

Washington Health Benefit Exchange Annual Financial Report

Submitted Dec. 29, 2023



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STATUTORY REQUIREMENT

Per Chapter [43.71 RCW](#), Washington Health Benefit Exchange (Exchange) is required to submit an annual report to the Legislature, the Governor, and the Exchange Board on the annual cost of operating the Exchange. This report must identify spending in the following areas: call center, information technology and staffing.

Historical reports are available online at [Legislative Reports & Presentations | Washington Health Benefit Exchange \(wahbexchange.org\)](#).

BACKGROUND

Washington Health Benefit Exchange (Exchange) was established by the Legislature in 2011 as a public-private partnership that helps Washingtonians obtain health and dental coverage. The Exchange operates *Washington Healthplanfinder* (HPF), the online integrated eligibility and enrollment portal for both Washington Apple Health (Medicaid) and qualified health plans customers, which is used by over one in four Washington residents. Through HPF, customers find, compare and enroll in qualified health and dental plans, and are connected to federal and state subsidies that lower their costs. The Exchange also supports a Spokane Valley-based Customer Support Center, which provides remote enrollment assistance and in over 200 languages; and a robust statewide assister network that provides community-based outreach and enrollment support in local communities.

The Exchange marketplace fulfills a critical need for Washington residents by providing a safety net for those who lose employer-based coverage; work for a small business unable to provide health insurance; are self-employed; participate in the gig economy; work seasonally; or who do not yet qualify for Apple Health.

Overall, *Washington Healthplanfinder* serves about 2 million Washingtonians, with 1.7 million enrolled in Washington Apple Health (WAH) and more than 250,000 in private health insurance. Our integrated platform provides a single point of entry for health coverage with the same enrollment experience for all customers, regardless of eligibility status.

The Exchange has also connected tens of thousands of customers to federal and state subsidies helping them purchase and use their private coverage. In 2023, *Washington Healthplanfinder* connected customers to more than \$800 million in federal premium tax credits.

The Exchange is governed by an 11-member bipartisan board, comprised of a chair, eight voting members appointed by the Governor and two ex-officio members. Board members are nominated by the Republican and Democratic caucuses in both the Washington State House of Representatives and Senate and are appointed by the Governor. The Director of the Health Care Authority and the state's Insurance Commissioner are ex-officio, non-voting board members. Numerous committees and workgroups — including an Advisory Committee, Health Equity Technical Advisory Committee, Tribal Advisory Workgroup and Cascade Care Stakeholder Workgroup — also advise the Board in key program areas.

Since 2015, the Exchange Board has submitted a Strategic Plan to the Legislature annually. The 2023 plan is focused on four core outcomes:

- Improve health coverage, affordability, care and outcomes;
- Advance diversity, equity and inclusion (DEI) to narrow health disparities, especially in communities of color;
- Leverage the success of HPF technology platform to strategically expand offered services; and
- Expand innovative approaches to drive health system excellence.

The Strategic Plan, updated annually, continues to guide how the Exchange allocates its appropriations.

Washington has a history of proactive success in maintaining the stability of the Exchange market (which is now most of the state's individual insurance market) and access to Washington Apple Health (Medicaid). The Exchange's outreach and enrollment efforts have contributed significantly to reducing the state's uninsured rate, which has dropped from 14% in 2013 to 5% in 2021.

While benefitting from relative stability in access to the market, underlying cost-drivers that impact premium affordability and out-of-pocket costs for our consumers remain key challenges. Over the past ten years, Exchange premiums have increased nearly 90%..

During our 10th open enrollment period for 2023 coverage, the Exchange launched the state new premium assistance program, Cascade Care Savings. The state-funded program provides premium assistance for those up to 250 percent of the federal poverty level (FPL). This program covers low-wage and part time workers, including those making just above the minimum wage for full-time work. Cascade Care Savings leverages all federal premium subsidies to maximize state resources. Over 85,000 Washingtonians are benefitting from this new state subsidy.

Modern Platform

Washington Healthplanfinder supports both QHP and WAH customers by verifying eligibility in real time; providing plan shopping tools and free enrollment and language assistance; securely transferring select data to issuers, as well as state and federal agency partners; generating customer notifications; and processing renewals. The Exchange is engaged in continuous improvement of *Washington Healthplanfinder* to enhance the enrollment experience. Through HPF, customers can view plans in their area; complete an application; get a real-time eligibility decision for coverage and financial assistance; and select a plan based on the care they need and the providers they prefer.

A [video highlighting the customer tools available through *Washington Healthplanfinder*](#) is available on our YouTube channel.

Customer Support Center

The Exchange operates a Spokane Valley-based Customer Support Center (Center), offering customers a range of channels to ensure they are able to contact us in the most convenient way for them. Enrollment support channels include phone; live web chat; email; paper application processing; and document uploads. The Center has bilingual and multilingual Customer Service Representatives who currently support customers in Korean; Mandarin; Russian; Spanish; and Vietnamese; and also provides telephonic interpreter services in more than 200 languages.

Contact Us

Chat with us
Sign in to chat with a live person during Customer Support Center hours

Call us at
1-855-923-4633
1-855-WAFINDER

Visit us at
wahealthplanfinder.org

Download the
WAPlanfinder app

Statewide Assister Network

The Exchange also supports a growing network of more than 3,000 trained assisters across the state who provide outreach, education and enrollment assistance (virtual and in-person) to *Washington Healthplanfinder* customers. These assisters include navigators; brokers; tribal assisters; certified application counselors; and organizations who represent and support a multitude of diverse populations and communities.

| | | | |
|--|--|---|--|
|  <p>921+ Navigators</p> |  <p>121+ Tribal Assistors</p> |  <p>1750-2000 Brokers</p> |  <p>10 Enrollment Centers ♦ 7 run by Brokers ♦ 3 run by Lead Orgs</p> |
|--|--|---|--|

FUNDING

The Exchange receives about \$4.7 million per year in ongoing operational General Fund-State (GF-S), which provides a portion of the state match required to support Medicaid activities, such as navigators, printing and call center activities. The remainder of the state Medicaid match is funded by the 2% premium tax received by the Exchange for qualified health plan (QHP) enrollees.

GF-S funding in the Exchange budget has remained relatively consistent since the 2015-17 biennium. However, starting in fiscal year 2023, additional, one-time, GF-S was provided to the Exchange to implement immigrant health coverage expansions for QHP (launching Nov. 1, 2023) and WAH (launching July 1, 2024). Beginning in fiscal year 2024, Legislature provided \$1 million per year in ongoing funding for continued implementation of immigrant health coverage expansion activities.

The budget information in Tables 1-3 reflect the enacted 2023-25 biennial budget.

Table 1: Enacted 2023-25 Appropriation by Fund Source: All Funds

| HBE All Funds Appropriation | FY2024 | FY2025 |
|-----------------------------------|-------------|-------------|
| GF-State | 8,242,000 | 6,472,000 |
| Health Benefit Exchange Account | 38,351,000 | 37,863,000 |
| GF-Federal | 30,596,000 | 28,837,000 |
| Education Legacy Trust | 150,000 | 200,000 |
| Federal CRRSA | 2,550,000 | - |
| Health Care Affordability Account | 55,000,000 | 55,000,000 |
| Total by Fiscal Year | 134,889,000 | 128,372,000 |
| Total by Biennium | | 263,261,000 |

Operating Funds

Table 2: Enacted 2023-25 Appropriation by Fund Source: Operating Funds

| Operational Funds Appropriation | FY2024 | FY2025 |
|---------------------------------|------------|-------------|
| GF-State | 8,242,000 | 6,472,000 |
| Health Benefit Exchange Account | 38,351,000 | 37,863,000 |
| GF-Federal | 30,596,000 | 28,837,000 |
| Total by Fiscal Year | 77,189,000 | 73,172,000 |
| Total by Biennium | | 150,361,000 |

The 2021-23 biennial budget included one-time funding for the Exchange to upgrade *Washington Healthplanfinder* to implement the state Cascade Care Savings program beginning in the 2023 plan year (SB5377); modernize *Washington Healthplanfinder* to be a more modular system; and extend postpartum benefits from two to 12 months (SB5068).

The 2023-25 biennial budget included continued funding to modernize and upgrade *Washington Healthplanfinder* for Cascade Care Savings; Medicaid/Apple Health redeterminations following the end of the federal Public Health Emergency; and features and programming necessary to implement the 1332 Waiver.

Premium Assistance Funds

Table 3: Enacted 2023-25 Appropriation by Fund Source: Premium Assistance Funds

| Premium Assistance Funds Appropriation | FY2024 | FY2025 |
|--|------------|-------------|
| Education Legacy Trust | 150,000 | 200,000 |
| Federal CRRSA | 2,550,000 | - |
| Health Care Affordability Account | 55,000,000 | 55,000,000 |
| Total by Fiscal Year | 57,700,000 | 55,200,000 |
| Total by Biennium | | 112,900,000 |

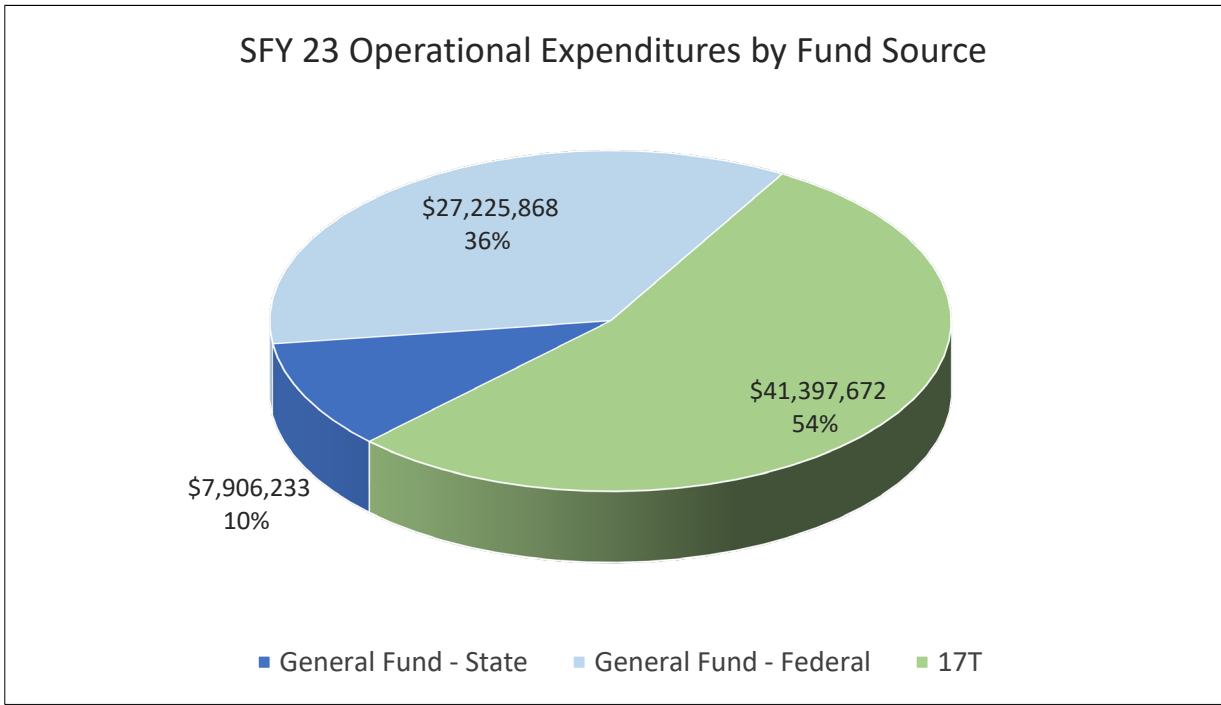
Beginning in fiscal year 2023, the Exchange received an annual appropriation of \$55 million to provide the state-based Cascade Care Savings program, a major step toward addressing health insurance affordability for eligible Washingtonians. More than 85,000 low-income Washingtonians are benefiting from Cascade Care Savings plans. This funding continues through the 2023-25 biennium.

The Exchange also received \$4.2 million to establish and implement a state sponsorship program for employees of licensed child care facilities to enroll in a qualified health plan through the 2023 plan year. This program began Fall 2021 and will end Dec. 31, 2023. It was successfully implemented with assistance from the Department of Children, Youth and Families and a community-based navigator lead organization. Many participating child care employees will continue to be eligible for Cascade Care Savings subsidies for 2024 and beyond.

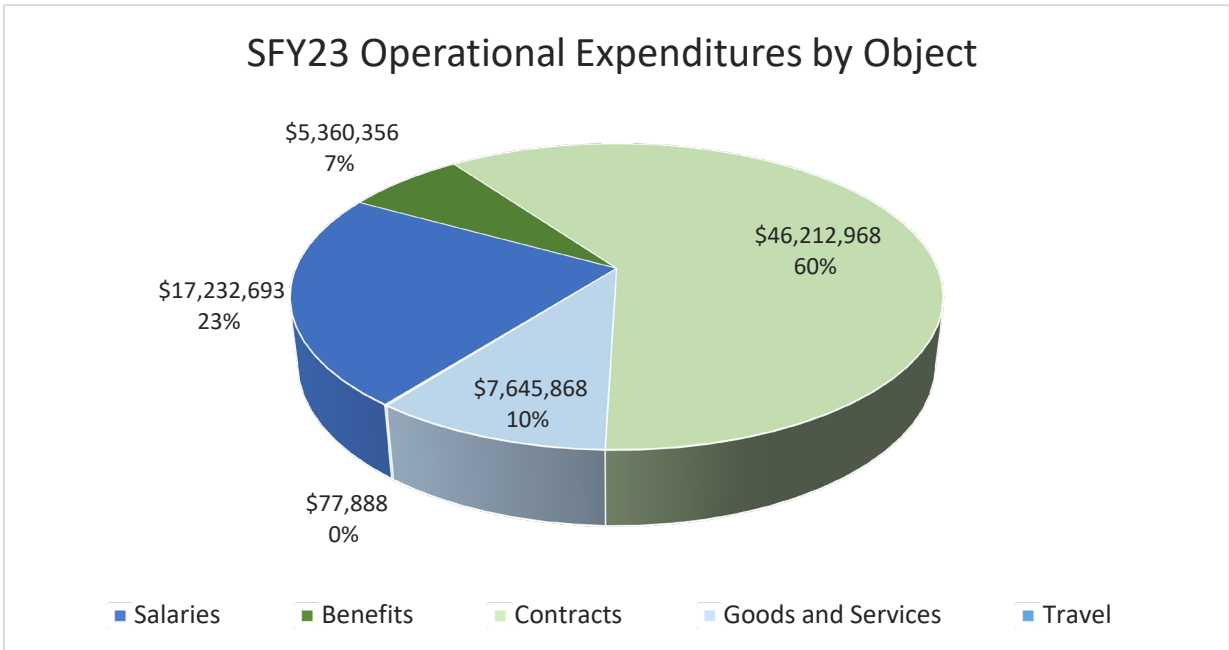
BUDGET

As the Exchange continues to implement and refine evolving programs for affordability and access to coverage, we also continue to strive for operational efficiencies, improved customer experience, and enhanced system performance and responsiveness.

Graph 1: State Fiscal Year 2023 Expenditures by Fund Source



Graph 2: State Fiscal Year 2023 Expenditures by Object



CALCULATION OF PER MEMBER PER MONTH VALUES

This report uses the enacted 2023-25 Exchange biennial budget for per member per month (PMPM) values. Enrollment numbers for qualified health plan enrollees are from the October 2023 Wakely enrollment forecast and the November 2023 Caseload Forecast Council (CFC) forecast for Medicaid projections.

The PMPM cost is calculated by dividing budgeted expenditures by the total number of enrollees per population served. Higher appropriations for state initiatives for SFY 2023 and SFY 2024, together with relatively stable enrollment projections, result in projected increases in combined PMPM values for each fiscal year of the current biennium.

Table 2: Calculation of Per Member Per Month for Total Budget

| | SFY 2023 | SFY 2024 | SFY 2025 | SFY 2026 | SFY 2027 |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|
| Total Budget | \$74,429,665 | \$77,189,000 | \$73,172,000 | \$74,881,000 | \$77,021,000 |
| QHP Budget | \$29,856,958 | \$27,662,427 | \$26,222,844 | \$26,835,303 | \$27,602,220 |
| Average Monthly QHP Enrollment | 203,851 | 227,852 | 213,563 | 195,215 | 178,607 |
| Average Monthly Medicaid Enrollment | 1,919,313 | 1,626,622 | 1,543,183 | 1,531,606 | 1,539,874 |
| QHP PMPM | \$12.21 | \$10.12 | \$10.23 | \$11.46 | \$12.88 |
| WAH PMPM | \$1.99 | \$2.15 | \$2.41 | \$2.59 | \$2.67 |
| Combined PMPM | \$3.00 | \$3.00 | \$3.31 | \$3.59 | \$3.73 |

Table 3: Per Member Per Month Projection by Cost Category

| Projected Wakely Actuarial and CFC Forecast | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|
| Enrollment | SFY 2023 | SFY 2024 | SFY 2025 | SFY 2026 | SFY 2027 |
| QHP Enrollment | 203,851 | 227,852 | 213,563 | 195,215 | 178,607 |
| Medicaid Enrollment | 1,864,899 | 1,919,313 | 1,626,622 | 1,543,183 | 1,531,606 |
| Total Enrollment | 1,678,305 | 1,663,085 | 1,840,185 | 1,738,398 | 1,710,213 |

| | SFY 2023 Budget | SFY 2024 Budget | SFY 2025 Budget | SFY 2026 Budget | SFY 2027 Budget |
|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Total Cost | \$ 74,429,665 | \$ 77,189,000 | \$ 73,172,000 | \$ 74,881,000 | \$ 77,021,000 |
| Annual | \$ 44.35 | \$ 46.41 | \$ 39.76 | \$ 43.07 | \$ 45.04 |
| Monthly | \$ 3.70 | \$ 3.87 | \$ 3.31 | \$ 3.59 | \$ 3.75 |
| Staff Costs | \$ 22,397,314 | \$ 25,508,036 | \$ 26,400,817 | \$ 27,324,846 | \$ 28,281,215 |
| Annual | \$ 13.35 | \$ 15.34 | \$ 14.35 | \$ 15.72 | \$ 16.54 |
| Monthly | \$ 1.11 | \$ 1.28 | \$ 1.20 | \$ 1.31 | \$ 1.38 |
| IT | \$ 31,279,665 | \$ 26,979,755 | \$ 26,455,399 | \$ 26,719,953 | \$ 27,521,552 |
| Annual | \$ 18.64 | \$ 16.22 | \$ 14.38 | \$ 15.37 | \$ 16.09 |
| Monthly | \$ 1.55 | \$ 1.35 | \$ 1.20 | \$ 1.28 | \$ 1.34 |
| Call Center | \$ 9,409,626 | \$ 10,937,522 | \$ 10,884,983 | \$ 10,667,283 | \$ 10,773,956 |
| Annual | \$ 5.61 | \$ 6.58 | \$ 5.92 | \$ 6.14 | \$ 6.30 |
| Monthly | \$ 0.47 | \$ 0.55 | \$ 0.49 | \$ 0.51 | \$ 0.52 |

Notes:

IT expenditure category represents total Information Technology spending less salaries and benefits.

QHP enrollment projections based on October 2023 Wakely Forecast.

Medicaid Enrollment projections based on November 2023 Caseload Forecast Council forecast through June 2025. Medicaid enrollment for SFY26 and SFY27 are projections based on CFC forecast trend.

PROGRESS ON STRATEGIES TO REDUCE COSTS

The Exchange's [2023 Annual Strategic Plan](#), previously submitted to the Legislature, includes a description of the progress made in during the 2023 calendar year. This report reflects the additional progress made in 2023 to improve customer service and reduce costs. Annually, the Exchange adjusts budget allocations across programs and services to ensure that resources continue to be used for the most strategic purposes. Since nearly 62% of the Exchange budget is contracted, considerable effort has been given to ensuring contracted resources provide competitive costs and high performance.

1. *Reprocure and manage contracts to sustain critical functions, secure stable costs over multiple biennia and enable more dynamic system response capability to changing market conditions.*

The Exchange continues efforts to modernize and streamline systems and software to mitigate cost growth in an inflationary economy. Efforts in 2023 will be continued in 2024 to reduce and eliminate dependencies on programs that have current or emerging alternatives that are more cost-effective. While these strategies are not expected to achieve cost reductions, they will help to contain cost increases while streamlining and improving services and outcomes.

With a more accommodating workforce market in technology, the Exchange is making progress in the current biennium by replacing expensive contracted resources with more cost-effective staff positions. During the peak of the technology talent market, the Exchange was not able to fill all positions with employees. This required short-term contracted staff. We are now able to reverse that trend in some contract areas, with the additional opportunity to retain expertise for longer, resulting in greater productivity and output over time.

2. *Manage and adjust call center management and oversight to meet increased demand and contain cost growth.*

The Exchange has taken steps to improve call center productivity and efficiency at the same time the Medicaid/Apple Health unwind has dramatically increased call volumes. Our call center contract contains a cap on cost levels, which is saving cost in the current year as actual call volumes have exceeded projections. Future re-procurement of the call center services in the coming years will be central to achieving sustainable, high quality and cost-effecting service for our customers and clients.

Further modifications to *Washington Healthplanfinder* will help customers who prefer self-service. While overall call volumes are up this year, improved self-

service capabilities have contained growth that would otherwise have occurred. Additional software and data analytics capability is continuing to improve customer support and help contain cost.

The Exchange and our call center vendor have implemented expanded chat functionality. Customer surveys indicate chat is well-received and is more convenient for many customers. The Exchange implemented new customer service benchmarks for chat services. Indications are that chat services have the effect of reducing call volumes for the more routine customer questions and services. The Exchange hopes to expand chat service capabilities in the coming year.

3. Improve Washington Healthplanfinder, Exchange corporate website and mobile customer tools to allow consumers greater ability to process applications without assistance from the call center.

Changes were made to improve the clarity and consistency of *Washington Healthplanfinder* enrollment screens to facilitate enrollment, especially with regard to enrollment during special enrollment periods and to newly available subsidies. The Exchange's corporate website and mobile applications were also further aligned with the same look and feel for a more consistent customer experience.

The Exchange observed continued high utilization of online customer support tools with about 100,000 enrollees receiving help selecting a plan through our Smart Planfinder decision support tool during the last open enrollment period, and tens-of-thousands of customers completing applications and uploading documents through WAPlanfinder mobile app.

4. Explore how partnerships with the state's Department of Enterprise Services (DES) and other state agencies could enhance the ability to leverage contracts and reduce costs.

The Exchange continues to use services from DES to procure the best price and service of software vendors. The Exchange also continues to use master contracts from DES to purchase as-needed technical staff and other services where master contracts provide lower costs.

5. The Exchange adjusts staffing to changing workloads and market forces.

With relatively stable staffing levels since 2019, the Exchange has continued to adapt to changing work needs, the Board's strategic plan and legislative priorities. For example, as software quality assurance needs increased, the Exchange added staff positions at a savings compared to contracted resources. The Exchange also streamlined administrative and financial practices, meeting expanded service needs under increasing business complexity with existing staff positions. Technology changes, such as the move to Cloud platforms and maturing agile software development processes, continue to result in shifting staffing patterns and changing mix of employees and contractors.

Table 4: State Fiscal Year 2022 Employees and Contractors by Month

| | FTEs | | | | | | | | | | | |
|-------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | July | August | September | October | November | December | January | February | March | April | May | June |
| Communications | 25.0 | 24.0 | 24.0 | 24.0 | 26.0 | 27.0 | 27.0 | 25.0 | 24.0 | 24.0 | 24.0 | 24.0 |
| Executive | 4.5 | 4.5 | 8.5 | 8.5 | 8.5 | 8.5 | 8.5 | 8.5 | 8.5 | 8.5 | 7.5 | 7.5 |
| Finance | 19.0 | 19.0 | 16.0 | 16.0 | 15.0 | 14.0 | 14.0 | 14.0 | 14.0 | 14.0 | 14.0 | 13.0 |
| IT | 47.0 | 48.0 | 51.0 | 51.0 | 50.0 | 50.0 | 53.0 | 52.0 | 53.0 | 55.0 | 57.0 | 56.0 |
| Office of Strategy and Policy | 16.0 | 17.0 | 17.0 | 16.0 | 16.0 | 16.0 | 15.0 | 16.0 | 17.0 | 17.0 | 17.0 | 17.0 |
| Operations | 52.0 | 52.0 | 51.0 | 53.0 | 55.0 | 56.0 | 56.0 | 54.0 | 55.0 | 55.0 | 55.0 | 57.0 |
| Total | 163.5 | 164.5 | 167.5 | 168.5 | 170.5 | 171.5 | 173.5 | 169.5 | 171.5 | 173.5 | 174.5 | 174.5 |

| | Contractors | | | | | | | | | | | |
|-------------------------------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | July | August | September | October | November | December | January | February | March | April | May | June |
| Communications | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Executive | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Finance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| IT | 14 | 15 | 20 | 24 | 21 | 24 | 23 | 23 | 22 | 21 | 21 | 21 |
| Office of Strategy and Policy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Operations | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Total | 16 | 17 | 22 | 26 | 23 | 26 | 25 | 25 | 24 | 23 | 23 | 23 |

| | | | | | | | | | | | | |
|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Total | 179.5 | 181.5 | 189.5 | 194.5 | 193.5 | 197.5 | 198.5 | 194.5 | 195.5 | 196.5 | 197.5 | 197.5 |
|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|

6. *Expand inter-agency work teams and staff cross training to improve efficiency and effectiveness.*

The Exchange actively participates with Washington State Health and Human Services agencies IT Coalition. The Enterprise Governance structure facilitates improved communications, problem resolution, and interagency cooperation to ensure public resources are maximized, and services are maintained and improved. To meet customer needs and implement Cascade Care, immigrant health coverage expansions, and other eligibility changes, in addition to the Medicaid/Apple Health redeterminations, the Exchange increased its collaboration with the Health Care Authority and other state agencies. These partnerships are critical to continuing and expanding access to services for Washingtonians.

7. *Continue to examine business processes to prevent duplication and increase efficiency.*

The Exchange's agile initiatives continue to streamline how IT system projects are prioritized, built and implemented. Agile is expediting technology improvements, while reducing risks and improving *Washington Healthplanfinder's* user experience. The Exchange is doing this while other major initiatives — such as enhanced federal tax credits, special enrollment periods, Cascade Care Savings, 1332 Waiver implementation and Medicaid/Apple Health redeterminations — were launched over the past one to three years. We have increased the maturity of agile development and integrated agile tools and processes more broadly at the Exchange.

The Exchange also upgraded aging hardware and continues to convert from the Microsoft Azure government cloud to the commercial cloud — full software and

framework upgrade to reduce asset vulnerabilities, reduce redundant software, and introduce new security measures to maximize data integrity and information privacy.

The Exchange continues to further modernize and modularize *Washington Healthplanfinder*. Even while undertaking new product and system enhancements to implement new state programs. It is critical for the Exchange to keep its systems modern, reduce technical debt and expand innovation. We are looking to build continuous modernization and backlog reduction into an ongoing and sustainable part of our maturing operations.

8. Expand customer assistance and outreach conducted by navigators and brokers.

This year, the Exchange continued to provide valuable community-based resources by activating 10 full-service enrollment centers offering in-person, over the phone, or teleconference assistance to customers signing up for health and dental coverage through *Washington Healthplanfinder* during open enrollment. This year, the Exchange put particular emphasis on education and outreach efforts in local communities with the state's expansion of financial assistance eligibility to populations who have been excluded from federal assistance. We have expanded local partnerships and gained valuable information and experience in working with communities with high levels of uninsured.

Additionally, the Exchange continued outreach-related metrics into the contracts for the seven organizations providing statewide navigator services. By directing each contracted organization to submit reports detailing planned and completed outreach activities and events, the Exchange aims to ensure outreach resulted in Washingtonians accessing assistance throughout the enrollment process. The Exchange has learned of the creative ways in which navigators continue to assist enrollment at directly at clinics, pharmacies and grocery stores.

9. Enhance customer communications and touch points on key messages to maintain and expand enrollment, particularly as Medicaid/Apple Health redeterminations complicated continued coverage for so many clients.

The Exchange continued to grow its direct email outreach to new and existing clients throughout the year. The complexity of the Medicaid/Apple Health redetermination schedule and processes resulted in dramatic increases in specialized mailing and emails to customers who had engaged with the Exchange for enrollment. The Exchange saw a very high response rate on these communications. This is all in addition to expanded community outreach and customer support center efforts. This has resulted in re-enrollment of nearly a million Washingtonians in Apple Health while preliminary open enrollment for 2024 coverage in the QHP/QDP markets are at record levels.

10. Continue strong financial management practices and stewardship of resources.

The Exchange engaged an independent, certified public accounting firm to perform its annual financial audit. The Exchange again had no audit findings or reportable weaknesses for its audit for the fiscal year ended June 30, 2023. The Exchange continues to strengthen financial policies to ensure transparency and stewardship over organizational assets and effective management of resources

ADDENDUM A

Washington Health Benefit Exchange Statement of Net Position - June 30, 2023

ASSETS

Current assets

| | |
|--|-------------------|
| Cash and cash equivalents | \$ 15,464,728 |
| Medicaid program cost reimbursement receivable | 2,197,687 |
| Accounts receivable | 2,727,027 |
| Prepaid expenses | <u>3,547,441</u> |
| Total current assets | <u>23,936,883</u> |

Noncurrent assets

| | |
|-------------------------|-------------------|
| Prepaid expenses | 14,139 |
| Pension asset | 1,823,285 |
| Subscription assets | 2,039,208 |
| Capital assets | <u>26,206,688</u> |
| Total noncurrent assets | <u>30,083,320</u> |
| Total assets | <u>54,020,203</u> |

DEFERRED OUTFLOWS OF RESOURCES

| | |
|--|------------------|
| Deferred outflows of resources - pension | 5,411,077 |
| Deferred outflows of resources - OPEB | <u>477,225</u> |
| Total deferred outflows of resources | <u>5,888,302</u> |

LIABILITIES

Current liabilities

| | |
|---|-------------------|
| Accounts payable and accrued expenses | 8,466,896 |
| Unearned revenue | 14,360,053 |
| Current portion of lease liabilities | 15,009 |
| Current portion of subscription liabilities | 964,385 |
| Payroll liabilities | <u>1,543,267</u> |
| Total current liabilities | 25,349,610 |
| Lease liabilities, excluding current portion | 56,689 |
| Subscription liabilities, excluding current portion | 638,215 |
| Net other postemployment benefits (OPEB) liability | 1,625,651 |
| Long-term unearned revenue | <u>118,173</u> |
| Total liabilities | <u>27,788,338</u> |

DEFERRED INFLOWS OF RESOURCES

| | |
|---|------------------|
| Deferred inflows of resources - pension | 4,440,098 |
| Deferred inflows of resources - OPEB | <u>1,239,790</u> |
| Deferred inflows of resources | <u>5,679,888</u> |

NET POSITION

Net position

| | |
|--------------------------------|----------------------|
| Net invested in capital assets | 25,333,266 |
| Unrestricted net position | <u>1,107,013</u> |
| Total net position | <u>\$ 26,440,279</u> |

ADDENDUM B

Exchange Contracts in Effect 2022

| Contract # | Company | Start | End | Description | Additional Value | Total Contract Value | Changes | Change Made In |
|------------|-----------------------|---------|----------|--|------------------|----------------------|---|----------------|
| MLA-513 | Microsoft | 2/1/22 | 1/31/23 | Unified Support Services | | \$281,163 | New contract | January |
| IAA-001 | Health Care Authority | 5/17/17 | 6/30/23 | Cooperative Agreement and SLAs | \$199,000 | \$199,000 | Add new Schedule J - Quality Assurance Services | January |
| MLA-179 | Edifecs | 3/13/15 | 6/30/23 | Master License and Service Agreement | \$12,061 | \$5,061,096 | Additional Members for Health Insurance Exchange Solution (Additional Block of 5,000 Members) | January |
| SLA-514 | Quadient | 5/29/22 | 5/28/25 | Neopost IS280 Postage Meter & Maintenance | | \$1,476 | New contract | February |
| OMN-515 | Insight Public Sector | 2/3/22 | 4/30/23 | Technology Products, Services, Solutions and Related Products and Services (OMNIA #4400006644) | | \$0 | New contract | February |
| HBE-516 | Accenture | 2/23/22 | 12/31/22 | Agile Training and Consultation Services | | \$249,999 | New contract | February |
| HBE-460 | Deloitte | 4/8/20 | 6/30/25 | System Integrator Services | \$183,300 | \$66,107,388 | Increase NTE Amend Schedule 1 Sections 1 and 2 | February |
| MLA-513 | Microsoft | 2/1/22 | 1/31/23 | Unified Support Services | \$85,866 | \$367,029 | Advanced Support Add On-2022-23 | February |
| HBE-451 | COOLSOFT, LLC | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Priyanka Gandla (Network Engineer - Expert) | February |
| HBE-446 | 4 Consulting | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,247,444 | Ramya Gundala (Technology Solution Support - One Level - New Title) | February |

ADDENDUM B

Exchange Contracts in Effect 2022

| | | | | | | | | |
|---------|---|---------|---------|--|-----------|--------------|--|-------|
| DES-267 | Pacific Office Automation | 10/1/22 | 9/30/27 | Copiers and Managed Print Services (DES Contract #06619) | | \$142,989 | New contract | March |
| HBE-460 | Deloitte | 4/8/20 | 6/30/25 | System Integrator Services | \$478,320 | \$66,585,708 | Increase NTE, Amend Schedule 1 - Sections 1 and 2A | March |
| HBE-338 | Quest Analytics (formerly BetterDoctor) | 5/10/17 | 6/30/23 | Provider Directory | \$338,247 | \$1,890,077 | Extend period of performance and add funds | March |
| HBE-501 | Health Management Associates, Inc. | 9/1/21 | 6/30/23 | State Based Exchange Policy Consulting Services | \$0 | \$249,999 | To provide stakeholder support services in support of WAHBE's 1332 waiver stakeholder process and to provide policy research and strategy services in support of WAHBE's Cascade Care vision and standard plan direction | March |
| HBE-434 | Yakima Neighborhood Health Services | 7/1/19 | 6/30/24 | Lead Navigator Organization and Enrollment Center Services | \$430,000 | \$1,244,889 | Extend period of performance, add funds, add new language, and replace Exhibit I | April |
| HBE-429 | Peninsula Community Health Services | 7/1/19 | 6/30/24 | Lead Navigator Organization Services | \$110,000 | \$288,889 | Extend period of performance, add funds, add new language, and replace Exhibit I | April |
| HBE-468 | American Custodial, Inc | 8/23/21 | 6/30/23 | Janitorial Services | \$60,000 | \$120,000 | Extend period of performance, add funds, and add new language | April |
| HBE-427 | Better Health Together | 7/1/19 | 6/30/24 | Lead Navigator Organization and Enrollment Center Services | \$603,913 | \$1,781,671 | Extend period of performance, add funds, add new language, and replace Exhibit I | April |
| IAA-392 | HCA (OHSU Services Agreement) | 6/18/18 | 6/30/23 | WA-APCD Data Sharing Agreement and Licenses | \$0 | \$45,506 | Renewal of WA-APCD Analytic Enclave annual subscription of 4 site licenses | April |

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|---------|------------------------------------|--------|---------|--|-----------|--------------|--|-------|
| HBE-501 | Health Management Associates, Inc. | 9/1/21 | 6/30/23 | State Based Exchange Policy Consulting Services | \$0 | \$249,999 | Amend List of authorized project titles and rates | April |
| HBE-460 | Deloitte | 4/8/20 | 6/30/25 | System Integrator Services | \$444,720 | \$67,030,428 | Increase NTE Amend Schedule 1 Sections 1 and 2 | April |
| HBE-482 | FND Insurance | 7/1/21 | 6/30/25 | Enrollment Center Services | \$45,000 | \$60,000 | Extend period of performance, add funds, add new language, and incorporate new annual budget | April |
| HBE-433 | Wenatchee Valley Hospital | 7/1/19 | 6/30/24 | Lead Navigator Organization Services | \$312,000 | \$798,889 | Extend period of performance, add funds, add new language, and replace Exhibit I | April |
| HBE-484 | Health Insurance Solutions NW | 7/1/21 | 6/30/25 | Enrollment Center Services | \$45,000 | \$60,000 | Extend period of performance, add funds, add new language, and incorporate new annual budget | April |
| HBE-481 | Financial Designs | 7/1/21 | 6/30/25 | Enrollment Center Services | \$33,000 | \$46,400 | Extend period of performance, add funds, add new language, and incorporate new annual budget | April |
| HBE-486 | Suzie Health Solutions | 7/1/21 | 6/30/25 | Enrollment Center Services | \$45,000 | \$62,250 | Extend period of performance, add funds, add new language, and incorporate new annual budget | April |
| IAA-390 | Iron Mark Law Group (thru AAG) | 7/1/18 | 4/30/24 | Trademark Legal Services | \$10,095 | \$31,095 | Extend POP and Increase Max. Compensation | April |
| HBE-449 | COGENT Infotech | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,888,000 | Siddhartha Mulampalli (BSA2-Senior) | April |
| DES-255 | Carahsoft | 1/3/20 | 9/15/26 | Cloud Solutions (DES Contract #05116) | \$0 | \$229,787 | Fiscal Note | April |
| HBE-501 | Health Management | 9/1/21 | 6/30/23 | State Based Exchange Policy | \$0 | \$249,999 | Amend authorized project staff list | April |

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Exchange Contracts in Effect 2022

| | Associates, Inc. | | | Consulting Services | | | | |
|---------|-------------------------------------|---------|---------|--|-------------|-------------|--|-----|
| DES-268 | Right! Systems | 5/2/22 | 9/15/26 | Cloud Solutions (DES Contract #05116) | | \$0 | New contract | May |
| HBE-520 | Quinn Thomas | 6/1/22 | 6/30/23 | Strategic Partner for Advertising, Marketing, and Communications | | \$1,100,000 | New contract | May |
| HBE-479 | Advisor Health Benefits Group | 7/1/21 | 6/30/25 | Enrollment Center Services | \$45,000 | \$60,000 | Extend period of performance, add funds, add new language, and incorporate new annual budget | May |
| HBE-415 | Korean Womens Association | 7/1/19 | 6/30/24 | Navigator Organization | \$150,000 | \$388,889 | Extend period of performance, add funds, add new language, and replace Exhibit G | May |
| HBE-430 | Public Health Seattle & King County | 7/1/19 | 6/30/24 | Lead Navigator Organization and Enrollment Center Services | \$1,262,000 | \$3,434,889 | Extend period of performance, add funds, add new language, and replace Exhibit I | May |
| HBE-432 | Tri Cities Community Health | 7/2/19 | 6/30/24 | Lead Navigator Organization Services | \$222,000 | \$573,889 | Extend period of performance, add funds, add new language, and replace Exhibit I | May |
| HBE-485 | Rice Insurance | 7/1/21 | 6/30/25 | Enrollment Center Services | \$45,000 | \$60,000 | Extend period of performance, add funds, add new language, and incorporate new annual budget | May |
| HBE-431 | Sea Mar Community Health Centers | 7/15/19 | 6/30/24 | Lead Navigator Organization Services | \$1,596,000 | \$4,161,889 | Extend period of performance, add funds, add new language, and replace Exhibit I | May |
| HBE-480 | Applied Team Insurance | 7/1/21 | 6/30/25 | Enrollment Center Services | \$45,000 | \$60,000 | Extend period of performance, add funds, add new language, and incorporate new annual budget | May |
| SLA-439 | Wipfli | 7/16/19 | 7/15/23 | PositivePay for Intacct (Subscription) | \$1,313 | \$5,250 | PositivePay Renewal | May |

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Exchange Contracts in Effect 2022

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|---------|-------------------------------------|---------|---------|--|-----------|-------------|---|-----|
| HBE-434 | Yakima Neighborhood Health Services | 7/1/19 | 6/30/24 | Lead Navigator Organization and Enrollment Center Services | \$8,000 | \$1,252,889 | Add SOW and Funds for Waiver 1332 Listening Session | May |
| HBE-433 | Wenatchee Valley Hospital | 7/1/19 | 6/30/24 | Lead Navigator Organization Services | \$8,000 | \$806,889 | Add SOW and Funds for Waiver 1332 Listening Session | May |
| HBE-432 | Tri Cities Community Health | 7/2/19 | 6/30/24 | Lead Navigator Organization Services | \$8,000 | \$581,889 | Add SOW and Funds for Waiver 1332 Listening Session | May |
| OMN-463 | ADP | 5/11/20 | 6/25/24 | Payroll and Human Resources management system and related services (OMNIA Contract #R191302) | \$205,048 | \$358,946 | Comprehensive Services 2 Year Price Lock | May |
| HBE-431 | Sea Mar Community Health Centers | 7/15/19 | 6/30/24 | Lead Navigator Organization Services | \$8,000 | \$4,169,889 | Add SOW and Funds for Waiver 1332 Listening Session | May |
| DES-268 | Right! Systems | 5/2/22 | 9/15/26 | Cloud Solutions (DES Contract #05116) | \$0 | \$277,852 | Verkada | May |
| HBE-446 | 4 Consulting | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,247,444 | Venkateswara Challa (UAT Analyst - Senior) | May |
| DES-263 | Right! Systems | 6/1/20 | 9/30/26 | Data Communications (DES Contract #05819) | \$0 | \$645,022 | Meraki Enterprise License and Support | May |
| DES-263 | Right! Systems | 6/1/20 | 9/30/26 | Data Communications (DES Contract #05819) | \$0 | \$645,022 | Palo Alto GlobalProtect | May |

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Exchange Contracts in Effect 2022

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| HBE-472 | The N.A.T.I.V.E. Project | 2/12/21 | 12/31/22 | Tribal Enhanced User Services | \$0 | \$0 | Extend period of performance | June |
| HBE-460 | Deloitte | 4/8/20 | 6/30/25 | System Integrator Services | \$412,700 | \$67,443,128 | Increase NTE. Amend Schedule 1 Sections 1 and 2 | June |
| HBE-456 | Milestone | 10/1/20 | 6/30/24 | Information Technology and Professional Services | \$2,184,556 | \$3,111,916 | Extend term, add funds, revise maximum resource rates, amend other select terms | June |
| HBE-458 | SoftHQ | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$2,592,000 | Extend term, revise maximum resource rates, amend other select terms | June |
| HBE-459 | V Group Inc. | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,296,000 | Extend term, revise maximum resource rates, amend other select terms | June |
| HBE-448 | Bourntec Solutions | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,512,000 | Extend term, revise maximum resource rates, amend other select terms | June |
| HBE-453 | E-Solutions | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$216,000 | Extend term, revise maximum resource rates, amend other select terms | June |
| HBE-455 | Infojini | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Extend term, revise maximum resource rates, amend other select terms | June |
| HBE-452 | Elegant Solutions | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$432,000 | Extend term, revise maximum resource rates, amend other select terms | June |
| HBE-446 | 4 Consulting | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$815,444 | \$1,247,444 | Extend term, add available funding, revise maximum resource rates, amend other select terms | June |

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Exchange Contracts in Effect 2022

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|---------|-------------------------------------|----------|---------|--|-----------|-------------|--|------|
| HBE-451 | COOLSOFT, LLC | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Extend term, revise maximum resource rates, amend other select terms | June |
| HBE-449 | COGENT Infotech | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,888,000 | Extend term, revise maximum resource rates, amend other select terms | June |
| HBE-457 | Rose International | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,296,000 | Extend term, revise maximum resource rates, amend other select terms | June |
| HBE-447 | 22nd Century Technologies | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$864,000 | Extend term, revise maximum resource rates, amend other select terms | June |
| HBE-337 | GetInsured | 5/12/17 | 6/30/23 | Consumer decision support tool for QHP shopping on HPF | \$437,091 | \$2,766,371 | Extend current term and final contract end date, and Increase Max. Compensation | June |
| MLA-179 | Edifecs | 3/13/15 | 6/30/23 | Master License and Service Agreement | \$173,568 | \$5,234,664 | HIX Solution Annual Licenses (20 internal named users 13 trading partners 200000 members) plus SpecBuilder Healthcare Edition annual license (1) | June |
| HBE-512 | Compensation Connections LLC | 12/13/21 | 6/30/23 | Full-Service Compensation Consulting | \$0 | \$230,000 | Update deliverable 2 (Assessment Review) due date and add language | June |
| HBE-337 | GetInsured | 5/12/17 | 6/30/23 | Consumer decision support tool for QHP shopping on HPF | \$35,400 | \$2,801,771 | Add compensation for 3 formulary updates to be provided between 7/1/22 and 6/30/23 | June |
| HBE-434 | Yakima Neighborhood Health Services | 7/1/19 | 6/30/24 | Lead Navigator Organization and Enrollment Center Services | \$269,000 | \$1,521,889 | Pass-thru funds from Leg. for ESSB 5092 214 (6) | June |

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Exchange Contracts in Effect 2022

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|---------|-----------------------|---------|----------|--|-----|-------------|---|------|
| OMN-469 | DLT Solutions | 2/25/21 | 11/30/23 | Oracle Products and Services | \$0 | \$1,891,540 | Oracle Software Licenses for HPF | June |
| HBE-452 | Elegant Solutions | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$432,000 | Mounika Jamalpur (Test Automation Developer (TAD) – EDI) | June |
| DES-240 | DLT Solutions | 7/1/18 | 9/15/26 | Cloud Solutions (DES Contract #05116) | \$0 | \$192,929 | LMS365 Cloud Users Annual License (Qty: 3600) and 3400 user subscription to Care Plus Program (support) | June |
| OMN-515 | Insight Public Sector | 2/3/22 | 4/30/23 | Technology Products, Services, Solutions and Related Products and Services (OMNIA #4400006644) | \$0 | \$4,026 | ViewSonic Monitors (qty: 30) | June |
| HBE-500 | ACUMEN, LLC | 9/1/21 | 6/30/23 | State Based Exchange Policy Consulting Services | \$0 | \$249,999 | Standardized Benefit Plan Design | June |
| HBE-455 | Infojini | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Extend Vonn Waterman (System Engineer - Expert) | June |
| HBE-459 | V Group Inc. | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,296,000 | Extend Hari Karkal (DWDQA) | June |
| HBE-458 | SoftHQ | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$2,592,000 | Extend Digant Patel (ITPM) | June |
| HBE-456 | Milestone | 10/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,111,916 | Extend Jacques Michel (Software Developer - Expert) | June |

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Exchange Contracts in Effect 2022

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|---------|-----------------|---------|---------|--|-----|-------------|---|------|
| HBE-456 | Milestone | 10/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,111,916 | Extend Don Cotey (Software Developer - Expert) | June |
| HBE-446 | 4 Consulting | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,247,444 | Extend Anup Paudel (UAT Analyst - Expert) | June |
| HBE-446 | 4 Consulting | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,247,444 | Extend Ramya Gundala (Technology Solutions Support) | June |
| HBE-449 | COGENT Infotech | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,888,000 | Extend Mohammed Moizuddin (UAT Analyst - Expert) | June |
| HBE-449 | COGENT Infotech | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,888,000 | Extend Shab Singh (UAT Analyst - Expert) | June |
| HBE-449 | COGENT Infotech | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,888,000 | Extend Siddhartha Mulampalli (BSA2- Senior) | June |
| HBE-451 | COOLSOFT, LLC | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Extend Murali Karlapudi (Power BI Developer) | June |
| HBE-451 | COOLSOFT, LLC | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Extend Priyanka Gandla (Network Engineer - Expert) | June |
| HBE-458 | SoftHQ | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$2,592,000 | Increase ITPM Resource hourly rate to \$100 and add funds to cover difference | June |

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|---------|---|---------|----------|--|-----------|--------------|---|------|
| HBE-521 | Kimble & Associates, LLC | 7/25/22 | 12/31/22 | Privacy Practices Assessment | | \$69,800 | New contract | July |
| HBE-525 | DevCare Solutions Ltd | 7/29/22 | 7/28/23 | IT Search and Recruiting Services | | \$68,500 | New contract | July |
| MLA-467 | Zendesk | 7/26/20 | 7/25/23 | Support Ticketing Software Subscription | \$150,762 | \$447,116 | Service Order / Subscription Renewal | July |
| HBE-460 | Deloitte | 4/8/20 | 6/30/25 | System Integrator Services | \$168,480 | \$68,498,288 | Increase NTE. Amend Schedule 1 Sections 1 and 2, and Attachment 4 (IRS) | July |
| MLA-437 | Sage Intacct | 7/18/19 | 7/17/23 | Intacct Licensing and Support | \$174,292 | \$656,970 | Intacct Licensing and Support Renewal | July |
| HBE-516 | Accenture | 2/23/22 | 12/31/22 | Agile Training and Consultation Services | \$0 | \$249,999 | Update deliverable due dates and add language | July |
| IAA-492 | Ryan, Swanson, & Cleveland, PLLC (thru ATG) | 7/1/21 | 6/30/24 | Special AAG Services - Immigration | \$0 | \$150,000 | Amend Section 2 and 5 - update list of authorized professionals and AGO contact information | July |
| HBE-520 | Quinn Thomas | 6/1/22 | 6/30/23 | Strategic Partner for Advertising, Marketing, and Communications | \$145,000 | \$1,245,000 | Add funding and incorporate new Statement of Work for OE10 Hispanic Marketing Sub Campaign | July |
| HBE-377 | KP LLC | 1/1/18 | 6/30/23 | Correspondence Printing and Mailing Services | \$0 | \$14,000,000 | Revise pricing and adjustment language, change WAHBE Contract Manager, and update authorized services and price list (13% price increase) | July |
| HBE-457 | Rose International | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,296,000 | Add resource title - Technology Solutions Support | July |
| HBE-464 | Cline Consulting | 5/1/20 | 6/30/23 | Organizational Consulting Services | \$0 | \$249,999 | Extend period of performance and revise rates/costs | July |

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|---------|----------------------------------|---------|---------|--|---------|-------------|---|--------|
| IAA-392 | HCA (OHSU Services Agreement) | 6/18/18 | 6/30/23 | WA-APCD Data Sharing Agreement and Licenses | \$5,250 | \$50,756 | Add RAND users and funds for OHSU revised data file (2018 - 2021) | July |
| HBE-455 | Infojini | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Torrance Barnum (Database Administrator - Journey) | July |
| HBE-500 | ACUMEN, LLC | 9/1/21 | 6/30/23 | State Based Exchange Policy Consulting Services | \$0 | \$249,999 | Incorporate a new resource at no additional cost | July |
| HBE-446 | 4 Consulting | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,247,444 | Extend Venkateswara Challa (UAT Analyst - Senior) | July |
| HBE-529 | Talent Advisory Group, LLC | 8/1/22 | 7/31/23 | IT Search and Recruiting Services | | \$85,500 | New contract | August |
| HBE-526 | Infojini | 8/2/22 | 8/1/23 | IT Search and Recruiting Services | | \$79,500 | New contract | August |
| HBE-528 | Stellar IT Solutions | 8/8/22 | 8/7/23 | IT Search and Recruiting Services | | \$45,500 | New contract | August |
| HBE-530 | Motus Recruiting & Staffing, Inc | 8/8/22 | 2/8/23 | Executive Officer Recruiting Services | | \$74,774 | New contract | August |
| HBE-527 | Sophus IT Solutions, LLC | 8/3/22 | 8/2/23 | IT Search and Recruiting Services | | \$27,500 | New contract | August |
| SLA-532 | Gallup, Inc. | 8/16/22 | 8/15/25 | Gallup & CliftonStrengths Subscription | | \$32,201 | New contract | August |
| MLA-535 | NCQA | 8/16/22 | 8/15/23 | Quality Compass Data Extract License | | \$5,744 | New contract | August |

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|---------|---|---------|----------|---|----------|-------------|---|--------|
| IAA-531 | DSHS | 8/25/22 | 8/31/23 | Health Agency Customer Overlap Data Sharing Agreement | | \$0 | New contract | August |
| MLA-523 | Regents of the University of California | 8/18/22 | 8/17/25 | Copyright License Agreement for Chronic Illness and Disability Payment System and Medicaid Rx Model | | \$1,000 | New contract | August |
| DES-269 | Ogden Murphy Wallace, P.L.L.C. | 8/29/22 | 12/15/22 | Personnel Investigator Services (DES Contract #07821) | | \$50,000 | New contract | August |
| MLA-363 | Atlassian | 8/1/17 | 9/10/23 | JIRA Software (Cloud) + JIRA Software (Server) annual licensing | \$75,946 | \$248,137 | Renewals for Draw.io Diagrams for Confluence Cloud for 300 Users, Confluence (Cloud) Premium 300 Users, Jira Software (Cloud) Premium 300 Users, and Zephyr Scale - Test Management for Jira Cloud for Jira Work Management (Cloud) 300 Users | August |
| MLA-363 | Atlassian | 8/1/17 | 9/10/23 | JIRA Software (Cloud) + JIRA Software (Server) annual licensing | \$7,658 | \$255,795 | Renewal for Atlassian Access (Cloud) 200 Users | August |
| HBE-447 | 22nd Century Technologies | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$864,000 | Add resource title - Software Developer in Test (SDET) | August |
| HBE-457 | Rose International | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,296,000 | Added Resource Title- Software Developer in Test | August |
| HBE-458 | SoftHQ | 3/1/20 | 6/30/24 | Information Technology and | \$0 | \$2,592,000 | Added Resource Title- Software Developer in Test | August |

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| | | | | Professional Services | | | | |
| HBE-455 | Infojini | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Added Resource Title- Software Developer in Test | August |
| HBE-452 | Elegant Solutions | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$432,000 | Added Resource Title- Software Developer in Test | August |
| OMN-494 | Insight Public Sector | 7/22/21 | 7/21/23 | Technology Products Services Solutions and Related Products and Services (OMNIA Contract #4400006644) | \$198,968 | \$386,882 | Renewal for UserZoom Professional Workgroup and EnjoyHQ Scale Subscription | August |
| HBE-459 | V Group Inc. | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,296,000 | Added Resource Title- Software Developer in Test | August |
| HBE-453 | E-Solutions | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$216,000 | Added Resource Title- Software Developer in Test | August |
| HBE-460 | Deloitte | 4/8/20 | 6/30/25 | System Integrator Services | \$329,400 | \$68,827,688 | Increase NTE Amend Schedule 1 Sections 1 and 2 | August |
| SLA-532 | Gallup, Inc. | 8/16/22 | 8/15/25 | Gallup & CliftonStrengths Subscription | \$2,500 | \$34,701 | Manager Results session | August |
| HBE-425 | Wakely Consulting Group | 6/11/19 | 6/30/24 | Enrollment Projections and Standardized Benefit Plan Design Services | \$450,380 | \$1,375,716 | Extend period of performance, add funds, add SOW 8 (Standardized Benefit Plan Designs, Enrollment Projections, State Subsidy Calculations, and ACA Section 1332 Waiver Actuarial Support) | August |

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|---------|---|---------|----------|---|-----|-------------|---|-----------|
| HBE-455 | Infojini | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Rakesh Reddy Pogalla (Security Engineer-Expert) | August |
| HBE-447 | 22nd Century Technologies | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$864,000 | Ammar Ammari (Software Developer in Test) | August |
| HBE-446 | 4 Consulting | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,247,444 | Marcella Caro (Risk Management Analyst) | August |
| HBE-458 | SoftHQ | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$2,592,000 | Saketh Reddy (Network Engineer - Expert) | August |
| DES-270 | SHI | 10/1/22 | 9/30/25 | Cloud Solutions (DES Contract #05116) | | \$6,620,179 | New contract | September |
| HBE-536 | T.A.S. | 9/16/22 | 1/31/24 | Immigrant Health Implementation Project Management | | \$99,900 | New contract | September |
| IAA-539 | Kaiser Permanente | 10/1/22 | 3/31/23 | Full Time Enrollment Analyst (Temporary) | | \$43,000 | New contract | September |
| DES-271 | SHI | 10/1/22 | 12/31/22 | NASPO ValuePoint Software VAR (DES Contract #06016) | | \$0 | New contract | September |
| HBE-537 | Latino Community Fund of Washington State | 10/1/22 | 1/31/23 | Immigrant Community Health Landscape Scan | | \$80,164 | New contract | September |

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|---------|--------------------------------|---------|---------|---|--------------|--------------|---|-----------|
| HBE-411 | TTEC Government Solutions, LLC | 4/1/19 | 6/30/27 | Call Center Services | \$52,915,633 | \$84,362,859 | Extend period of performance, add funding, update language, update contact information, replace schedule 1, schedule 2, and schedule 6. | September |
| OMN-494 | Insight Public Sector | 7/22/21 | 7/21/23 | Technology Products Services Solutions and Related Products and Services (OMNIA Contract #4400006644) | \$187,603 | \$574,485 | UserZoom Unlimited Full Service Research | September |
| HBE-460 | Deloitte | 4/8/20 | 6/30/25 | System Integrator Services | \$398,400 | \$69,226,088 | Increase NTE and modify Section 1, Section 2.A, 2.B, and modify Exhibit D | September |
| OMN-475 | Insight Public Sector | 4/2/21 | 3/31/24 | Cobblestone Contract & Procurement Software | \$1,093 | \$348,471 | Cobblestone contract management application configuration-remote web up to 6 work sessions-system configuration hours. | September |
| MLA-437 | Sage Intacct | 7/18/19 | 7/17/23 | Intacct Licensing and Support | \$21,880 | \$678,850 | Upgrade level of service to Bronze level | September |
| MLA-179 | Edifecs | 3/13/15 | 6/30/23 | Master License and Service Agreement | \$126,900 | \$5,361,564 | HIX implementation and consulting services for one offshore resource | September |
| HBE-520 | Quinn Thomas | 6/1/22 | 6/30/23 | Strategic Partner for Advertising, Marketing, and Communications | \$600,000 | \$1,845,000 | Add funding and incorporate new statement of work for Cascade Care Marketing | September |
| HBE-460 | Deloitte | 4/8/20 | 6/30/25 | System Integrator Services | \$465,600 | \$69,691,688 | Increase NTE and amend schedule 1 sections 1, 2.A., 2.B., and 3. | September |
| DES-263 | Right! Systems | 6/1/20 | 9/30/26 | Data Communications (DES Contract #05819) | \$0 | \$645,022 | Palo Alto Renewal | September |
| HBE-457 | Rose International | 3/1/20 | 6/30/24 | Information Technology and | \$0 | \$1,296,000 | Anil Appala (Technology Solutions Support) | September |

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Exchange Contracts in Effect 2022

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| | | | | Professional Services | | | | |
| HBE-464 | Cline Consulting | 5/1/20 | 6/30/23 | Organizational Consulting Services | \$0 | \$249,999 | Executive Coaching for Chief Information Officer | September |
| HBE-449 | COGENT Infotech | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,888,000 | Karthikeyan Gunaseelan (Software Developer-Expert) | September |
| DES-268 | Right! Systems | 5/2/22 | 9/15/26 | Cloud Solutions (DES Contract #05116) | \$0 | \$277,852 | Verkada viewing station and license | September |
| HBE-538 | Community Health Network of Washington | 10/3/22 | 1/31/23 | Immigrant Community Health Landscape Scan | | \$150,000 | New contract | October |
| OMN-475 | Insight Public Sector | 4/2/21 | 3/31/24 | Cobblestone Contract & Procurement Software | \$2,500 | \$350,971 | Cobblestone Tech Configuration-External E-Sign File Folder Configuration | October |
| SLA-532 | Gallup, Inc. | 8/16/22 | 8/15/25 | Gallup & CliftonStrengths Subscription | \$12,950 | \$47,651 | Additional Leadership/Manager results briefing sessions | October |
| MLA-363 | Atlassian | 8/1/17 | 9/10/23 | JIRA Software (Cloud) + JIRA Software (Server) annual licensing | \$9,097 | \$264,892 | Zephyr Scale - Test Management for Jira Cloud for Jira Work Management (Cloud) 400 Users (Annual Payments) Upgrade from 300 Users and Jira Software (Cloud) Premium 400 Users (Annual Payments) Upgrade from 300 Users | October |
| MLA-363 | Atlassian | 8/1/17 | 9/10/23 | JIRA Software (Cloud) + JIRA Software (Server) annual licensing | \$3,022 | \$267,914 | Atlassian Access (Cloud) 300 Users (Annual Payments) Upgrade from 200 Users | October |
| HBE-471 | BerryDunn | 1/14/21 | 4/30/23 | Financial and Programmatic Audit Services | \$49,196 | \$199,008 | Amended period of performance, compensation and updated address | October |

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| IAA-505 | CMS | 5/14/21 | 11/13/22 | Computer Matching Agreement | \$0 | \$0 | Extend Period of Performance | October |
| HBE-455 | Infojini | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Avinash Beeravolu (Systems Engineer Senior) | October |
| HBE-464 | Cline Consulting | 5/1/20 | 6/30/23 | Organizational Consulting Services | \$0 | \$249,999 | Executive Coaching for Executive Leadership Team | October |
| HBE-501 | Health Management Associates, Inc. | 9/1/21 | 6/30/23 | State Based Exchange Policy Consulting Services | \$0 | \$249,999 | Amended funding between deliverables. | October |
| DES-272 | MC2 Consulting, Incorporated | 12/15/22 | 2/29/28 | Business Consulting Services (DES Contract #01620) | | \$0 | New contract | November |
| HBE-434 | Yakima Neighborhood Health Services | 7/1/19 | 6/30/24 | Lead Navigator Organization and Enrollment Center Services | \$96,000 | \$1,617,889 | Add funding and incorporate new statement of work for PHE ending outreach. | November |
| HBE-427 | Better Health Together | 7/1/19 | 6/30/24 | Lead Navigator Organization and Enrollment Center Services | \$1,320 | \$1,782,991 | Add funding, update address, and incorporate new statement of work for PHE ending outreach. | November |
| HBE-430 | Public Health Seattle & King County | 7/1/19 | 6/30/24 | Lead Navigator Organization and Enrollment Center Services | \$64,000 | \$3,498,889 | Add SOW and funds for end of PHE work. | November |
| HBE-460 | Deloitte | 4/8/20 | 6/30/25 | System Integrator Services | \$237,600 | \$69,929,288 | Increase NTE and amend schedule 1 sections 1 and 2.A. | November |
| HBE-108 | KJS Company LLC | 10/10/12 | 6/30/23 | 810 Jefferson Street Lease | \$45,000 | \$7,045,054 | Leasehold Improvements | November |
| IAA-497 | DCYF | 7/1/21 | 12/31/23 | Child Care Worker Premium Subsidy Data Share Agreement | \$0 | \$0 | Extend Period of Performance | November |

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| HBE-486 | Suzie Health Solutions | 7/1/21 | 6/30/25 | Enrollment Center Services | \$2,250 | \$62,250 | Added funds to budget to offset increasing insurance costs and update address | November |
| HBE-455 | Infojini | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Added Resource Title- Cloud Security Engineer | November |
| DES-269 | Ogden Murphy Wallace, P.L.L.C. | 8/29/22 | 4/15/23 | Personnel Investigator Services (DES Contract No. 07821) | \$0 | \$50,000 | Extend period of performance | November |
| HBE-464 | Cline Consulting | 5/1/20 | 6/30/23 | Organizational Consulting Services | \$0 | \$249,999 | November 2022 IT Team Retreat | November |
| HBE-455 | Infojini | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Chirag Dobariya (Cloud Security Engineer - Expert) | November |
| HBE-449 | COGENT Infotech | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,888,000 | Extend Mohammed Moizuddin (UAT Analyst - Expert) | November |
| HBE-449 | COGENT Infotech | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,888,000 | Extend Shab Singh (UAT Analyst - Expert) | November |
| HBE-458 | SoftHQ | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$2,592,000 | Extend Digant Patel (ITPM - Expert) | November |
| HBE-446 | 4 Consulting | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,247,444 | Extend Anup Paudel (UAT Analyst - Expert) | November |
| HBE-451 | COOLSOFT, LLC | 3/1/20 | 6/30/24 | Information Technology and | \$0 | \$3,456,000 | Extend Murali Karlapudi (PowerBI Developer) | November |

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Exchange Contracts in Effect 2022

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| | | | | Professional Services | | | | |
| HBE-451 | COOLSOFT, LLC | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$3,456,000 | Extend Priyanka Gandla (Network Engineer - Expert) | November |
| HBE-446 | 4 Consulting | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$1,247,444 | Extend Venkateswara Challa (UAT Analyst - Senior) | November |
| HBE-460 | Deloitte | 4/8/20 | 6/30/25 | System Integrator Services | \$436,800 | \$70,366,088 | Increase NTE and amend schedule 1 sections 2.A. and 2.B. | December |
| MLA-363 | Atlassian | 8/1/17 | 9/10/23 | JIRA Software (Cloud) + JIRA Software (Server) annual licensing | \$6,185 | \$274,099 | draw.io Diagrams for Confluence upgrade to 400 users | December |
| MLA-513 | Microsoft | 2/1/22 | 1/31/23 | Unified Support Services | \$21,222 | \$388,251 | DSE Add on - 2022-23 | December |
| DES-255 | Carahsoft | 1/3/20 | 9/15/26 | Cloud Solutions (DES Contract #05116) | \$0 | \$229,787 | Fiscal Note | December |
| OMN-495 | Acro Service Corporation | 7/27/21 | 12/31/23 | Staffing Services and Related Services and Solutions (OMNIA Contract #16111) | \$0 | \$29,304 | Associate Director of Cloud Technology & Infrastructure | December |
| OMN-495 | Acro Service Corporation | 7/27/21 | 12/31/23 | Staffing Services and Related Services and Solutions (OMNIA Contract #16111) | \$0 | \$29,304 | Product Owner | December |
| OMN-495 | Acro Service Corporation | 7/27/21 | 12/31/23 | Staffing Services and Related Services and Solutions (OMNIA Contract #16111) | \$0 | \$29,304 | Senior UX Designer | December |

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| DES-263 | Right! Systems | 6/1/20 | 9/30/26 | Data Communications (DES Contract #05819) | \$0 | \$645,022 | Cisco Meraki Enterprise Cloud Controller | December |
| HBE-447 | 22nd Century Technologies | 3/1/20 | 6/30/24 | Information Technology and Professional Services | \$0 | \$864,000 | Extend Ammar Al Ammari (Software Developer in Test) | December |