PRODUCER ONBOARDING GUIDE
2023/2024 PLAN YEAR
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WTIA Overview

Mission
We work to build a strong, sustainable technology sector in a thriving community.

WTIA Impact

- **900+** member companies and partners
- **100+** events produced
- **$26M** From the federal government to expand tech apprenticeship program across the country
- **17,000** lives covered by WTIA Benefits Programs
The WTIA Unique Approach

WTIA develops solutions in-house to help our members solve problems they cannot solve on their own.

We create coalitions in order to:

- Build programs that help employers develop, recruit, and retain diverse tech talent
- Deliver high value, affordable financial services to SMB companies
- Advocate for public policies that support our mission
- Create forums for industry, education, and government to partner effectively

Our Commitment To You

The values of diversity, equity, and inclusion are foundational to our work. Our values are anchored in respect, empathy, and cultural humility. We lead, support, and learn from our partners to create an innovative vision toward a just and equitable technology sector where all people from diverse backgrounds thrive—not simply survive.
Our Healthcare Partners

WTIA assists producers in securing quality appointments with our carriers. Organizations must be appointed before you can represent our benefit program.

<table>
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<tr>
<th>Medical and EAP</th>
<th>uhc.com</th>
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<tbody>
<tr>
<td>Dental</td>
<td>deltadentalwa.com</td>
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<tr>
<td>Life/AD&amp;D/STD/LTD</td>
<td>metlife.com</td>
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<tr>
<td>Vision</td>
<td>vsp.com</td>
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<tr>
<td>HSA/FSA</td>
<td>naviabenefits.com</td>
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<tr>
<td>Family Support App</td>
<td>hicleo.com</td>
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Quoting the WTIA Program

Two ways to quote
1. WiredQuote
2. Email

Required Information for New Quotes*°

Company Information
- Company legal entity name
- Headquarter address
- NAICS Code

Current Plan Information
- Current carrier
- Current benefits
- Current & renewal rates
- Claims experience if applicable

Census Information
- Employee & dependent first name and last name
- Employee & dependent date of birth
- Employee & dependent home zip code
- Indicate active employee vs. COBRA
- Include enrollment in medical & dental if known

*Additional information may be required.
°An employer must have 2 enrolled employees to be eligible (spouses only are not eligible). If the group falls below 2 employees, it will not be eligible for coverage on renewal. The Trust reserves the right to require an employer to seek different coverage if the group falls below 2 employees.

Contact us! health@watech.org
Service team 100% focused on the WTIA Benefits Program.
Quotes provided in 24-48 hours.

Don't miss an opportunity to quote ALL your tech and professional service employer groups!
WTIA New Business Guidelines

Who We Serve
The WTIA can quote the tech and professional service industries including but not limited to software development, gaming, tech centered manufacturing, bioscience, nanotechnology, environmental services, financial services, marketing, educational services, aerospace, marine, research and development, and much more!

What We Ask of You
Send us your RFP request either via WIredQuote or email to health@watech.org and let our internal staff determine if the company is right for our program; worst case scenario you will get a “decline to quote” email if it doesn’t fit. We review what the company primarily does/makes and determine eligibility based off that. Let us do the work!

Basic Group Requirements
> Group must be headquartered in WA with at least 1 employee enrolled that lives in WA or the group must have a WA address and have the majority of employees living in WA.
> We can quote 2+ employees – 1 must be a W-2 paid employee and they cannot be spouses
> Group must be willing to contribute at least 50% of the employe only premium
> Group must have 75% participation (not including valid waivers)
> Group must elect at minimum 1 medical plan and the mandatory $25K of basic life/AD&D

Producer Commission
> Medical, Dental, & Vision - 5%
> Life - 10%
> Disability - 15%
WTIA AHP Medical Bundle

UnitedHealthcare (UHC) Medical Plan

- 24 plan options
- UHC's largest network - Choice Plus
- Choose from PPO or HSA
- Triple option available (10+ enrolled employees)

Employee Programs

- UHC Rewards Program
- UHC Vital Medication Program
- Real Appeal - weight management
- $0 Virtual Visits - MyUHC
- Cleo

Administrative Efficiency

- Consolidated billing
- EFT/Online payments
- COBRA administration
- Online platform to manage employees
- FSA/HSA banking through Navia
- 12-month contract for all products purchased under the WTIA

Metlife Insurance

- $25,000 of Basic Life/AD&D
- Buy-up options available

Our unique medical plans are designed for tech & professional service employers.
WTIA partners with Navia Benefit Solutions (Navia) for FSA and HSA administration.

What does this mean for participating employers?

> Access to a dedicated Navia customer service team
> A technology platform that securely uploads data and provides eligibility reporting
> The ability to offer a daycare FSA that allows participants to contribute up to $5,000 per year in pre-tax dollars

What does this mean for participating employees?

> No monthly service fees
> Carryover provision for FSA participants included
> Access to a technology platform and mobile app to record and track covered medical expenses

Remind your clients to enroll now!
UnitedHealthcare (UHC) – Added Programs

The WTIA in partnership with UHC is offering the following program to all members and dependents enrolled on a UHC medical plan. For more information click on the link that will take you to the appropriate flyer for the program.

**UHC Rewards Program**

Members can complete different activities of their choosing to earn up to $300 annually or an Apple watch:

- Biometric screenings
- Track 14 nights of sleep
- Walk 5,000 steps
- Being active 15 minutes a day or more, etc.

Members can get started by downloading the UHC app or going to myuhc.com and registering.

**UHC Vital Medication Program**

Members automatically get $0 cost for certain medications on all WTIA health plans. This includes:

- Insulin
- Epinephrine
- Glucagon
- Albuterol
- Naloxone

Members can visit myuhc.com/rx to learn more and see if their brand qualifies.

**$0 Cost Virtual Visits**

Members enrolled on the health plan have access to 24/7 virtual visits through myuhc.com or the UHC mobile app where providers can treat and diagnose common conditions like flu, sinus infections, UTI, and allergies all free of charge to members.

**Real Appeal Program**

Real Appeal on Rally Coach is a proven weight management program designed to help members get healthier and stay healthier.

This program is available to members and enrolled family members as part of the health plan.

Members can learn more and enroll at: enroll.realappeal.com
**On Pass Select Program**

Eff 7/1/24 - This program is designed to help make it easier for members to prioritize health and wellness through a lower-cost, extensive nationwide gym network.

Members have the freedom to choose different membership options at different prices that best fit their needs and lifestyle.

**Employee Assistance Program (EAP)**

The EAP program is embedded in all WTIA medical plans and available to all employees and dependents enrolled on the health plan.

Members & Managers qualify for:

- Personalized support
- Resources
- No-cost referrals

EAP has 24/7 access and can help with:

- Managing stress
- Anxiety
- Relationships
- Legal/financial concerns
- And much more

Members and managers can call 1-888-887-4114 or visit myuhc.com for more EAP information.
It takes a village. Consider Cleo yours. Meet your no-cost, all-inclusive family support system.

Cleo provides personalized guidance for every family, for every moment, for every question. Connecting the dots through trusted one-on-one support and expert-backed content, Cleo is helping families across the globe balance parenting, health, and work by meeting families exactly where they are in their journey, all through our easy-to-access, intuitive mobile app. Cleo is free for employees and employer groups that opt into the program and enroll on the health plan.

How can Cleo support employees

1:1 PERSONAL SUPPORT FROM A CLEO GUIDE

From the moment employees sign up, they’re paired with their dedicated Cleo Guide. Guides are there to answer all questions — big and small — and provide support to employees at every step of their journey. Employees can communicate via message, phone, or video when it’s convenient for them, and invite a partner to get answers to their questions as a family.

RESOURCES FOR ALL OF THE PARENTING NEEDS

Cleo’s extensive digital library, personalized tips, parenting classes, and more provide employees access to what they need when they need it. Employees can get answers to their questions, find resources, or learn more about topics like child care, sleep, family dynamics, feeding, development, and more.

A NETWORK OF SPECIALISTS AND EXPERTS

Cleo provides free unlimited access to 60+ types of parenting professionals from doulas and lactation consultants to nutrition coaches and mental health specialists. Employees can get personal support, consultations, and customized action plans customized for their family’s unique path.
Ancillary Health Insurance Products

**VSP Vision Care**
- Five plan options
- LightCare available on four plans giving flexibility to use the eyeglass benefit to purchase non-prescription sunglasses or blue light filtering glasses
- Negotiated product discounts like glasses, sunglasses, contacts, and LASIK

**Delta Dental of WA**
- Five group plan options
- Voluntary Dental $1500 plan - 100% employee paid
- Nationwide Network - Dental PPO
- Orthodontia rider available for 10+ enrolled employees

**MetLife Life & Disability**
- Life & AD&D: $25-$250k
- Employee Voluntary Life up to $500k
- Employee Guarantee Issue $100K
- Spouse & Child Voluntary Life coverage available
- Long-Term Disability (LTD) or Short-Term Disability (STD)
- Four LTD options available with a 90- and 180-day elimination period
- Four STD options available with a 13- and 26-week duration period

Ancillary products give you flexibility to create a unique bundle that is right for your client.
WTIA 401(k) Program

This program:

- is a national program primarily serving tech, but open to all industries
- is a pooled employer plan similar to the health programs we offer
- was built by the WTIA
- is member governed
- includes participant education
- has a diverse best-in-class fund performance
- includes no set up fees
- pays for audit, bond, and insurance

We pay a referral bonus
Contact us!
401k@watech.org

Help your clients save for their future.
Business Insurance

You build your company. We help you protect it.

Our dedicated in-house staff will guide your clients through the process to ensure their business and its stakeholders are insured properly.

What makes us different:

> Coverage programs designed specifically for small to midsize employers
> In-house service team with deep business acumen and industry experience
> Dedicated account management, active claims support, and guaranteed response time
> A full suite of commercial insurance products for the technology and professional services industries
  > Directors and officers
  > Cyber liability
  > Professional liability (errors and omissions)
  > General liability
> Workers’ compensation
> Crime
> Custom product solutions for tech sector

Contact us at

insurance@watech.org

Learn More at

washingtontechnology.org/services/personal-insurance
Personal Insurance

WTIA Personal Insurance program is designed to protect our individual members. We offer products for homeowners, landlords, renters, autos, umbrella insurance, RVs, boats, and more. Members save on average $450 per year by leveraging this member benefit.

- Custom product solutions for each individual
- Wide range of options for all your insurance needs
- Dedicated account management
- Active claims support

Contact us at insurance@watech.org

Learn More at washingtontechnology.org/services/personal-insurance
Appendix

15  WTIA MEMBER BENEFITS

16  WTIA PARTICIPATION FEES

17  WHERE TO FIND ADDITIONAL INFORMATION

18-21  CONTACT LIST
WTIA Member Benefits

**Access to WTIA Programs & Services**
As a WTIA member you have preferred access to our programs and services such as our health insurance offerings, DEI Office, Apprenti, and more.

**Thought Leadership from WTIA Subject Matter Experts**
We have in-house experts on topics like public policy in Washington state, blockchain, employment benefits, workforce development, DEI, and more. Members receive regular content from WTIA experts.

**Access to the WTIA Community**
You’ll join a community of 1,000 other member companies that have a wide range of expertise, which we regularly convene through our peer and affinity groups.

**WTIA Events**
You and your employees will receive free or discounted admission to the 50+ events WTIA organizes each year. Some events are for members only, while others are invite only.
WTIA Participation Fee*

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<th>Employer Size</th>
<th>Fee</th>
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<tr>
<td>Under 25</td>
<td>$600</td>
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<td>25-49</td>
<td>$1,800</td>
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<tr>
<td>50+</td>
<td>$3,000</td>
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* The WTIA Health Program requires a participation fee to enroll. WTIA Basic Membership is free for all technology employers and includes access to the WTIA community, news, select programs, and events.

The WTIA participation fee will be added to the first month’s premium invoice billed by Vimly Benefit Solutions as a separate one-time line item.

Find out more here: [washingtonotechnology.org/membership.org](http://washingtonotechnology.org/membership.org)
Where to Find Additional Information

Visit washingtontechnology.org/services/medical/for-producers/ for the following information:

**WTIA Benefits Program Information**
- [Benefits Program Employer Overview](#)
- [Plan Descriptions](#)
- [Cleo](#)
- [Group Administrative Guide](#)
- [Navia HSA/FSA information](#)

**New Group Setup Paperwork — WTIA AHP**
- [WTIA Group Master Application](#)
- [WTIA Employee Enrollment Form](#)
- [SIMON Access Request Form](#)
- [EFT Authorization Form](#)
- [Census Enrollment](#)

**WTIA Plan Information**
- [UHC Medical Plans](#)
- [Delta Dental](#)
- [VSP Vision Plans](#)
- [MetLife Life/AD&D and Disability Plans](#)

**UHC Member Programs**
- [UHC Rewards Programs](#)
- [UHC Vital Medication Program](#)
- [Real Appeal Program](#)
- [$0 Virtual Visits](#)
- [UHC Employee Assistance Program (EAP)](#)
## Contact List

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<th>Company</th>
<th>Questions About...</th>
<th>Company Contact Info</th>
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<tr>
<td>WTIA Partnerships</td>
<td>&gt; Becoming a WTIA member</td>
<td>Washington Technology Industry Association (WTIA)</td>
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<tr>
<td></td>
<td>&gt; Membership benefits and services (DEI, Public Policy, &amp; Events)</td>
<td>1595 NW Gilman Blvd Ste. 6B, Issaquah, WA 98027</td>
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<tr>
<td></td>
<td>&gt; Sponsorship opportunities</td>
<td>206-448-3033</td>
</tr>
<tr>
<td></td>
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<td><a href="mailto:info@watech.org">info@watech.org</a></td>
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<td>WTIA Benefits Program</td>
<td>&gt; How a producer can obtain a quote for medical, dental, vision, life/AD&amp;D, and EAP</td>
<td>Medical/Vision/Dental/Life/AD&amp;D/EAP</td>
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<td>1595 NW Gilman Blvd Ste. 6B, Issaquah, WA 98027</td>
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<td>206-707-0776</td>
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<td>New quotes/General inquiries</td>
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<td><a href="mailto:health@watech.org">health@watech.org</a></td>
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<td>WTIA Business &amp; Personal Lines</td>
<td>&gt; Insurance information and proposal</td>
<td>WTIA Business &amp; Personal Insurance Program</td>
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<td>Business Insurance</td>
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<td>401(k) plan information and quote</td>
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<td><a href="mailto:401k@watech.org">401k@watech.org</a></td>
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<td>UnitedHealthcare (UHC)</td>
<td>Medical program and benefit information</td>
<td><strong>WTIA Dedicated Toll Free Number:</strong></td>
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<td></td>
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<td>844-287-3116</td>
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<td><strong>Pre-Member Website:</strong></td>
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<td><a href="https://www.whyuhc.com/wtia">https://www.whyuhc.com/wtia</a></td>
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<td></td>
<td><strong>Mailing Address for Medical Claim:</strong></td>
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<tr>
<td></td>
<td></td>
<td>UnitedHealthcare, PO BOX 30555, Salt</td>
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<tr>
<td></td>
<td></td>
<td>Lake City, UT 84130</td>
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<td></td>
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<td><strong>Mailing Address for Pharmacy Claim:</strong></td>
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<tr>
<td></td>
<td></td>
<td>OptumRx Claims Department, PO BOX 650540, Dallas, TX 75265-0540</td>
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<td></td>
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<td><strong>Physical Address:</strong></td>
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<tr>
<td></td>
<td></td>
<td>UnitedHealthcare, 600 Stewart St, Seattle, WA 98101</td>
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<td></td>
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<td><strong>Prior Authorization:</strong></td>
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<td></td>
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<td>Provider Line: 877.842.3210</td>
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<td>In Network providers are contractually obligated to submit the prior authorization on the member's behalf via the provider portal or by calling the provider line. For OON, the member is responsible and would start by calling Member Services using the number shown on the Member ID card</td>
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<td><strong>Appeal Address:</strong></td>
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<td></td>
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<td>UnitedHealthcare Appeals, PO BOX 31393, Salt Lake City, UT 84131</td>
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<td><strong>Finding out of State Providers:</strong></td>
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<td>Member portal (myuhc.com) or by calling the number shown on the Member ID card</td>
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<td><strong>UnitedHealthCare EAP:</strong></td>
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<td>Member portal (myuhc.com) or by calling 1-888-887-4114</td>
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<td>Company</td>
<td>Questions About…</td>
<td>Company Contact Info</td>
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| Delta Dental of WA              | › Dental benefits  
› Dental claim information  
› In-network dental providers | **Member Customer Service:**  
1-800-554-1907 (7am - 5pm PT)  
**Patient Text:**  
833-604-1246  
**Customer Service & Claims:**  
PO BOX 75983 Seattle, WA 98175  
**Website:**  
www.deltadentalwa.com |
| Navia Benefit Solutions         | › HSA/FSA information & set up                                                   | **New Group Sales**  
sales@naviabenefits.com  
**Existing Employer Group Questions**  
1-866-831-6138  
employerservices@naviabenefits.com  
**Individual Employee Questions**  
1-800-669-3539  
naviabenefits.com  
customerservice@naviabenefits.com |
| VSP (vision carrier)            | › Find a vision provider  
› Vision claim and benefit information                                             | **VSP**  
1-800-877-7195  
www.vsp.com |
| Metlife (life, supplemental life  
and AD&D, short-term disability and long-term disability) | › Death, dismemberment, and disability claims and coverage  
› Portability                                                                     | **Metlife**  
1-800-ASK-4-MET (1-800-275-4638)  
www.metlife.com  
**Life Claims**  
PO Box 6100  
Scranton, PA 18505-6100  
PH: 1-877-275-6387  
Fax: 1-570-558-8645  
**Portability**  
1-866-492-6983  
**MetLife Disability Claims**  
PO Box 14590  
Lexington, KY 40511-4590  
Fax: 1-800-230-9531 |
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<td>PH: 425-771-7359</td>
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<td>&gt; Information changes</td>
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<td><a href="mailto:wtia@vimly.com">wtia@vimly.com</a></td>
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<td>&gt; Producer commissions</td>
<td>P.O. Box 6 Mukilteo, WA 98275</td>
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<td>12121 Harbour Reach Drive, Suite 105</td>
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<td>Cleo</td>
<td>&gt; App Support</td>
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<td>&gt; Trouble Enrolling</td>
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<td>&gt; General Questions</td>
<td><strong>Email:</strong></td>
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<td><a href="mailto:support@hicleo.com">support@hicleo.com</a></td>
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