

RESOURCES

Insurance Representative - On the back of your insurance card is a phone number to call for benefits and eligibility information. If your questions are more detailed you may want to ask for a lead worker or a supervisor's help.

Washington State Office of the Insurance Commissioner – Staff are knowledgeable in the rules and regulations of the insurance companies in the State of Washington. Topics on their website include, but are not limited to information such as "Shopping for Health Insurance", "Help for consumers losing their insurance", "Need help with your coverage or finding coverage?"
Phone # 800-562-6900 / Website: <http://www.insurance.wa.gov>

SHIBA (Statewide Health Insurance Benefits Advisors) - This is a free service staffed by trained experts who can assist you in answering questions regarding health insurance, health care access, prescription access, publications and getting bilingual help if necessary. See attached information.
Phone number 800-562-6900 / TDD 1-360-586-0241

Starting Point – This is a resource guide for Washington families who have children with special health care needs. This guide includes phone numbers, email addresses and websites for many services that you may need.
Phone # 800-322-2588 / Website: – www.CSHCN.org

E Health Insurance - www.ehealthinsurance.com

This is an online website service. When you enter your zip code, this website will bring up leading insurance companies in your area. You are able to compare prices and benefits of these companies.

Human Resource Department – If your insurance is through an employer, contact your Human Resource department for information on the type of policy they have purchased for their employees. There should be a representative at your place of employment that can advocate for you and also supply you with a benefits pamphlet.

Parent(s) – If you are on your parent's insurance policy or if your parents have applied for DSHS or SSI for you, learn from them. Ask your parents to educate you on the type of coverage you have now. Partner with them to teach you how to apply for programs on your own.

Patient Financial Specialists / Financial Counselors – Most hospitals have staff that are available to provide information and resources for your education and research. Making the best financial decisions for your individual medical needs remains the responsibility of each patient and family. Financial Counselors can advise if there are financial assistant programs or other adult programs available to you at your adult hospital.

Social Workers - In some adult hospitals the Social Worker is also the Financial Counselor. If you have questions, ask your Social Worker to connect you to the right staff or department that can help you with your insurance questions.