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SHIBA News Flashes

Newsletter published by Statewide Health Insurance Benefits Advisors (SHIBA) Regional Training Consultants, for time-sensitive health insurance news. Please pass this information on to others!

New option for Washington consumers experiencing payment issues through the Washington Healthplanfinder: Consumers who signed up for health insurance through the Washington Healthplanfinder and paid their premiums, but are experiencing problems having it applied to their account or distributed to their insurer, can now pay their health insurer directly. The Exchange will work with their insurance company to ensure that their coverage start date as listed in Healthplanfinder is upheld. Even if their premium payments have not been immediately sent over, their coverage will be effective from their start date and claims for services will be covered under their plan benefits. If clients are having trouble using their coverage, contact the Insurance Commissioner's Office at 1-800-562-6900 or they can [file a complaint](#). For more information about the payment and invoice issues, go to:

http://wahbexchange.org/files/4014/0744/9318/Week_of_Aug_4_Payment_Invoice_Issues_FINAL.pdf

Beware of a new "jury duty" phone scam on the rise: People claiming to be law enforcement officials have been calling residents in the Spokane area recently, demanding money to stay out of jail for missing jury duty. Spokane police say the scam involves callers telling potential victims they missed jury duty and have a bench warrant for their arrest. The scammer then asks the potential victim for money over the phone. Police advise the public that police officers never call people with warrants to request payment over the phone. If you or your clients receive such a call, hang up and call your local police department to report the incident.

SHIBA is Washington state's Senior Medicare Patrol project. We can help consumers prevent, detect and report Medicare and Medicaid fraud and abuse. Encourage clients to contact 1-800-562-6900 if they have questions or suspect fraud or abuse.

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