855-627-9604).

-Arabic - ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-923-4633 (رقم هاتف الصم والبكم: 1-855-627-9604).

Punjabi - ਿੰਧਆਨ ਿੰਦਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਿੰਦੋਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-855-923- 4633 (TTY:1-855-627-9604) 'ਤੇ ਕਾਲ ਕਰੋ।

German - ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-923-4633 (TTY: 1-855-627-9604).

Lao - ໂປດຊາບ: ຖ້າວາທານເວທີ າລາສາລາວ,ການບໍດໍວຕິການຊວຍເຫຼື ວືອດານລາສາ, ອມໃຫທານ.ໃທ 1-855-923-4633 (TTY: ໂດຍບໍ ັສວັງອາ,ແມນມພ 1-855-627-9604).

French - ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-923-4633 (TTY: 1-855-627-9604).

Hindi - ान ढः य आप ढद बोलते ह तो आपके ढए म् ढए भाषा सहायता से वाएँ उपलब्ध ह। 1-855-923-4633 (TTY: 1-855-627-9604) पर कॉल कर।

Farsi Persian - توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-855-923-4633 (TTY: 1-855-627-9604) تماس بگیرید

Romanian - ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-855-923-4633 (TTY: 1-855-627-9604).