

Washington Health Benefit Exchange Annual Financial Report

Submitted, Dec. 30, 2022



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STATUTORY REQUIREMENT

Per chapter 43.71 RCW, the 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 \(wahbexchange.org\)](https://legis.wa.gov/Reports/Presentations/Washington-Health-Benefit-Exchange).

BACKGROUND

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 that is unable to provide health insurance; are self-employed; participate in the gig economy; work seasonally; or who do not yet qualify for Medicare. In 30 counties, 31-56 percent of residents under age 65 use *Washington Healthplanfinder* to get covered.

Overall, *Washington Healthplanfinder* serves more than one in four Washingtonians with about 2 million enrolled in Washington Apple Health (WAH) and more than 200,000 in private health insurance.

Since 2015, the Exchange Board has submitted a Strategic Plan to the Legislature. The 2022 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, which is 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 and our state's individual insurance market and supporting WAH (Medicaid). Exchange's enrollment efforts have contributed significantly to reducing the state's uninsured rate, which dropped from 14 percent in 2013 to 5.3 percent 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 challenges requiring work in the coming years. The average cost of premiums increased

by 36.4 percent in calendar year 2018 and 13.8 percent in calendar year 2019, followed by average premium decreases of 3.25 percent for calendar years 2020 and 2021. For calendar year 2022, annual premiums increased again by 4.1 percent, followed by a further increase of 8.3 percent for calendar year 2023.

The Exchange implemented a series of significant federal and state initiatives during the federal Public Health Emergency (PHE), including providing enhanced federal subsidies (which were extended by Congress through 2025); extending special enrollment periods; launching state subsidies for child care workers; cultivating Cascade Care and related initiatives; and increasing outreach to employers and employees impacted by the pandemic – particularly small businesses.

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. Implementation of Cascade Care Savings includes outreach efforts to both current and new customers.

Additionally, in 2021 and 2022, the Exchange leveraged federal ARPA State Exchange Modernization Grant funding to enhance *Washington Healthplanfinder* and streamline the enrollment and plan change processes to accommodate an ongoing, monthly special enrollment period (SEP) for people who are eligible for Cascade Care Savings. This SEP, which has the potential to promote continuous coverage and reduce the number of uninsured, will be particularly important during 2023 as the federal PHE expires and customers currently being retained on Medicaid churn off that program. Historically, about 70 percent of customers who leave Medicaid are up to 250 percent of FPL.

FUNDING

The Exchange receives about \$4.7 million per year in operational General-Fund State (GF-S) funds, 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 two percent premium tax received by the Exchange for QHP enrollees.

GF-S funding in the Exchange budget has remained relatively consistent since the 2015-17 biennium. However, in the 2021-23 biennium, additional one-time GF-S was provided to the Exchange to support implementation and outreach activities related to the legislatively directed section 1332 waiver and new WAH program for those under 139 percent FPL. . Beginning in 2024, this will expand health and dental coverage options to currently uninsured residents without access to the market, support those customers transitioning off WAH , and promote continuous coverage.

The budget information in Tables 1-3 reflect the enacted 2021-23 biennial budget.

Table 1: Enacted 2021-23 Appropriation by Fund Source: All Funds

HBE All Funds Appropriation	FY2022	FY2023	2021-23 Total
GF-State	4,881,000	9,547,000	14,428,000
Health Benefit Exchange Account	41,240,000	39,620,000	80,860,000
GF-Federal	24,770,000	25,096,000	49,866,000
State Based Exchange Modernization Grant	940,728	166,665	1,107,393
Federal ARPA	177,000	2,568,000	2,745,000
Federal CRRSA	200,000	1,221,000	1,421,000
Health Care Affordability Account	-	55,000,000	55,000,000
Total by Fiscal Year	72,208,728	133,218,665	205,427,393

Table 2: Enacted 2021-23 Appropriation by Fund Source: Operating Funds

Operational Funds Appropriation	FY2022	FY2023	2021-23 Total
GF-State	4,881,000	9,547,000	14,428,000
Health Benefit Exchange Account	41,240,000	39,620,000	80,860,000
GF-Federal	24,770,000	25,096,000	49,866,000
State Based Exchange Modernization Grant	940,728	166,665	1,107,393
Total by Fiscal Year	71,831,728	74,429,665	146,261,393
Total by Biennium		146,261,393	146,261,393

The 2021-23 biennial budget includes 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 *Healthplanfinder* to be a more modular system, and extend postpartum benefits from two to 12 months (SB5068).

Table 3: Enacted 2021-23 Appropriation by Fund Source: Premium Assistance Funds

Premium Assistance Funds Appropriation	FY2022	FY2023	2021-23 Total
Federal ARPA	177,000	2,568,000	2,745,000
Federal CRRSA	200,000	1,221,000	1,421,000
Health Care Affordability Account	-	55,000,000	55,000,000
Total by Fiscal Year	377,000	58,789,000	59,166,000
Total by Biennium		59,166,000	59,166,000

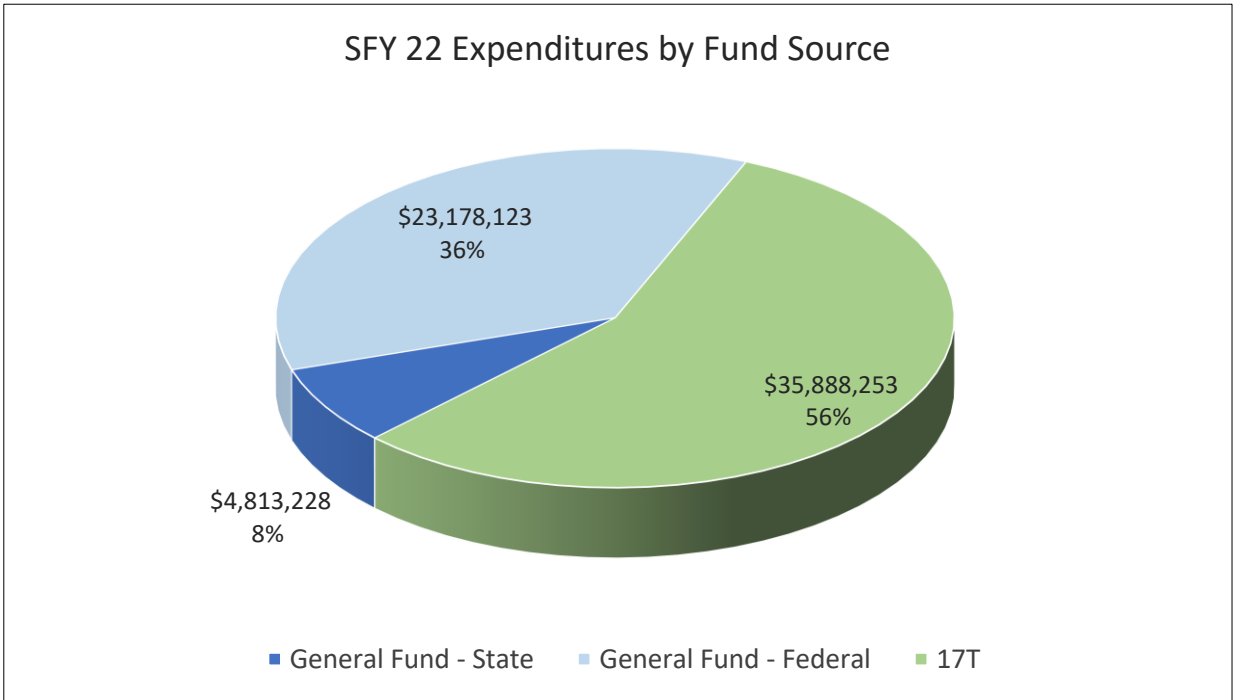
Beginning in the 2021-23 biennium, the Exchange received an annual appropriation of \$55 million to provide the state-based Cascade Care Savings program, another step to help address health insurance affordability for eligible Washingtonians.

The Exchange also received \$4.2 million to establish and implement a state sponsorship program for employees of licensed childcare facilities to enroll in a QHP through the 2023 plan year. This program began in fall 2021 and is being implemented with assistance from the Department of Children, Youth and Families and a community-based navigator lead organization.

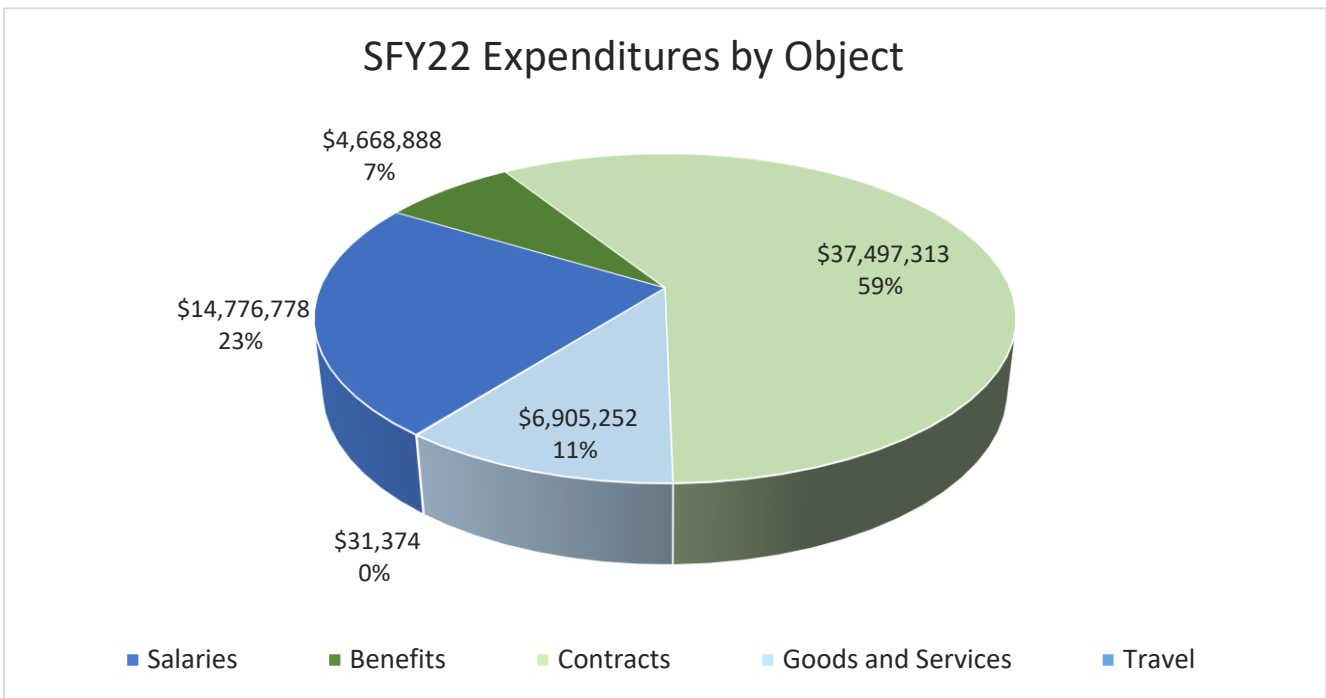
BUDGET

The Exchange continues to strive for operational efficiencies, an improved customer experience and enhanced system performance and responsiveness.

Graph 1: State Fiscal Year 2022 Expenditures by Fund Source



Graph 2: State Fiscal Year 2022 Expenditures by Object



CALCULATION OF PER MEMBER PER MONTH VALUES

This report uses the enacted 2019-21 Exchange biennial budget for 2021 per member per month (PMPM) values. The 2022-2025 projected PMPM expenditures are based on the enacted 2021-23 biennial budget. Enrollment numbers for qualified health plan enrollees are from the October 2022 Wakely enrollment forecast and the November 2022 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 2022 and SFY 2023, 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 2021	SFY 2022	SFY 2023	SFY 2024	SFY 2025
Total Budget	\$63,272,000	\$71,831,728	\$74,429,665	\$63,843,000	\$63,684,000
QHP Budget	\$26,667,230	\$28,683,951	\$27,662,427	\$26,872,724	\$27,392,865
Average Monthly QHP Enrollment	204,262	208,279	214,514	225,100	230,107
Average Monthly Medicaid Enrollment	1,671,845	1,817,818	1,849,861	1,508,626	1,444,110
QHP PMPM	\$10.88	\$11.48	\$10.75	\$9.95	\$9.92
WAH PMPM	\$1.82	\$1.98	\$2.11	\$2.04	\$2.09
Combined PMPM	\$2.81	\$2.95	\$3.00	\$3.07	\$3.17

Table 3: Per Member Per Month Projection by Cost Category

Enrollment	Projected Wakely Actuarial and CFC Forecast				
	SFY 2021	SFY 2022	SFY 2023	SFY 2024	SFY 2025
QHP Enrollment	204,262	208,279	214,514	225,100	230,107
Medicaid Enrollment	1,671,845	1,817,818	1,849,861	1,508,626	1,444,110
Total Enrollment	1,865,305	1,951,019	1,678,305	1,663,085	1,674,217

	SFY 2021 Budget	SFY 2022 Budget	SFY 2023 Budget	SFY 2024 Budget	SFY 2025 Budget
Total Cost	\$ 63,272,000	\$ 66,437,895	\$ 74,429,665	\$ 63,843,000	\$ 63,684,000
Annual	\$ 33.92	\$ 34.05	\$ 44.35	\$ 38.39	\$ 38.04
Monthly	\$ 2.83	\$ 2.84	\$ 3.70	\$ 3.20	\$ 3.17
Staff Costs	\$ 17,326,725	\$ 20,292,853	\$ 22,397,314	\$ 23,432,502	\$ 23,666,827
Annual	\$ 9.29	\$ 10.40	\$ 13.35	\$ 14.09	\$ 14.14
Monthly	\$ 0.77	\$ 0.87	\$ 1.11	\$ 1.17	\$ 1.18
IT	\$ 23,760,000	\$ 27,110,528	\$ 29,166,897	\$ 27,842,541	\$ 28,166,897
Annual	\$ 12.74	\$ 13.90	\$ 17.38	\$ 16.74	\$ 16.82
Monthly	\$ 1.06	\$ 1.16	\$ 1.45	\$ 1.40	\$ 1.40
Call Center	\$ 8,765,835	\$ 8,591,083	\$ 9,409,626	\$ 9,943,202	\$ 9,895,020
Annual	\$ 4.70	\$ 4.40	\$ 5.61	\$ 5.98	\$ 5.91
Monthly	\$ 0.39	\$ 0.37	\$ 0.47	\$ 0.50	\$ 0.49

Table 3 Notes: IT expenditure category represents total Information Technology spending less salaries and benefits; QHP enrollment projections based on October 2022 Wakely Forecast; Medicaid Enrollment projections based on November 2022 Caseload Forecast Council forecast.

PROGRESS ON STRATEGIES TO REDUCE COSTS

The Exchange's 2022 Annual Strategic Plan previously submitted to the Legislature includes a description of the progress that was made in calendar year 2021. This report reflects the additional progress made in 2022 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 percent of the Exchange budget is contracted, considerable effort has been given to ensuring that contracted resources provide competitive costs and high performance.

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

The Exchange completed the second year of our reprocured System Integrator (SI) contract. This followed the earlier reprocurement of our contracted call center. The SI contract meets all federal procurement requirements, increases cost transparency, improves approaches to system development and long-term flexibility, and improves system responsiveness. The contract reflects the Exchange's continued use of agile software development and more frequent deployments of system enhancements and customer service improvements. The reprocured contract reflected a one-time cost increase (the first in five years) and ensures flat contracted costs over the five-year contract duration through 2025.

2. *Enhance automation and new capabilities to reduce dependencies on call center staff for routine transactions. Adjust call center staffing to increase service during special enrollment periods within current budget levels.*

The Exchange has taken steps to improve call center efficiency. This includes modifying our *Healthplanfinder* approach to managing passwords and making other system improvements to help customers who prefer self-service. This has resulted in fewer customer calls to the call center in each of the last three open enrollment periods. The Exchange also directed Faneuil, the call center vendor, to implement new tools which further streamlined the work for customer service representatives. Faneuil has been acquired by TTEC, a larger call-center vendor. The Exchange is hopeful that TTEC resources will continue to provide greater services and efficiencies. Additional software and data analytics capability is continuing to improve customer support and reducing length of call center calls.

The Exchange and our call center implemented expanded chat functionality in English and Spanish for call center services for 2021 and 2022. Customer surveys

indicate chat is well-received and is more convenient for many customers. The Exchange has implemented new customer service benchmarks for chat services. Preliminary data for 2022 indicates the contractor is continuing to meet benchmarks. Indications are that chat services may have the effect of reducing call volumes for the more routine customer questions and services. However, other factors (including regulatory changes, market dynamics under federal ARPA subsidies, PHE changes, and the new Cascade Care Savings program) are driving continued call volumes and an increase in call times, in some cases, due to the complexity of enrollment options and questions.

We continue to review the demand on call center services. The Exchange works with TTEC to adjust staffing levels to meet performance benchmarks and to respond to changing market conditions that impact customer needs. Special enrollment periods, for example, have been staffed to support customers in enrolling outside of the traditional open enrollment period. These extended coverages are accomplished within current contracted budget levels. Finally, staffing plans to accommodate anticipated customer demands during the end of the federal PHE are continuing as the timeline for the PHE unwind shifts from 2022 into 2023.

3. *Reconfigure Healthplanfinder, Exchange 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 continuing special enrollment periods and to provide savings to customers from the extended ARPA subsidies and the Cascade Care Savings state subsidy. The Exchange website and mobile applications are 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 Smart Planfinder decision support tool, 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 and other state agencies could enhance the ability to leverage contracts and reduce costs.*

The Exchange continues to use services from the Department of Enterprise Services (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 increase, the Exchange added staff positions at a savings compared to contracted resources. The Exchange has also streamlined administrative and financial practices; meeting expanded service needs with fewer 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, all within budget.

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	20.5	22.5	19.5	22.5	25.5	27.0	28.0	27.0	27.0	26.0	26.0	26.0
Executive	7.5	7.5	7.5	7.5	7.5	6.5	6.5	6.5	5.5	5.5	6.5	5.5
Finance	15.5	17.5	17.5	17.5	17.5	18.0	18.0	18.0	18.0	18.0	18.0	18.0
IT	40.0	40.0	43.0	46.0	48.0	48.0	48.0	46.0	50.0	48.0	48.0	48.0
Office of Strategy and Policy	9.0	8.0	8.0	11.0	14.0	15.0	15.0	15.0	15.0	13.0	13.0	16.0
Operations	44.0	44.0	47.0	47.0	48.0	50.0	48.0	51.0	53.0	51.0	52.0	52.0
Total	136.5	139.5	142.5	151.5	160.5	164.5	163.5	163.5	168.5	161.5	163.5	165.5

	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	13	15	15	17	17	14	14	13	15	13	15	15
Office of Strategy and Policy	0	0	0	0	0	0	0	0	0	0	0	0
Operations	1	1	1	1	1	1	1	0	0	1	2	2
Total	14	16	16	18	18	15	15	13	15	14	17	17

Total	150.5	155.5	158.5	169.5	178.5	179.5	178.5	176.5	183.5	175.5	180.5	182.5
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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 that public resources are maximized, and services are maintained and improved. To meet customer needs and implement ARPA tax credit expansions and eligibility changes, the Exchange increased its collaboration with the Health Care Authority, Department of Children Youth and Families, and the Employment Security Department. 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 the *Washington Healthplanfinder* user experience, even while major initiatives such as Cascade Care, enhanced federal tax credit under ARPA, special enrollment periods during and after the pandemic, and the new state subsidy program have been launched over the past two years.

The Exchange also upgraded aging hardware and converted to the Microsoft Azure government and 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 is looking to further modernize and modularize *Washington Healthplanfinder*. Modularity is a system architecture in which a large application is composed of several smaller applications or modules that align to a business process/function. These smaller modules function on their own and can be changed, modified, or enhanced without impacting other modules in the application. It is critical for the Exchange to keep its systems modern, reduce technical debt, and expand innovation. The benefit of modularity is customers will experience faster turnaround time on features.

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. These venues also played a pivotal role in the Exchange's "A little bit of care goes a long way." "Say yes!" and "Your story" efforts – a statewide campaign to encourage all Washingtonians to shop, compare plans, and sign up for health and dental plans during open enrollment. The campaign featured virtual meetings, virtual events, and scheduled phone appointments statewide, outdoor enrollment events, and the enrollment centers provided extended work hours to help customers with the enrollment process. This year, the Exchange put particular emphasis on Spanish language communication and significantly expanded direct email outreach to current and new customers on the new Cascade Care program and plan options to achieve savings.

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.

Further, the Exchange delivered targeted, data-informed outreach campaign that focused on underserved geographic areas with higher uninsured rates in order to reach populations disproportionately impacted by the lack of health insurance coverage.

9. Enhance member communication channels with carriers to leverage customer touch points for key messages to maintain enrollment.

The Exchange continued to grow its direct email outreach to new and existing clients throughout the year. During the most recent enrollment period, the Exchange sent over a million specialized emails to customers who had engaged with the Exchange for purposes of enrollment. The Exchange saw a very high open rate on these communications, which dramatically exceeds the standard health/medical related email open rate.

This year, the Exchange leveraged media channels to connect with new and renewing customers. This included the use of paid content channels, television PSAs, digital PSAs (e.g. YouTube and Hulu, etc.) to reach a growing population whose entertainment viewing habits are tied to such outlets. The Exchange also used music channels, securing time on Pandora and YouTube Music, whose audiences align well with consumer demographics.

In addition to the digital communication channels, the Exchange promoted coverage and new savings options through strategically placed advertisements in essential businesses including grocery stores, pharmacies, and specialty food markets as well as gas station digital toppers to reach audiences who might not be engaged online.

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, 2022. 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

WASHINGTON HEALTH BENEFIT EXCHANGE

Statement of Net Position

June 30, 2022

ASSETS

Current assets	
Cash and cash equivalents	\$ 5,535,014
Medicaid program cost reimbursement receivable	3,921,063
Accounts receivable	4,561,121
Prepaid expenses	<u>2,179,967</u>
Total current assets	<u>16,197,165</u>
Noncurrent assets	
Prepaid expenses	295,886
Pension asset	9,594,209
Capital assets	<u>24,431,772</u>
Total noncurrent assets	<u>34,321,867</u>
Total assets	<u>50,519,032</u>

DEFERRED OUTFLOWS OF RESOURCES

Deferred outflows of resources - pension	2,268,304
Deferred outflows of resources - OPEB	<u>506,140</u>
Total deferred outflows of resources	<u>2,774,444</u>

LIABILITIES

Current liabilities	
Accounts payable and accrued expenses	6,298,096
Unearned revenue	8,388,551
Current portion of lease liabilities	588,237
Payroll liabilities	<u>1,508,028</u>
Total current liabilities	<u>16,782,912</u>
Net other postemployment benefits (OPEB) liability	1,476,099
Long-term unearned revenue	<u>295,886</u>
Total liabilities	<u>18,554,897</u>

DEFERRED INFLOWS OF RESOURCES

Deferred inflows of resources - pension	10,943,784
Deferred inflows of resources - OPEB	<u>1,295,508</u>
Deferred inflows of resources	<u>12,239,292</u>

NET POSITION

Net position	
Net invested in capital assets	23,529,725
Unrestricted net position	<u>(1,030,438)</u>
Total net position	<u>\$ 22,499,287</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
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

ADDENDUM B

Exchange Contracts in Effect 2022

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
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

ADDENDUM B

Exchange Contracts in Effect 2022

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 Associates, Inc.	9/1/21	6/30/23	State Based Exchange Policy Consulting Services	\$0	\$249,999	Amend authorized project staff list	April
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

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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
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

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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
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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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
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	June

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							subscription to Care Plus Program (support)	
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
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

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HBE-458	SoftHQ	3/1/20	6/30/24	Information Technology and Professional Services	\$0	\$2,592,000	Increase ITPM Resource hourly rate to \$!00 and add funds to cover difference	June
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
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	8/29/22	12/15/22	Personnel Investigator Services (DES Contract #07821)		\$50,000	New contract	August

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	Wallace, P.L.L.C.							
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 Professional Services	\$0	\$2,592,000	Added Resource Title- Software Developer in Test	August
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

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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
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
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

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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 Professional Services	\$0	\$1,296,000	Anil Appala (Technology Solutions Support)	September
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

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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
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

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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
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

ADDENDUM B

Exchange Contracts in Effect 2022

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 Professional Services	\$0	\$3,456,000	Extend Murali Karlapudi (PowerBI Developer)	November
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
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