



HEALTH COVERAGE ENROLLMENT REPORT

Fall 2022 Report

WAhealthplanfinder.org



Published October 2022

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Data Sources

1. Qualified health plan (QHP) and qualified dental plan (QDP) enrollment data (paid enrollments only) was sourced from the Washington Health Benefit Exchange (Exchange) Database as of Sept. 30, 2022, unless otherwise noted.

2. Washington Apple Health (WAH) data was provided by the Washington State Healthcare Authority as of Sept. 30, 2022, unless otherwise noted.

Note: WAH data capture by category causes some small totals; HCA statistical methodology suppresses small numbers from total calculation.

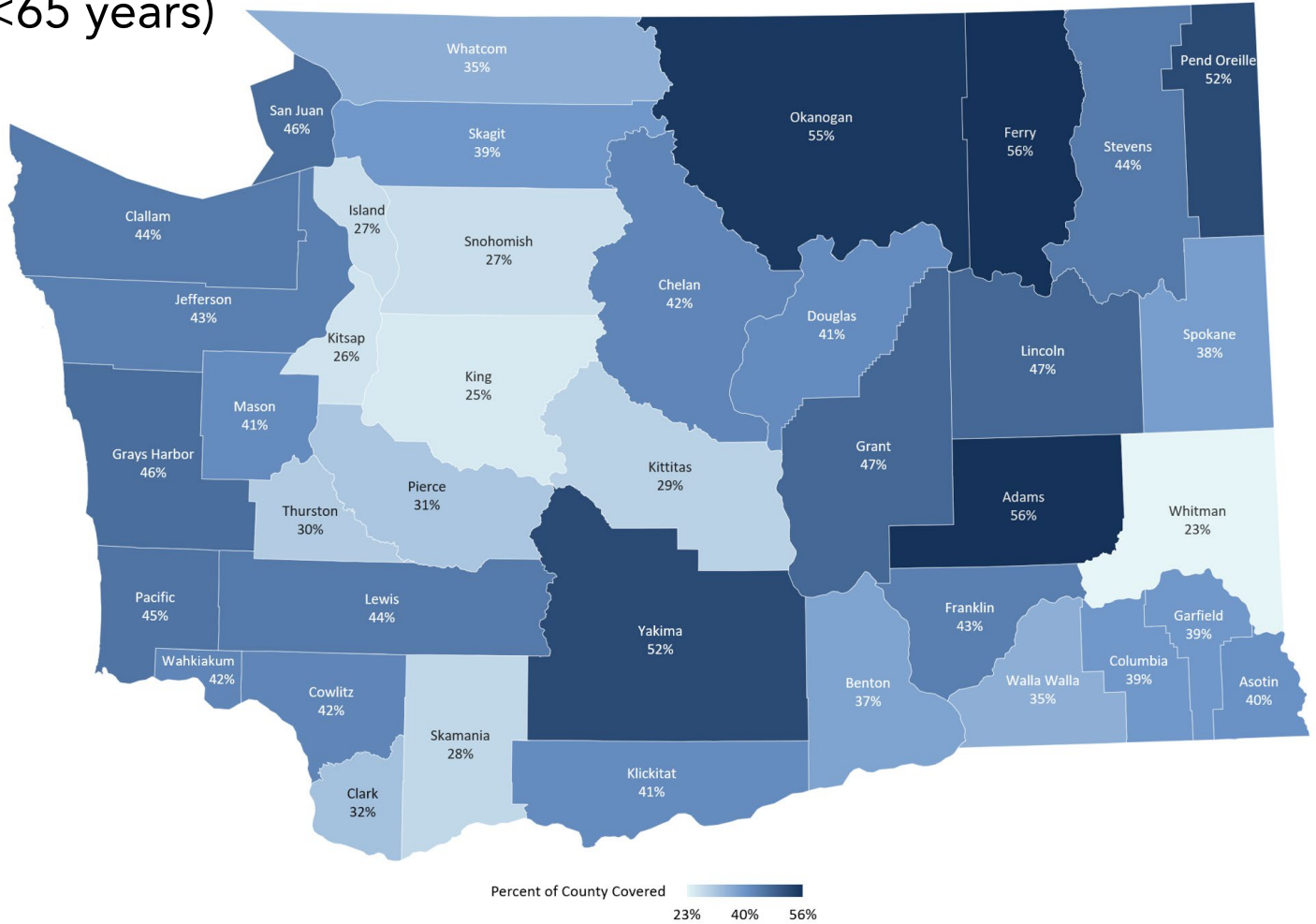
3. Washington State Office of Financial Management (OFM) data was used for county population under 65 years of age in 2022.

Additional data related to the enrollment report can be found at <https://www.wahbexchange.org/about-the-exchange/reports-data/enrollment-reports-data/>

Coverage

Total Enrollees

Percent of Washington Healthplanfinder Residents by County (<65 years)

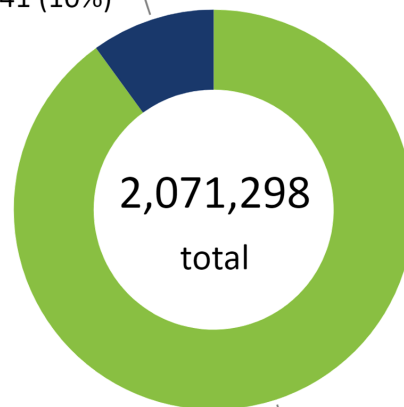


Top 10 Counties

County	Percent <65 Covered
Adams	56%
Ferry	56%
Okanogan	55%
Pend Oreille	52%
Yakima	52%
Grant	47%
Lincoln	47%
Grays Harbor	46%
San Juan	46%
Pacific	45%

By Coverage Type

Qualified Health Plan (QHP)
207,541 (10%)

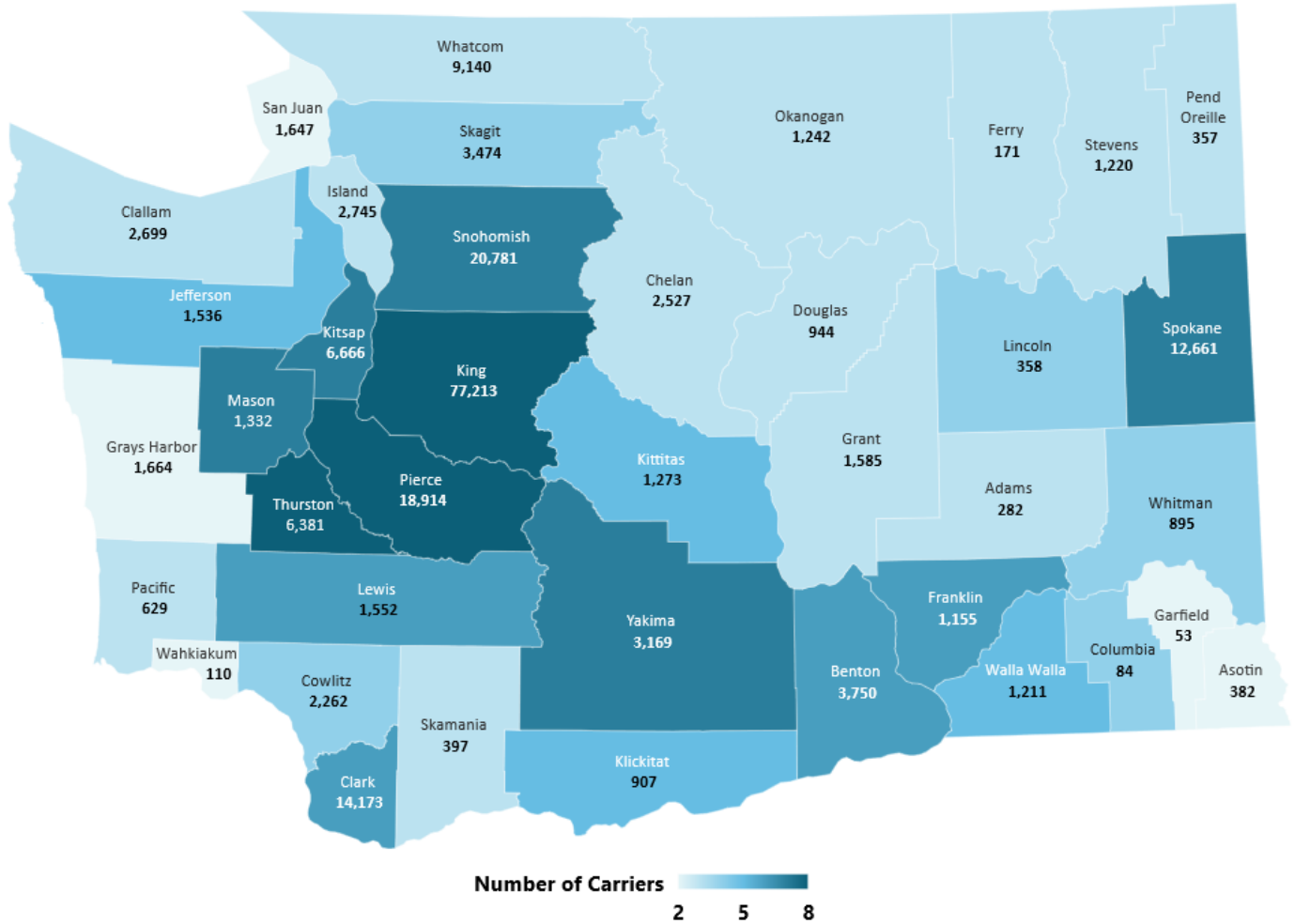


WA Apple Health (WAH)
1,863,757 (90%)

Qualified Health Plan Enrollees

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Number of Qualified Health Plan Enrollees and Carriers by County



Top 10 Counties

County	Enrollees
King	77,213
Snohomish	20,781
Pierce	18,914
Clark	14,173
Spokane	12,661
Whatcom	9,140
Kitsap	6,666
Thurston	6,381
Benton	3,750
Skagit	3,474

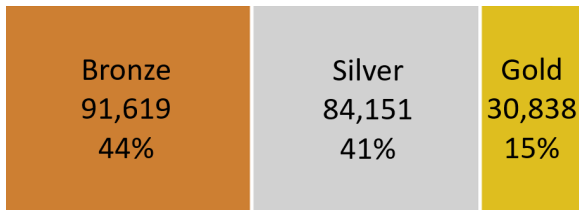
By Carrier

Carrier	Enrollees	Percent
Molina	54,340	26%
Kaiser WA	41,372	20%
Coordinated Care Corporation	33,090	16%
LifeWise WA	28,453	14%
Premera	16,033	8%
Regence BlueShield	14,775	7%
Kaiser Northwest	5,712	3%
Community Health Network of Washington	3,734	2%
UnitedHealthcare of OR	3,724	2%
PacificSource	3,214	2%
BridgeSpan	1,740	<1%
Regence BlueCross BlueShield of OR	1,354	<1%

Qualified Health Plan Enrollees

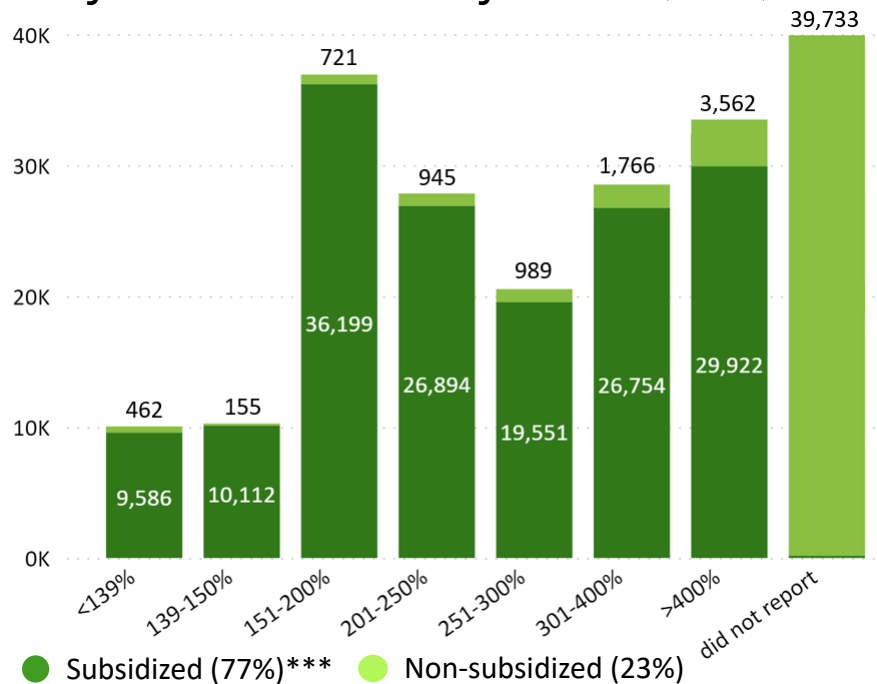
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Metal Level Breakdown*

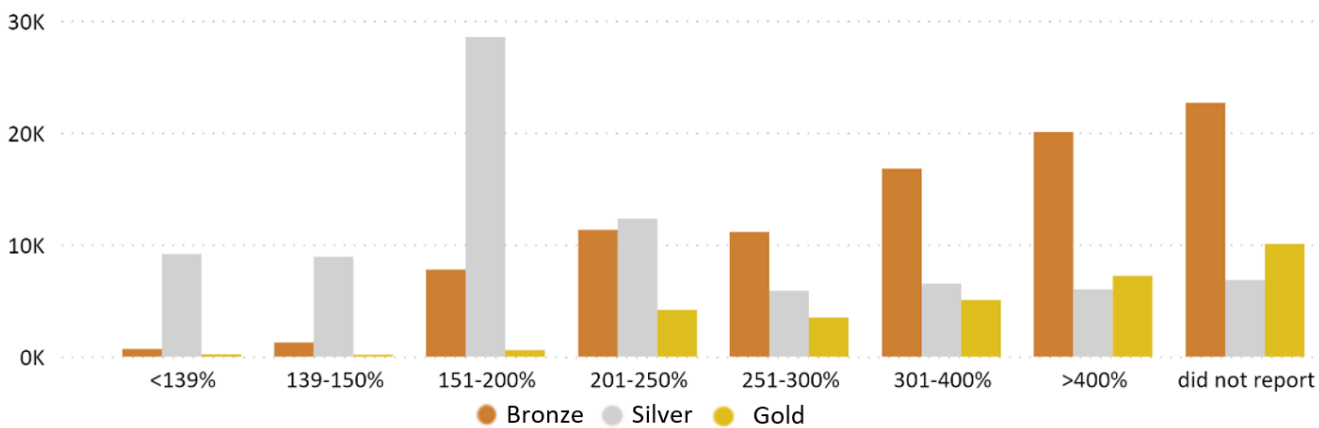


Bronze plans cover 60% of the cost of essential health benefits, while the patient pays 40%; Silver plans cover 70%**, while the patient pays 30%; Gold plans cover 80%, while the patient pays 20%.

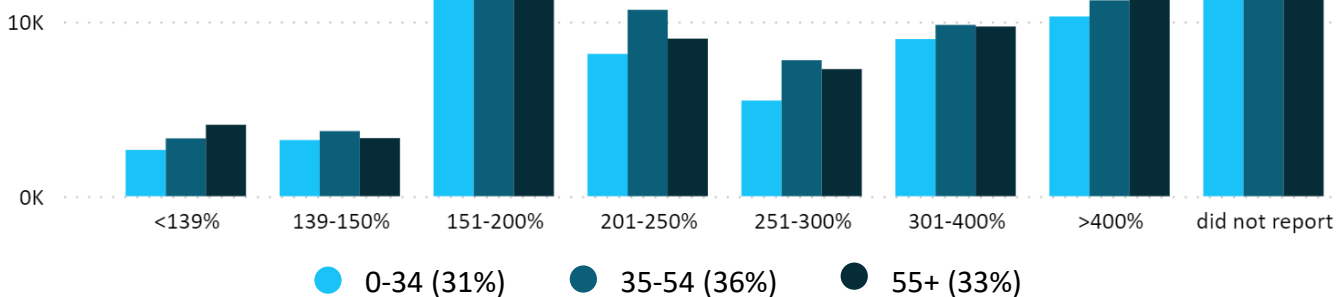
By Federal Poverty Level (FPL)



FPL by Metal Level*



FPL by Age



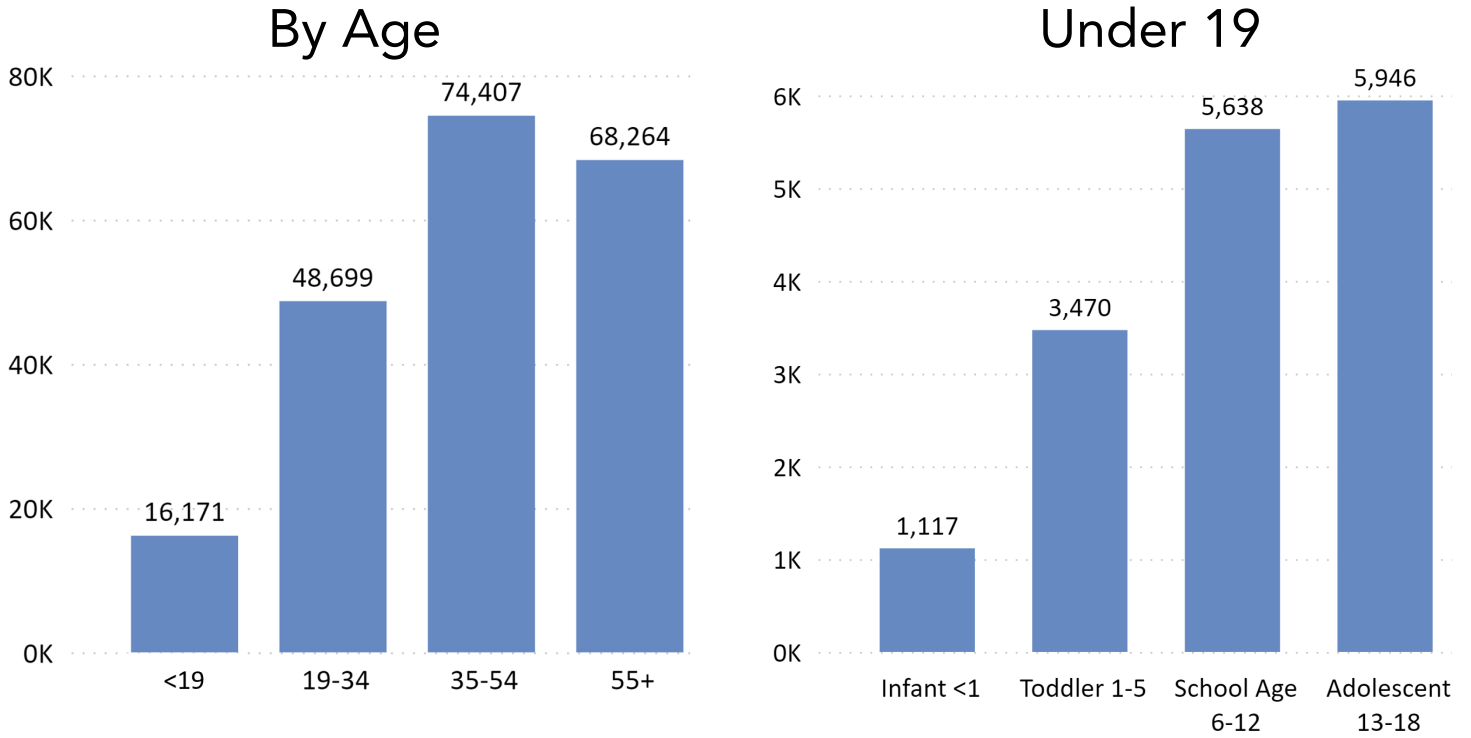
*Catastrophic coverage accounts for <1% of Qualified Health Plan enrollees.

**Cost-sharing reduction subsidies can increase this percentage up to 94% for those who qualify.

***Because policies may cover more than one tax filing household under the same plan, 190 people who did not report income were listed as subsidized. Where any one tax filing household is receiving tax credits, the plan is reported as Subsidized. Where one or more of the tax filing households is not subsidized, their FPL may be listed under "Did Not Report," where the FPL is unknown.

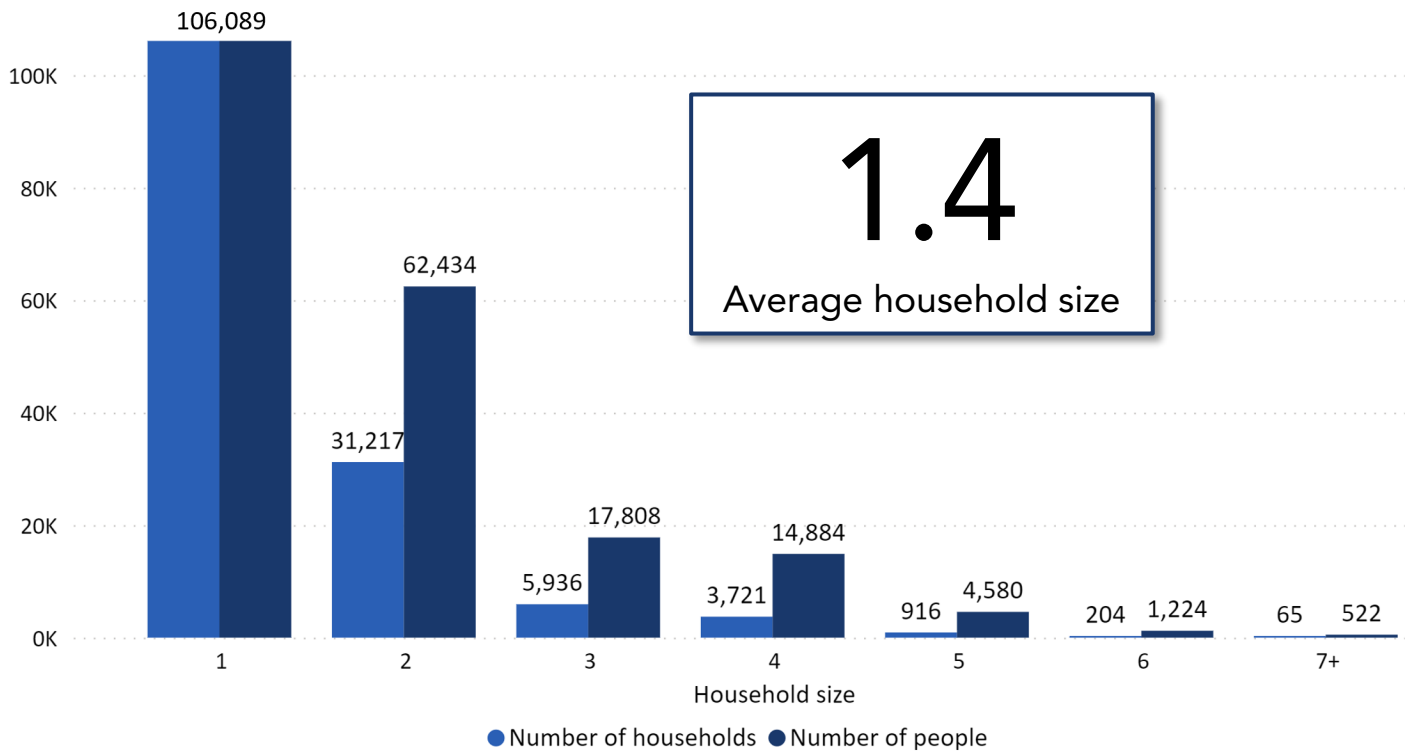
Qualified Health Plan Enrollees

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By Household

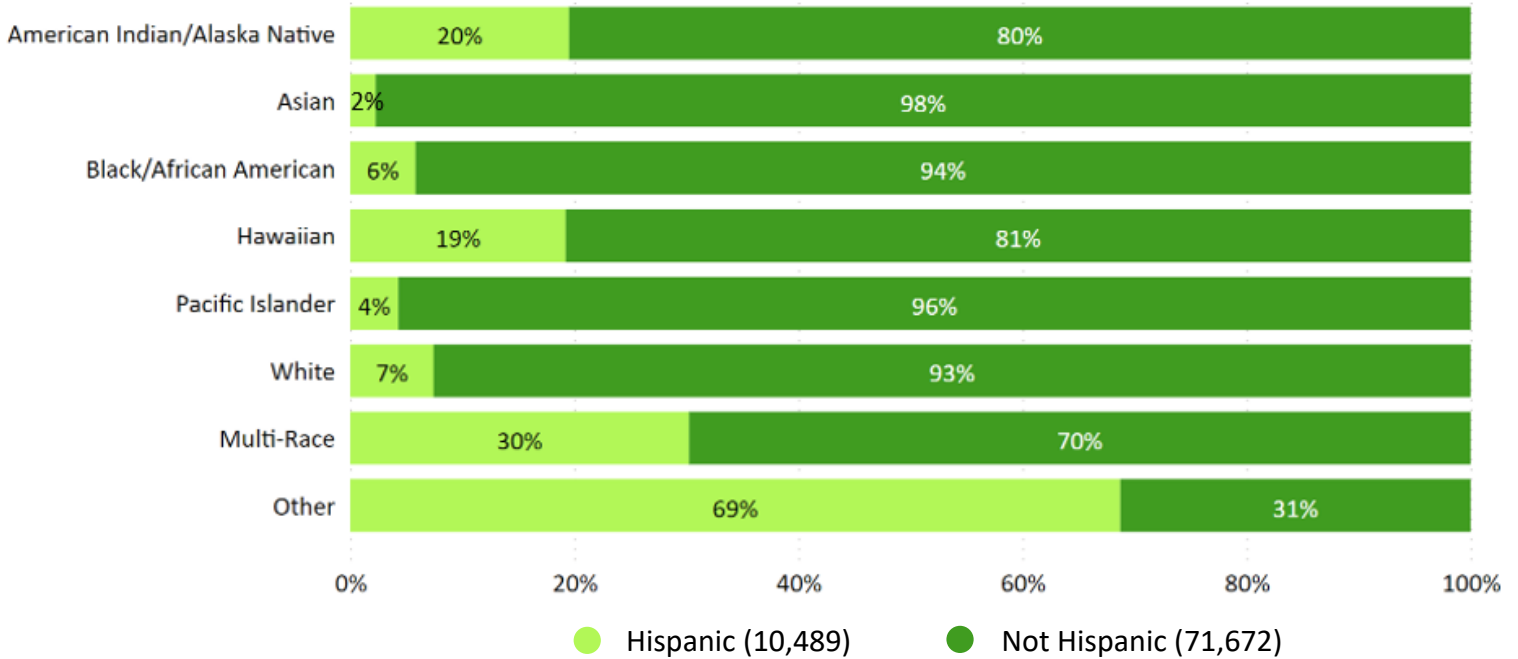
Fifty-one percent of QHP enrollees are in one-person households; 81% of people are in two-person households or smaller.



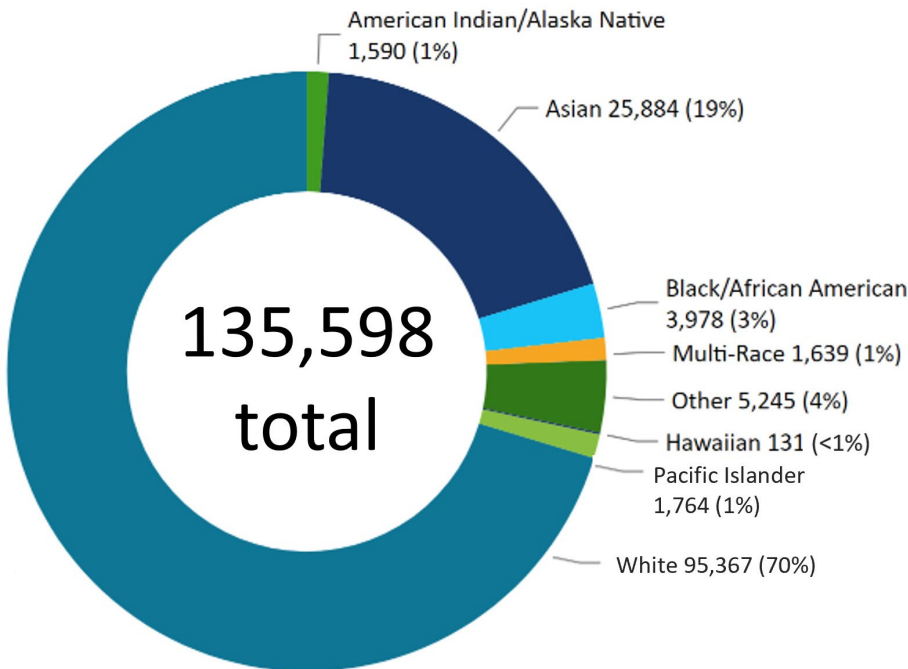
Qualified Health Plan Enrollees

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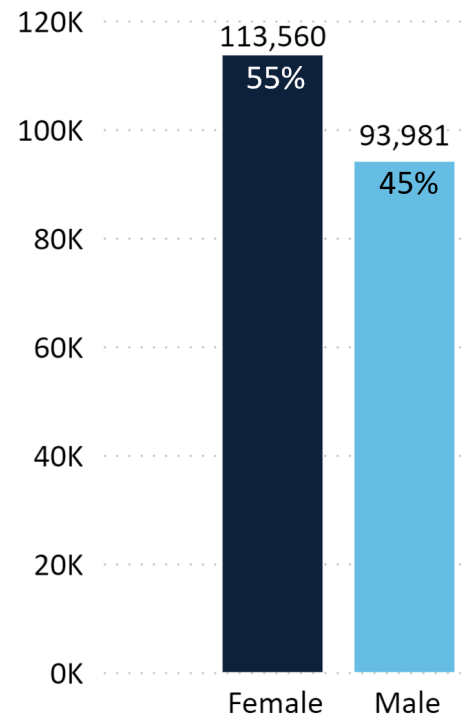
Race By Ethnicity*



By Race*



By Sex Assigned at Birth



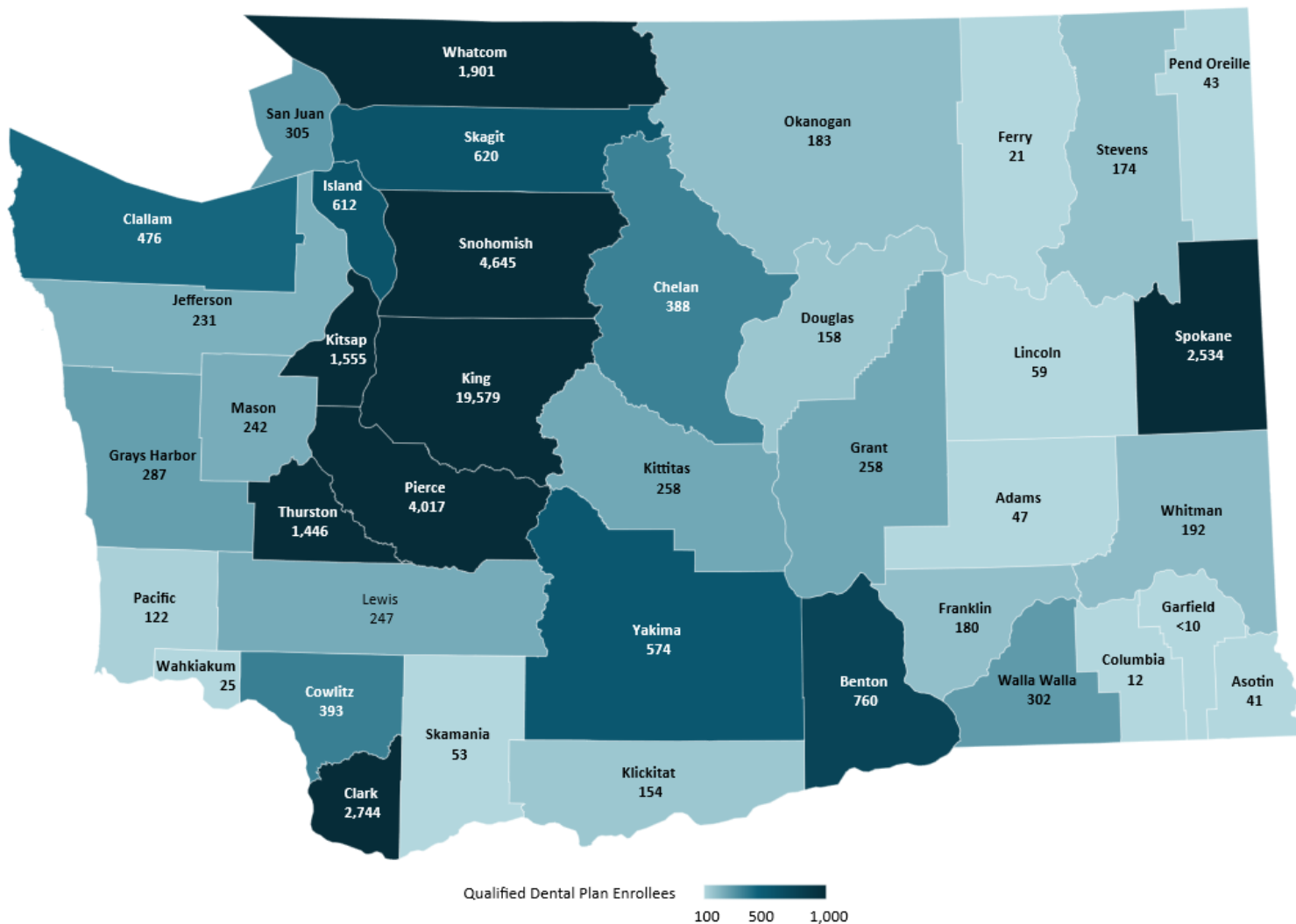
*Hispanic Ethnicity and Race are collected separately and are shown as different categories. Charts exclude customers who did not report race or ethnicity.

- Race not reported: 71,943, 35% of 207,541
- Ethnicity not reported: 125,380, 60% of 207,541

Qualified Dental Plan (QDP) Enrollees

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Number of Qualified Dental Plan Enrollees by County



Top 10 Counties

County	Enrollees
King	19,579
Snohomish	4,645
Pierce	4,017
Clark	2,744
Spokane	2,534
Whatcom	1,901
Kitsap	1,555
Thurston	1,446
Benton	760
Skagit	620

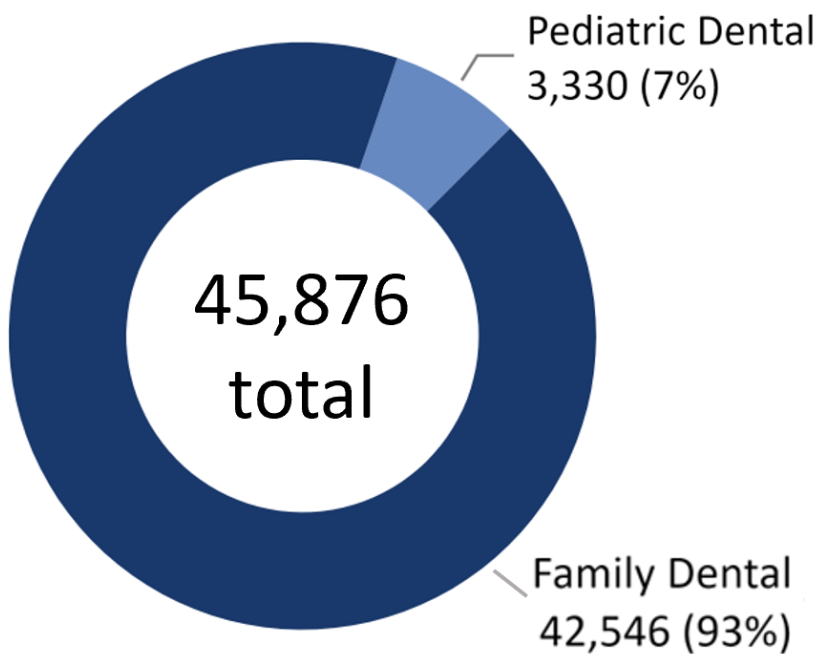
By Carrier

Carrier	Enrollees	Percent
Delta Dental of WA	29,722	65%
Dentegra	9,709	21%
LifeWise WA	5,218	11%
Premera	750	2%
PacificSource	343	1%
Kaiser Northwest	134	<1%

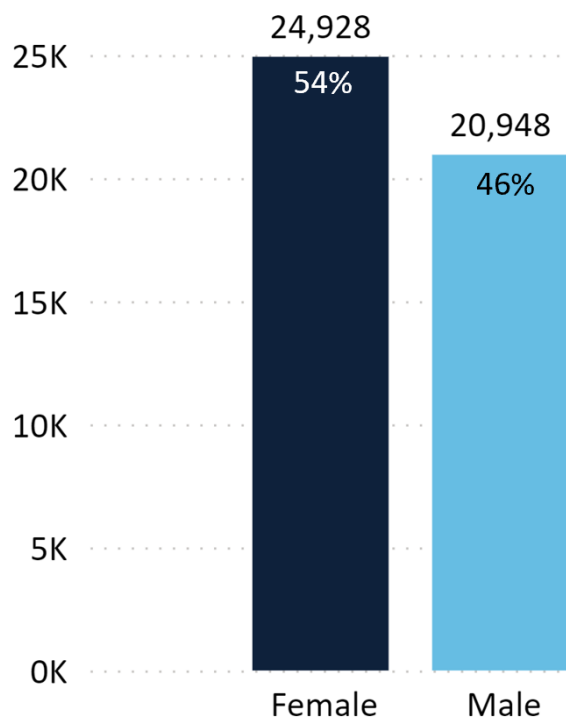
Qualified Dental Plan (QDP) Enrollees

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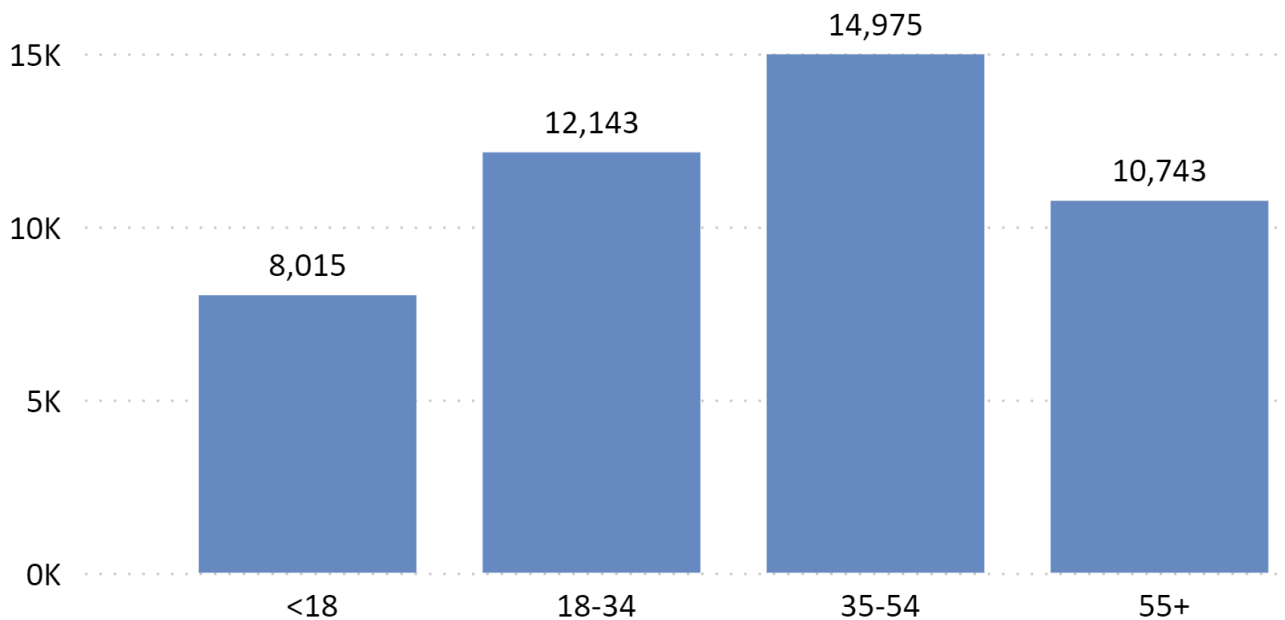
By Plan Type



By Sex Assigned at Birth



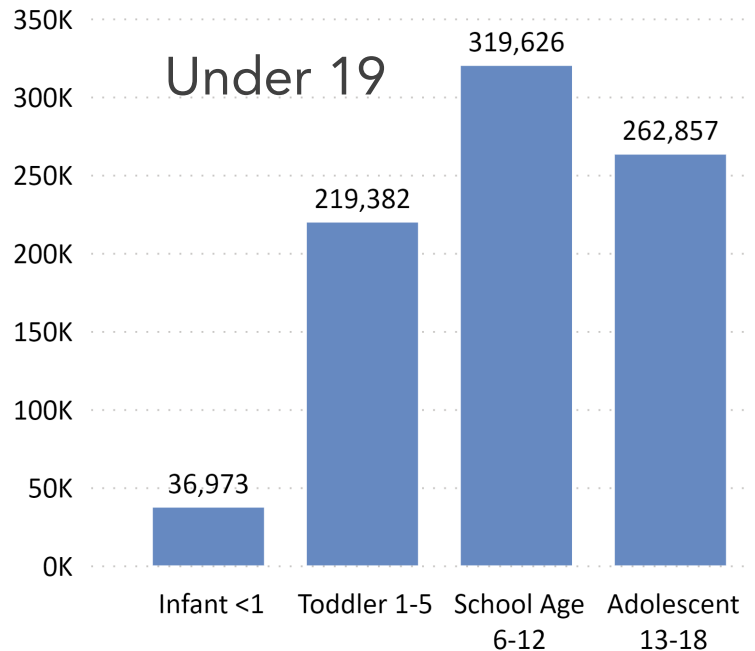
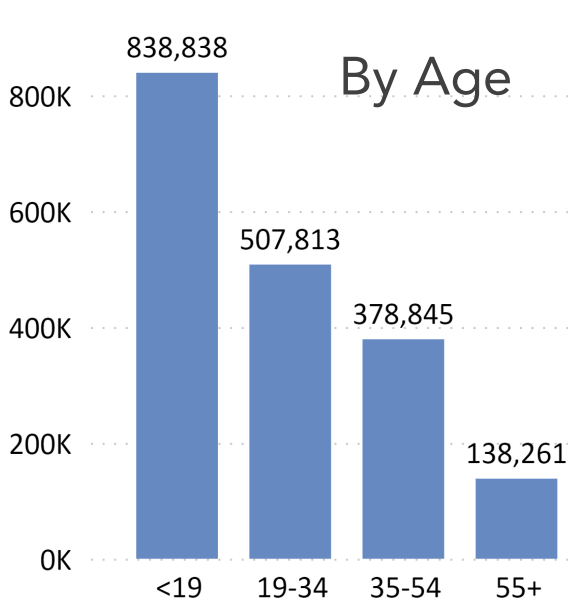
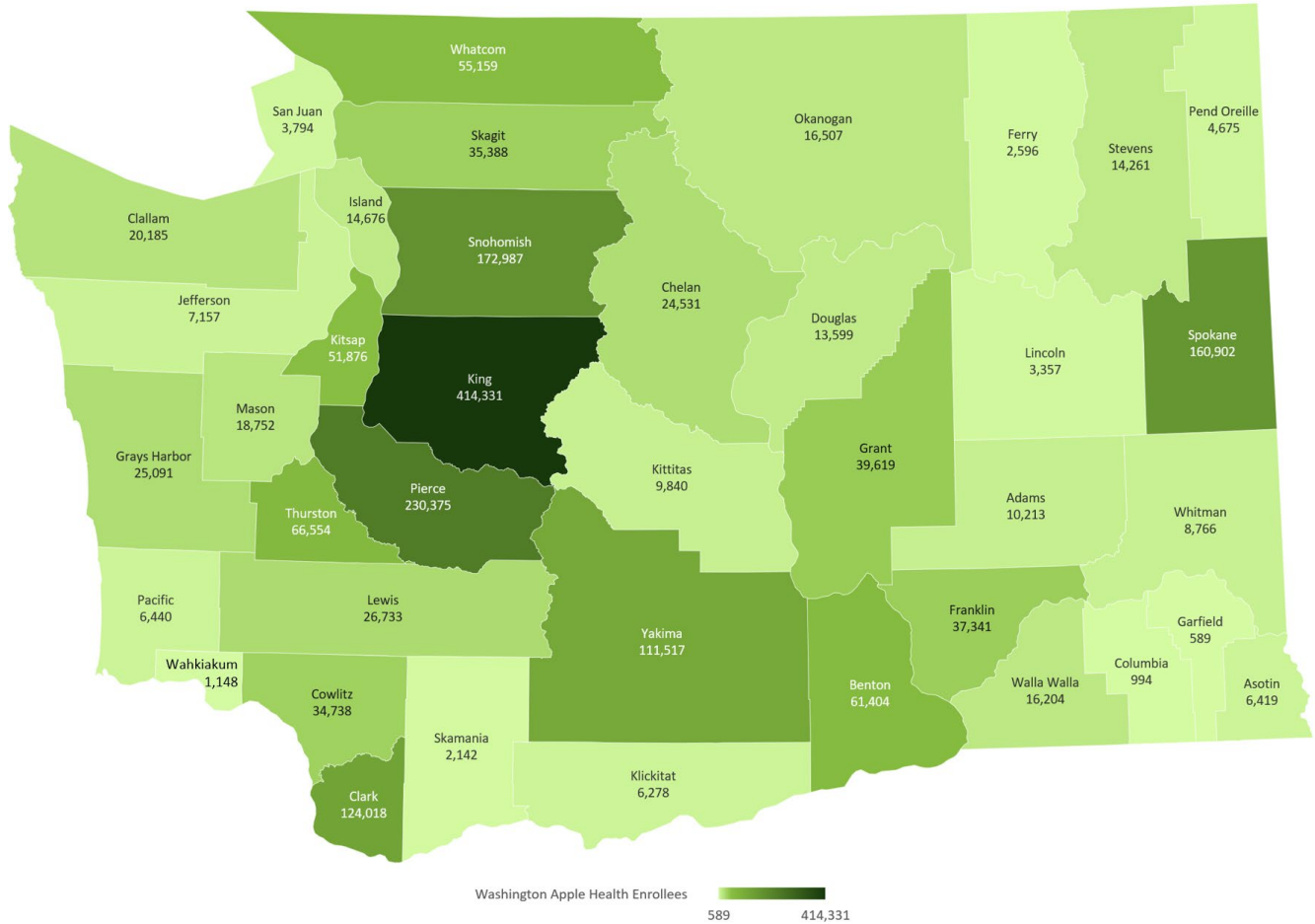
By Age



Washington Apple Health (WAH) Enrollees

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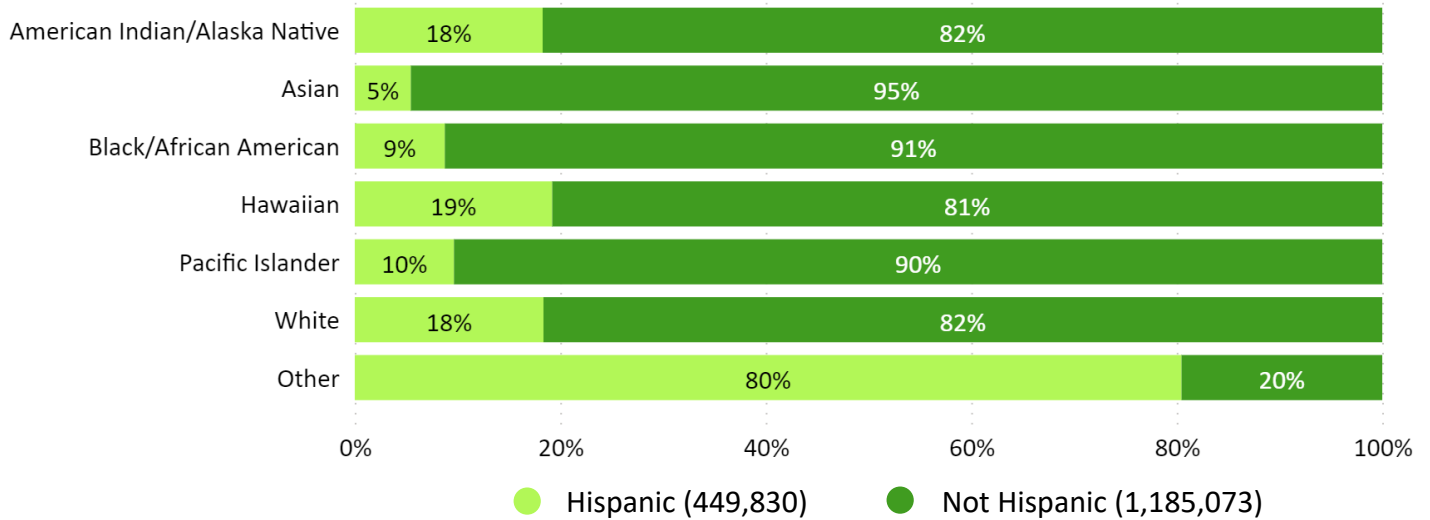
Washington Apple Health Enrollees by County



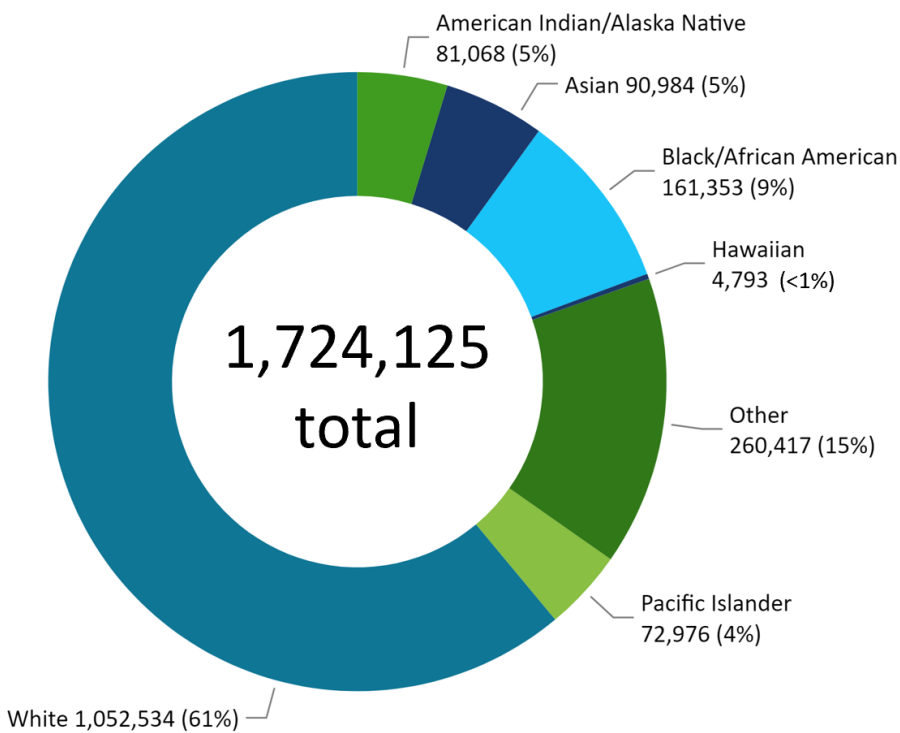
Washington Apple Health (WAH) Enrollees

Washington Health Benefit Exchange
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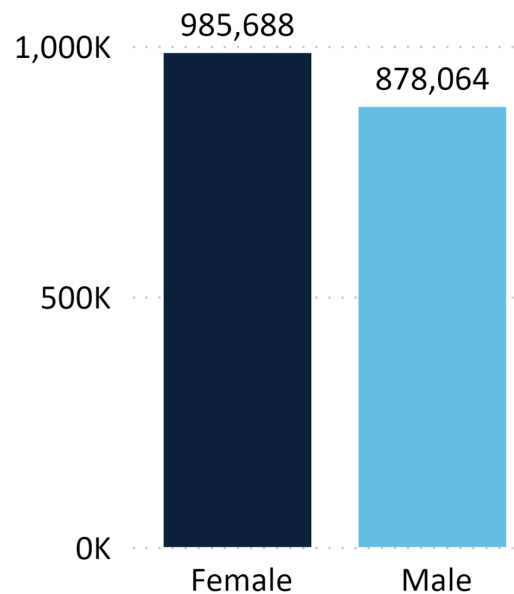
Race by Ethnicity*



By Race*



By Sex Assigned at Birth



*Hispanic Ethnicity and Race are collected separately and are shown as different categories. Apple Health doesn't have a multi-race option when reporting. Charts exclude customers who did not report race or ethnicity.

- Race not reported: 139,632, 7% of 1,863,757
- Ethnicity not reported: 228,854, 12% 1,863,757

Cascade Care

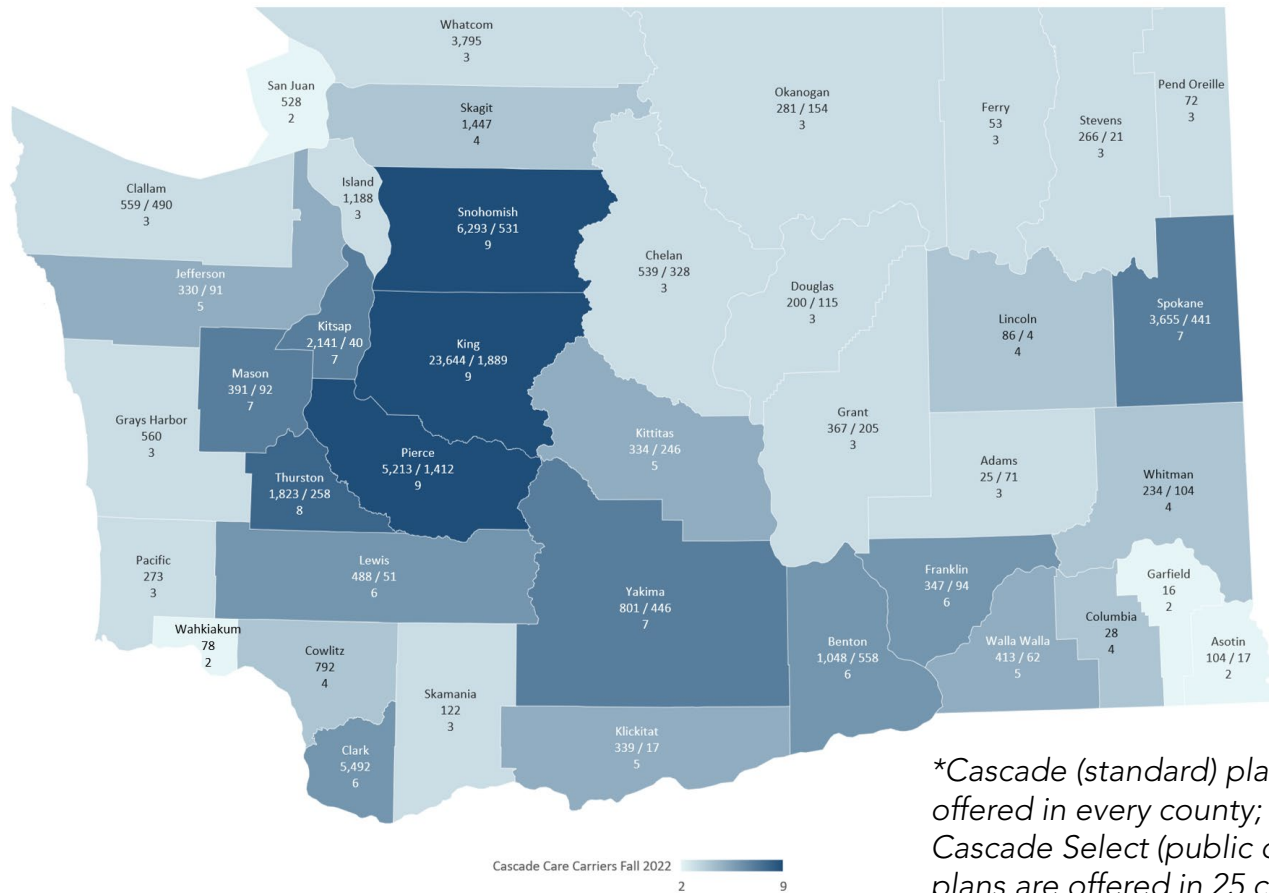
Cascade Care Plans include Cascade Select (public option) and Cascade (standard). Non-Cascade describes all plans that do not fall into Cascade Care categories.

Washington's state-funded financial assistance program for households up to 250% of the federal poverty level, **Cascade Care Savings**, begins January 2023. For more information about Cascade Care plans and Cascade Care Savings, visit wahbexchange.org/about-the-exchange/what-is-the-exchange/cascade-care.

Cascade Care Enrollments

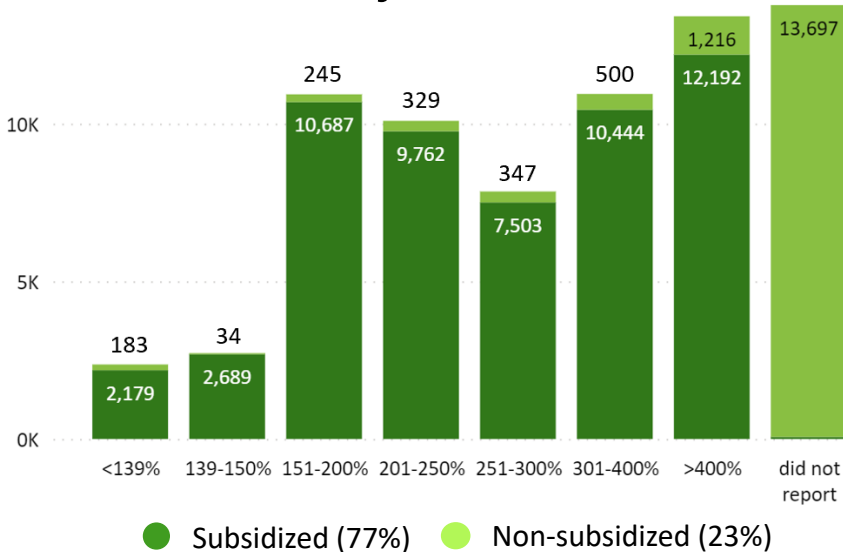
Number of Cascade Care Enrollees and Carriers by County (Standard/Public Option Enrollees, Carrier Count)

Thirty-five percent of total QHP enrollees are in Cascade Care plans

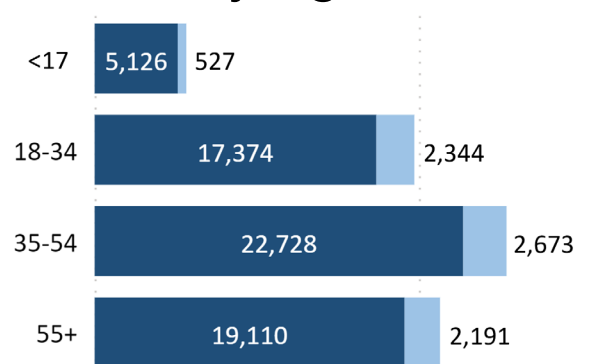


*Cascade (standard) plans are offered in every county; Cascade Select (public option) plans are offered in 25 counties.

By FPL

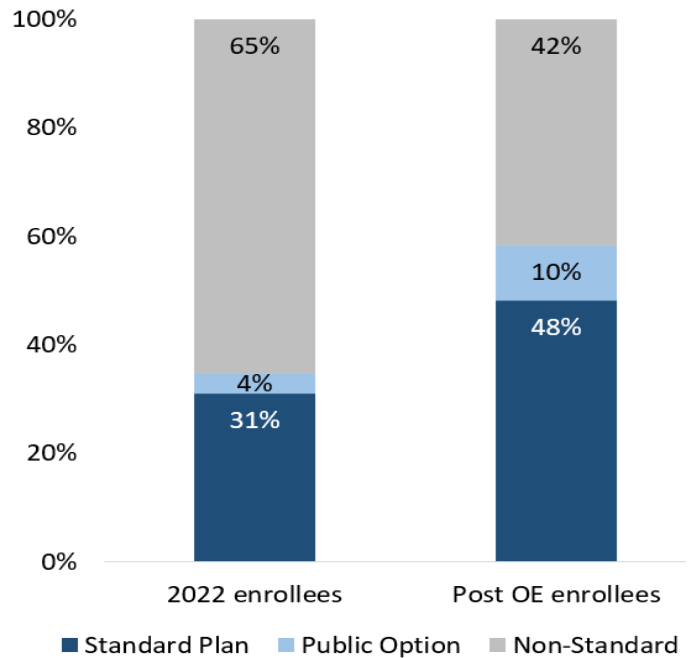
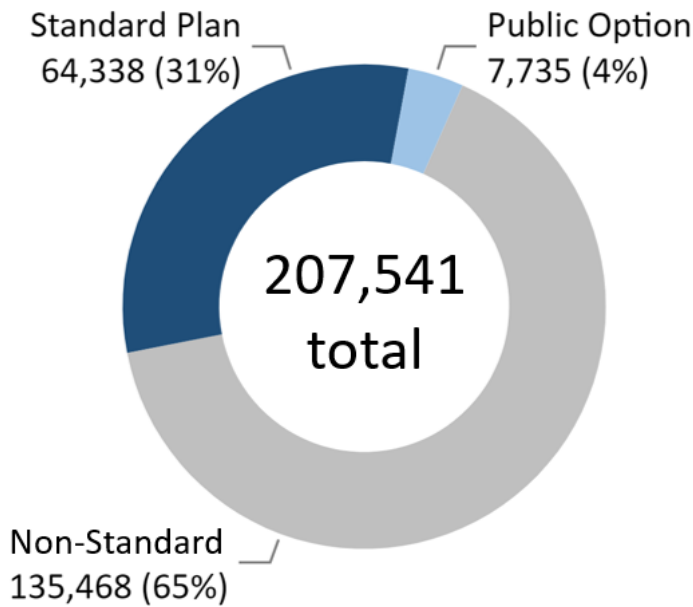


By Age



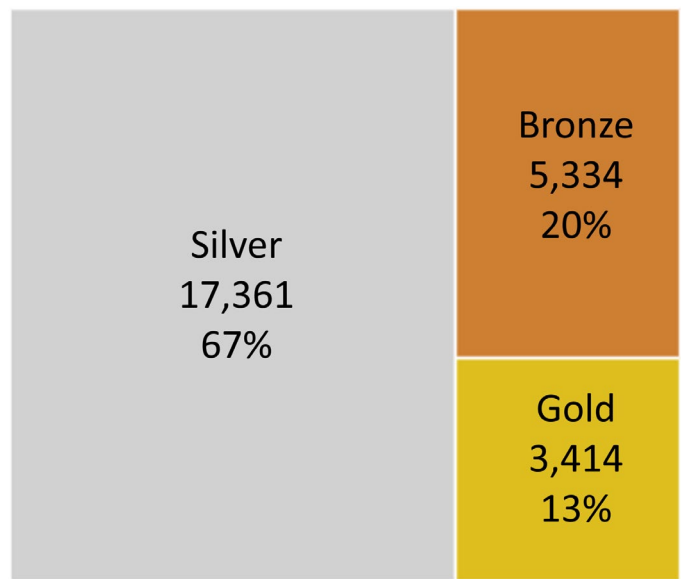
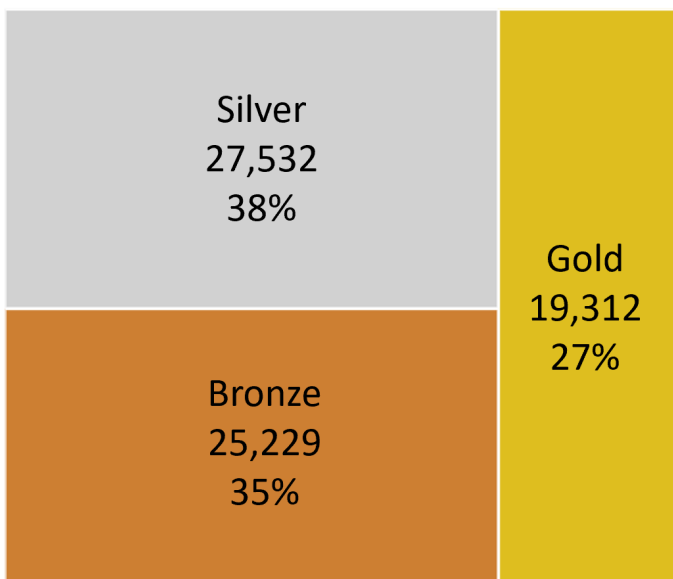
Cascade Care Enrollments

By Enrollment Count



Fifty-eight percent of post open enrollment enrollees selected a Cascade Care plan compared to 35% of total 2022 enrollees.

Metal Level Breakdown



This chart shows plan types for **all** Cascade Care enrollees.

This chart shows plan types for Cascade Care enrollees who are **at or below 250%** of the federal poverty level. Anyone currently enrolled in Cascade Care Bronze plans will need to switch to a Silver or Gold plan to take advantage of the new Cascade Care Savings.

Customer Experience

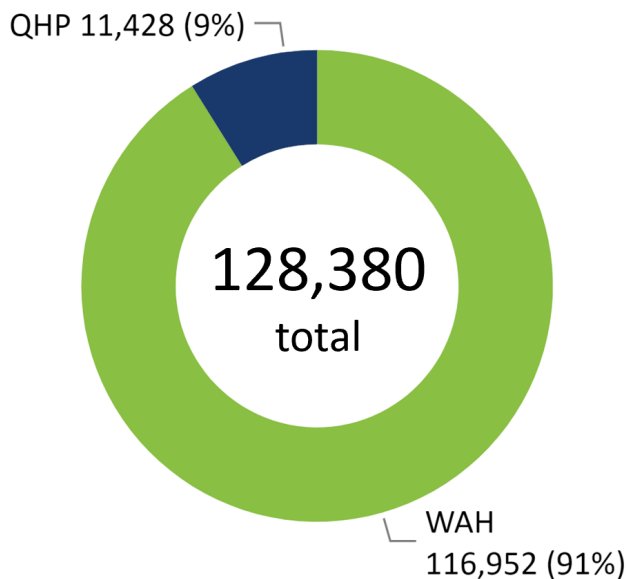
By Customer Support Center Assistance

Calls Answered
146,266

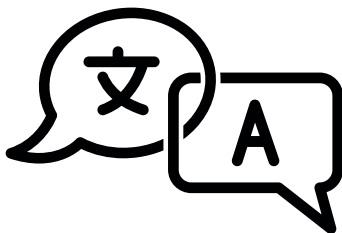
Average Wait Times
1 min 24 sec

Data is from the Customer Support Center from June 2022 to September 2022.

Limited English Proficient Applicants



Includes applicants who indicated in *Washington Healthplanfinder* that they prefer communications in a non-English language..



Washington Healthplanfinder online application is available in English and Spanish, and both versions can be accessed at wahealthplanfinder.org.

Non-English Calls Answered

Language	Total Calls
Spanish	15,106
Russian	7,862
Vietnamese	1,832
Mandarin	211
Korean	57

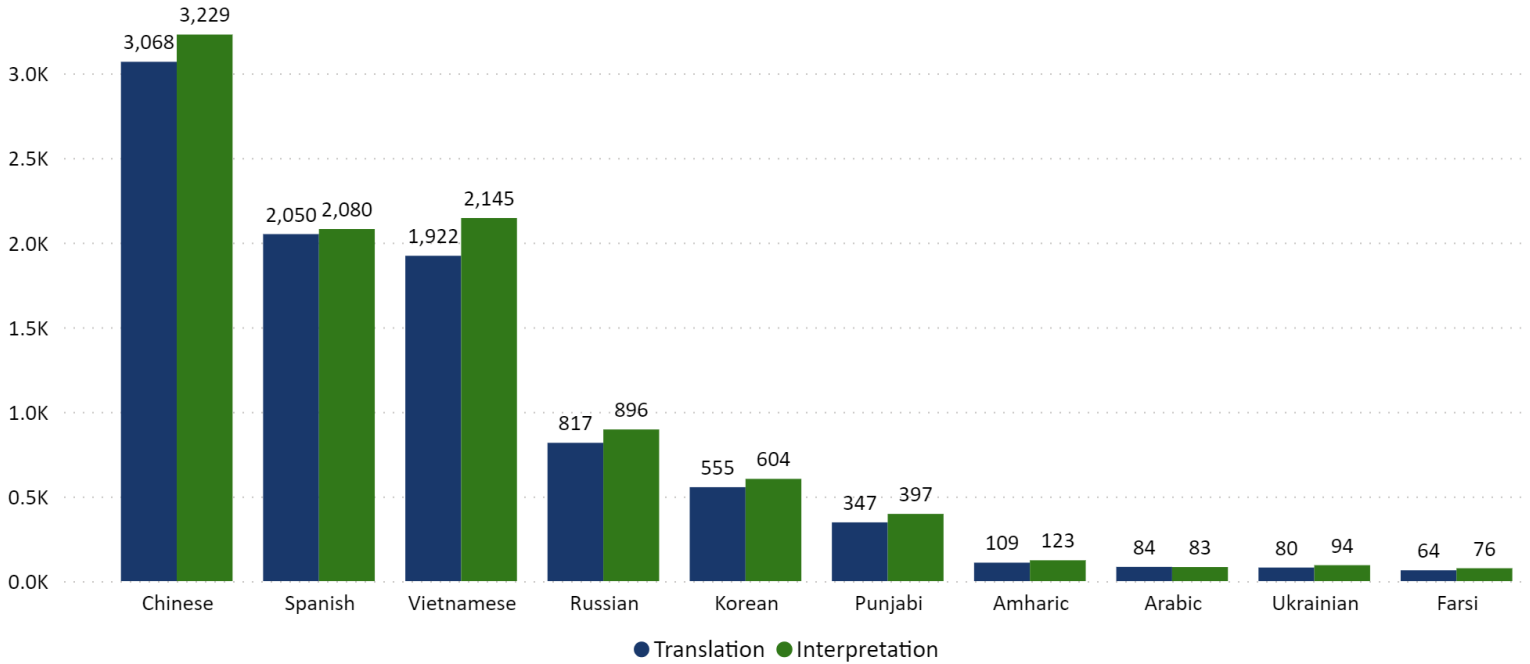
The above data pertains to the number of calls answered by bilingual and multilingual Customer Service Representatives at *Washington Healthplanfinder's* Customer Support Center from April through September 2022.

Top Language Requests by *Washington Healthplanfinder* Applicants

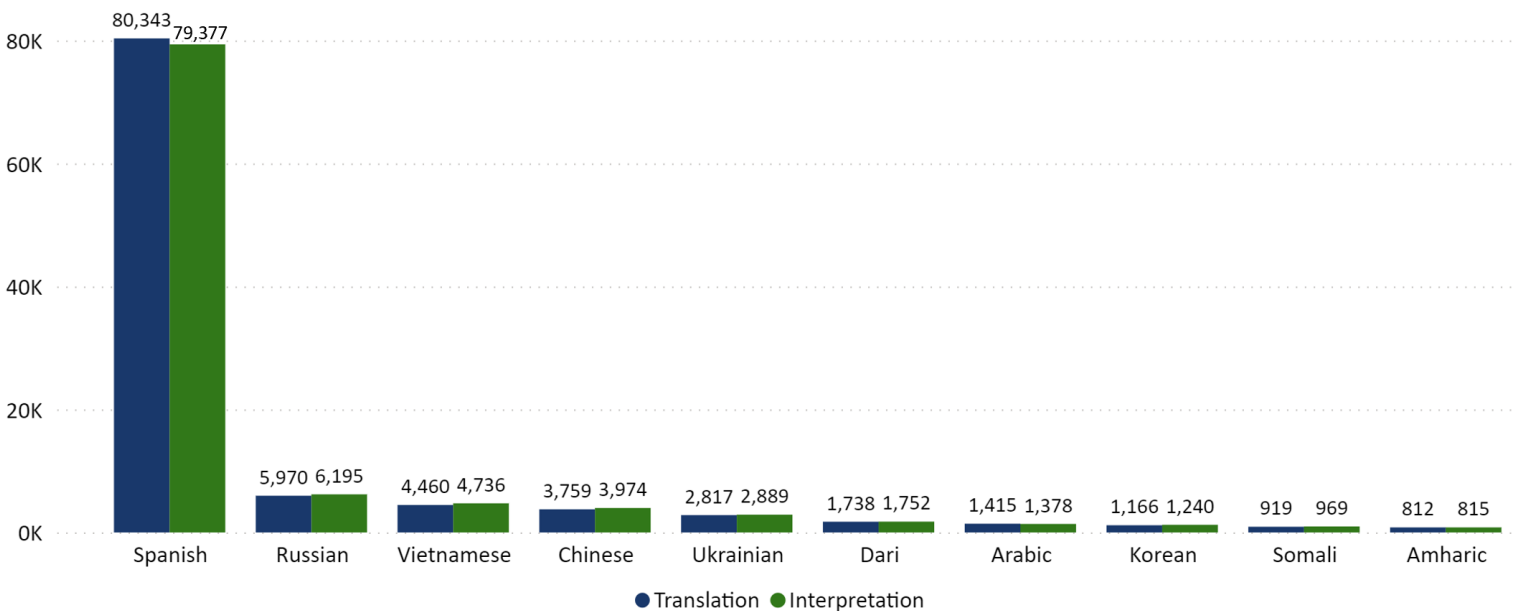
- »» Spanish
- »» Vietnamese
- »» Chinese
- »» Ukrainian
- »» Russian
- »» Korean

Language Assistance

Top 10 Most Requested Translation and Interpretation Services From Qualified Health Plan Enrollees



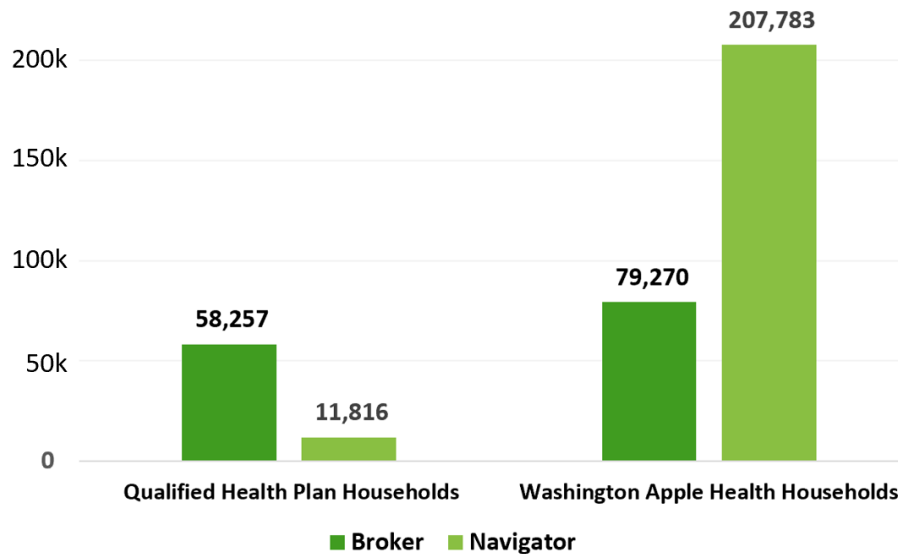
Top 10 Most Requested Translation and Interpretation Services From Washington Apple Health Enrollees



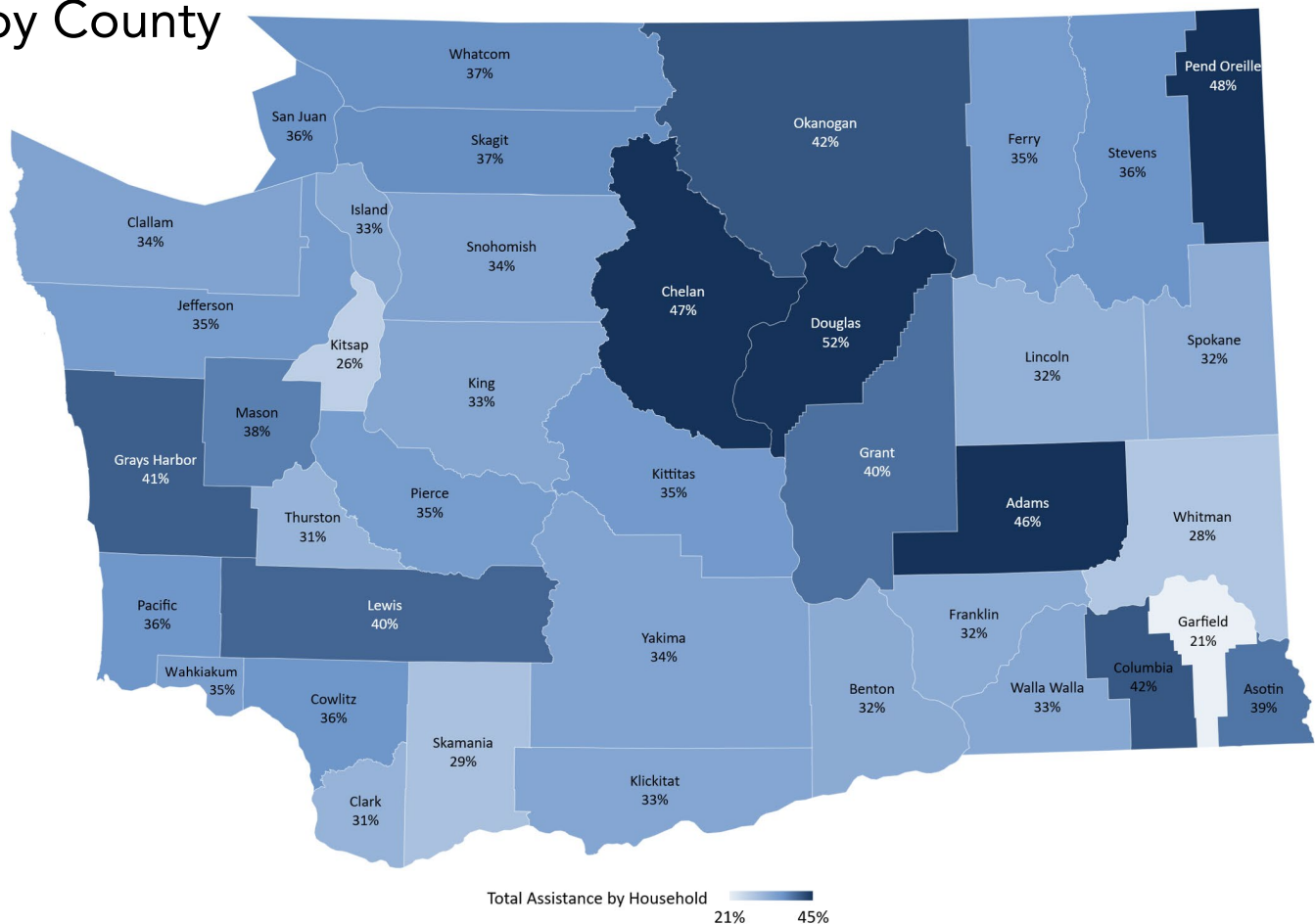
Washington Healthplanfinder applicants can request language assistance through the online application. Language assistance is also provided by multilingual and bilingual Customer Service Representatives at the Customer Support Center, and through telephonic interpretation that supports 240+ languages.

Households Partnered with an Assister

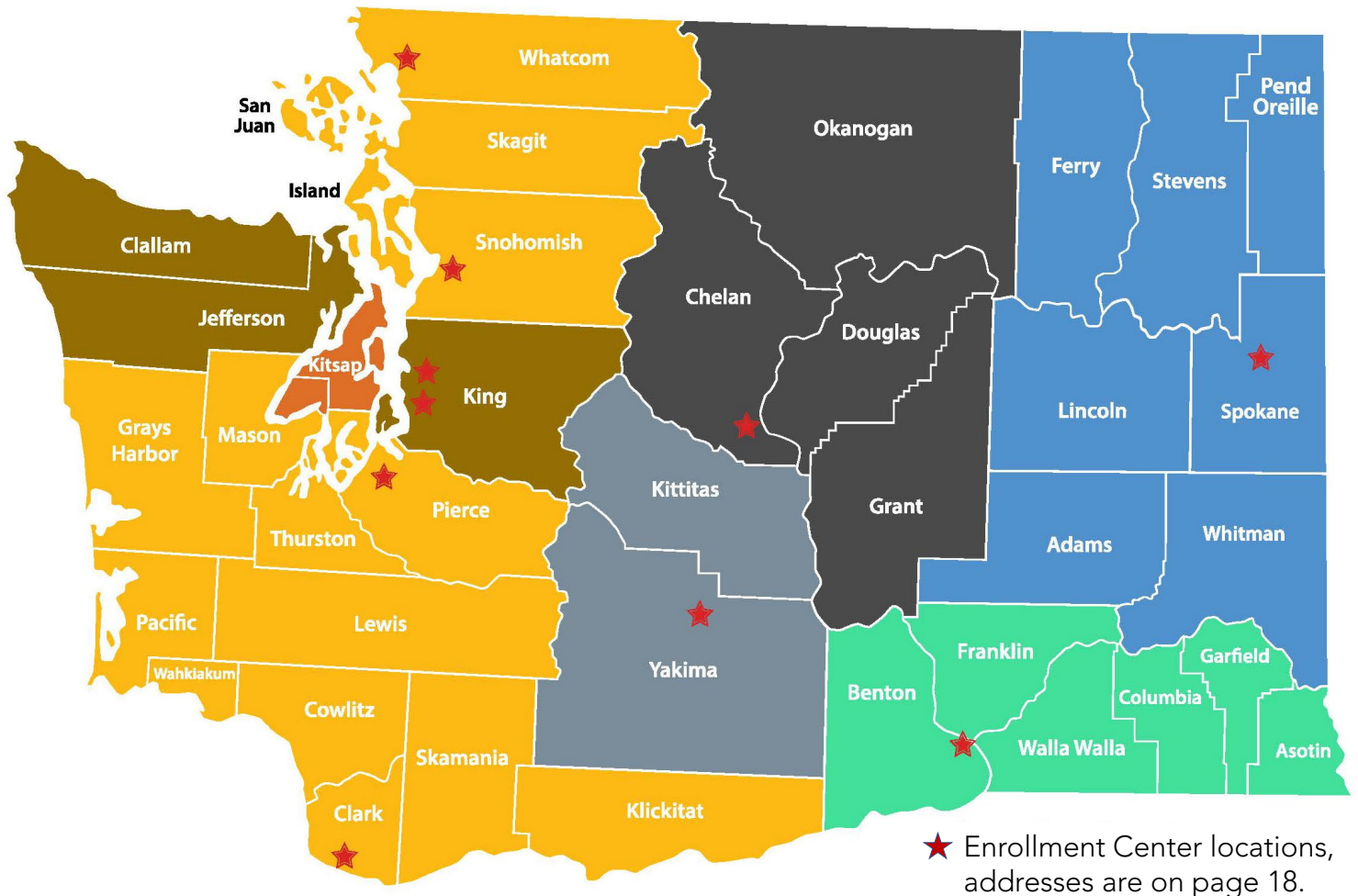
Thirty-four percent of QHP enrollees partnered with a navigator or broker



Qualified Health Plan Enrollees Partnered with an Assister by County



Lead Organizations and Enrollment Centers



SeaMar Community Health Clinics
Phone: 1-855-289-4503
Email: seamaripa@seamarchc.org

**Public Health
Seattle & King County**
Phone: 1-800-756-5437
Email: CHAP@kingcounty.gov

**Peninsula Community
Health Services**
Phone: 1-360-377-3776
Email: eligibility@pchsweb.org

Tri-Cities Community Health
Phone: 1-509-543-1952
Email: EnrollmentHBE@mytccch.org

**Confluence Health/
Wenatchee Valley Hospital**
Phone: 1-509-433-3383
Email: SM_CH_Lead_Org@ConfluenceHealth.org

Yakima Neighborhood Health Services
Phone: 1-509-853-2377
Email: navigators@ynhs.org

Better Health Together
Phone: 509-370-5605
Email: bhtnavigatorstaff@BetterHealthTogether.org

Enrollment Centers



Bellingham

Rice Insurance
1400 Broadway Street
Bellingham, WA 98225
1-360-734-1161
keith@riceinsurance.co



Spokane

Better Health Together
157 S Howard, Ste 102
Spokane, WA 99201
509-370-5605
bhnavigatorstaff@BetterHealthTogether.org



Everett

Health Insurance Solutions NW, LLC
7100 Evergreen Way Ste F
Everett, WA 98203
1-425-252-5105
neil@his-nw.com



Tacoma

FND Insurance & Financial Services, LLC
5515 Steilacoom Blvd SW, Ste 120
Lakewood, WA 98499
1-253-302-5579
teamfnd@fndinsurance.com



Federal Way

Public Health Seattle & King County
1640 S 318th Pl.
Federal Way, WA 98003
1-800-756-5437 CHAP@kingcounty.gov



Vancouver

Applied Team Insurance
8513 NE Hazel Dell Ave., Ste 101
Vancouver, WA 98665
360-726-6092
marlena@appliedteamins.com



Kennewick

Advisor Health Benefits Group
5101 W. Clearwater Ave, Ste. 100
Kennewick, WA 99336
1-509-582-3074
kevin@advisorhealthbenefits.com



Wenatchee

Suzie Health Insurance
413 N Mission St.
Wenatchee, WA 98801
509-295-9055
info@wahbroker.org



Seattle

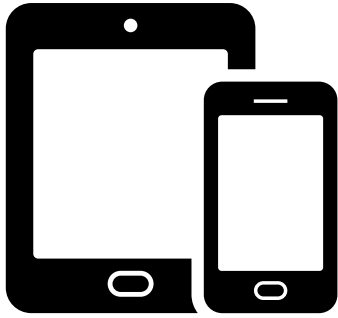
Financial Designs
2723 California Avenue SW
Seattle, WA 98116
1-425-392-7390
cmclure@financialdesignsinsurance.com



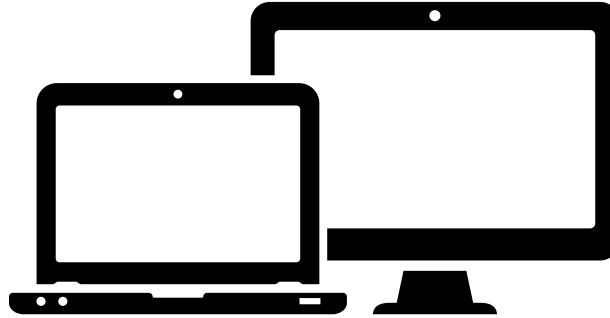
Yakima

Yakima Neighborhood Health Services
610 Yakima East Avenue
Yakima, WA 98901
1-509-853-2377
navigators@ynhs.org

Accessing Washington Healthplanfinder



54% mobile/tablet



46% computer



341,141
WAPlanfinder
mobile app downloads

Engagement Strategy for Open Enrollment 10

Exchange's marketing for the 10th open enrollment includes a focus on connecting with historically underserved communities in Washington and an emphasis on the benefits of Cascade Care.



