

## Exception to Eligibility Verification in Special Circumstances

Use this form only after you have made efforts and have still been unable to prove your household's income. In this form, you will attest to information about your household income and explain why you have no documents to submit to us.

When the Washington Health Benefit Exchange receives this form, we will review the information you have provided. We will also look at your *Washington Healthplanfinder* application and any other information received from electronic data sources that are available to us (which are approved by the U.S. Department of Health and Human Services). Using this information, we will provide an exception to your eligibility verification on a case-by-case basis.

**NOTE: This form cannot be used for inconsistencies related to citizenship or immigration status.  
45 CFR 155.315(g).**

Application ID	Social Security Number	Today's date (mm/dd/yyyy)
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### Applicant Information

First name	Middle initial	Last name	Date of birth (mm/dd/yyyy)
Street address			Apt./Ste. #
City	State	Zip code	County

### Instructions

Complete the information below *only* if you have no other way to provide proof of your income. Failure to complete this form may result in denial or reduction of your health insurance premium tax credit.

#### Section A: Explanation

**IMPORTANT:** You must explain why you are unable to supply proof of your income. We will use this explanation to determine if this reason qualifies you for an exemption. Please be detailed.

If your explanation does not qualify you for an exemption, you will be asked to submit additional papers to prove your total household income.

If you need more space to provide your explanation, you can attach more pages or additional documents to this form.

Explanation
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### Read and Sign Below

I certify that I have no other way to document my income and that all of the above information is true and correct. I understand that this information will be used to decide if I am eligible for the Health Insurance Premium Tax Credit. I understand that program staff may verify information on this form. I also understand that if I provide false income information on purpose, I may have to pay back tax credits I received and/or not get tax credits in the future. I also certify that I have been asked by the Washington Health Benefit Exchange about all sources of income received by the household. Before using this form, I tried my best efforts to prove my income using other documentation.

Signature	Date of signature (mm/dd/yyyy)
X	

### Submit form to:

Upload this completed form to your *Washington Healthplanfinder* account or mail to:

Washington Healthplanfinder  
PO Box 946  
Olympia, WA 98507

## 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:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - 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 42700 Olympia, WA 98504-2700 1-855-682-0787 Fax: 360-586-9551 <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: ТТТ: 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: ТТТ: 1-855-627-9604).

Cambodian (Khmer) - ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរសំរាប់ជំនួយផ្នែកភាសាដោយមិនគិតល្អល, គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ 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 እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-855-923-4633 (መስማት ለተሳናቸው: TTY: 1-855-627-9604)።

Oromo - XIYYEEFFANNA: 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: TTY: 1-855-627-9604).

Punjabi - ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ 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: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອ ອັດຕະໂນພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ຈະມີ ພ້ອມໃຫ້ທ່ານ. ໂທ 1-855-923-4633 (TTY: 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 - ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-923-4633 (TTY: 1-855-627-9604) पर कॉल करें।

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