

Washington Health Benefit Exchange

# Annual Financial Report

Dec. 31, 2025

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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: Customer Support Center, information technology and staffing.

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

## Background

Exchange was established by the Legislature in 2011 as a public-private partnership to help Washingtonians obtain health and dental insurance. The Exchange operates Washington Healthplanfinder, the online integrated eligibility and enrollment portal for both Washington Apple Health (Medicaid) and qualified health plans (QHPs) used by over one in four Washington residents. Washington Healthplanfinder customers find, compare and enroll in health and dental insurance and access Cascade Care Savings. The Exchange also supports a Customer Support Center, providing remote enrollment assistance by phone and chat in more than 240 languages and a robust statewide assister network providing 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 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, 30% or more of the residents under age 65 use Washington Healthplanfinder to get covered. Washington Healthplanfinder is the sole source for Washington residents to access federal premium tax credits and state Cascade Care Savings premium assistance.

Overall, Washington Healthplanfinder serves about one in three Washingtonians under the age of 65 with 1.6 million enrolled in Washington Apple Health (Medicaid) and an additional 286,500 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.



Since Washington Healthplanfinder opened in 2013, the Exchange has connected thousands of customers to federal premium tax credits that help them purchase and use their private coverage. Washington Healthplanfinder connected customers to approximately \$1.2 billion in federal premium tax credits in 2025.

The Exchange is governed by an 11-member bipartisan board comprised of a chair, nine voting members appointed by the governor and two ex-officio members. Two members are nominated by each of the Democratic and Republican and caucuses of both the Washington State Senate and House of Representatives and appointed by the governor, who also appoints the chair. 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.

## Strategic plan

Since 2015, the Exchange Board has submitted an annual strategic plan to the Legislature. The 2025 plan is focused on four core outcomes in the next five years:

- ▶ Protect health coverage, affordability, care and outcomes;
- ▶ Maintain diversity, equity and inclusion to eliminate health disparities, especially in communities of color;
- ▶ Center the customer and deliver operational excellence; and
- ▶ Leverage and continuously strengthen Washington Healthplanfinder technology platform to ensure it remains stable, modern, accessible and secure.

The strategic plan continues to guide how the Exchange allocates its appropriated funding in response to customer and potential customer needs and preferences, operational demands and state and federal policy changes and initiatives.

## Coverage success

Washington has a history of proactive success in maintaining the stability of the Exchange market (which is most of the state's individual health insurance market) and access to Apple Health programs. The Exchange's outreach, enrollment efforts and affordability tools have contributed significantly to reducing the state's uninsured rate, which has dropped from 14% in 2013 to less than 5% in 2023.

While benefiting 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. For three years in a row, average annual premium increases have been nearly 10%.

Beginning in plan year 2023 coverage, the Exchange launched the state's premium assistance program, Cascade Care Savings. The state-funded program provides premium assistance for those up to 250 percent of the federal poverty level (\$64,500 for a family of four). Cascade Care Savings leverages all federal premium subsidies to maximize state resources. Now, over 100,000 Washingtonians are currently benefiting from the Cascade Care Savings program.

## Record high enrollment in individual market

For the second year in a row, a record breaking number of Washingtonians purchased health coverage on the Exchange. Driven by continued availability federal enhanced premium tax credits and state Cascade Care Savings premium assistance, more than 286,500 Washingtonians enrolled in qualified health plans as of December 2025. At the same time, 1.6 million Washington residents enrolled in Washington Apple Health through Washington Healthplanfinder.

## Modern platform

Washington Healthplanfinder supports both Apple Health and QHP 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 maintain and enhance the enrollment experience and to ensure compliance with rapid changes in federal and state eligibility criteria and processes. Through Washington Healthplanfinder, customers can view plans; 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.

## Customer Support Center

The Exchange operates a Customer Support Center offering customers a range of channels to ensure they can 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 240 languages.



### Call us at

1-855-923-4633  
1-855-WAFINDER



### Chat with us

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



### Visit us at

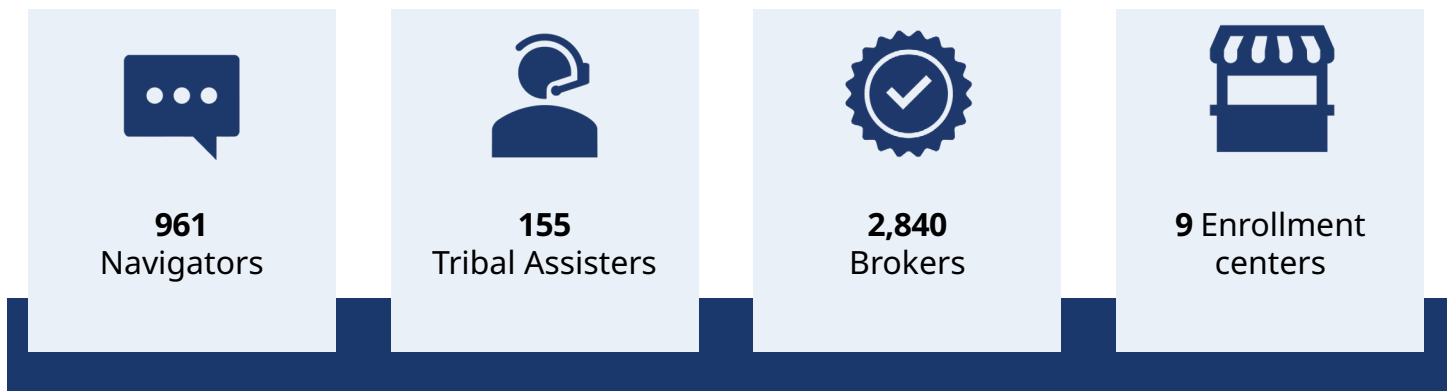
[wahealthplanfinder.org](https://www.wahealthplanfinder.org)

## Statewide assister network

The Exchange also supports a growing network of more than 3,000 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.

In 2025, the Exchange secured eight new lead organization partnerships through a formal procurement process to offer multilingual in person, phone and virtual enrollment support to communities across the state.

Lead organizations are important partners of the Exchange, helping customers find the right plan, available savings and provide application support and enrollment into plans on Washington Healthplanfinder. This robust network of support is essential to ensuring the residents of Washington state can successfully navigate the complicated world of health insurance.



## Funding overview

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, postage and customer support center activities.

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 (launched Nov. 1, 2023) and Apple Health (launched July 1, 2024). Beginning in fiscal year 2024, the 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 2025-27 biennial and 2025 supplemental budgets.

Table 1: Enacted 2025-27 Biennium appropriations by Fund Source: All Funds

HBE All Funds Appropriation	FY2026	FY2027	2026-27 Total
GF-State	8,766,000	8,609,000	17,375,000
Health Benefit Exchange Account	42,581,000	43,449,000	86,030,000
GF-Federal	42,335,000	42,478,000	84,813,000
Federal ARPA	150,000	200,000	350,000
Education Legacy Trust	2,550,000	-	2,550,000
Health Care Affordability Account	55,000,000	30,000,000	85,000,000
<b>Total by Fiscal Year</b>	<b>151,382,000</b>	<b>124,736,000</b>	<b>276,118,000</b>
<b>Total by Biennium</b>	<b>276,118,000</b>		

## Operating funds

Table 2: Enacted 2025-27 Biennium appropriations by Fund Source: Operating Funds

Operational Funds Appropriation	FY2026	FY2027	2026-27 Total
GF-State	8,766,000	8,609,000	17,375,000
Health Benefit Exchange Account	42,581,000	43,449,000	86,030,000
GF-Federal	42,335,000	42,478,000	84,813,000
<b>Total by Fiscal Year</b>	<b>93,682,000</b>	<b>94,536,000</b>	<b>188,218,000</b>
<b>Total by Biennium</b>	<b>188,218,000</b>		<b>188,218,000</b>

The 2025-27 biennial budget included operational funding to implement required Medicaid/Apple Health eligibility changes; to upgrade Washington Healthplanfinder to sustain functionality and make iterative improvements to maintain and support customer feature backlogs; modernize Washington Healthplanfinder platform and systems to be more stable, efficient and modular; and to reprocure critical Customer Support Center and system integrator contracts for federal Medicaid compliance.

The Exchange also received funding for enhancements to Washington Healthplanfinder to comply with federal eligibility rule changes required by the Centers for Medicare and Medicaid Services (CMS) for Washington's non-MAGI (modified adjusted gross income) Medicaid programs.

# Premium assistance funds

Table 3: Enacted 2025-27 Appropriations by Fund Source: Premium Assistance Funds

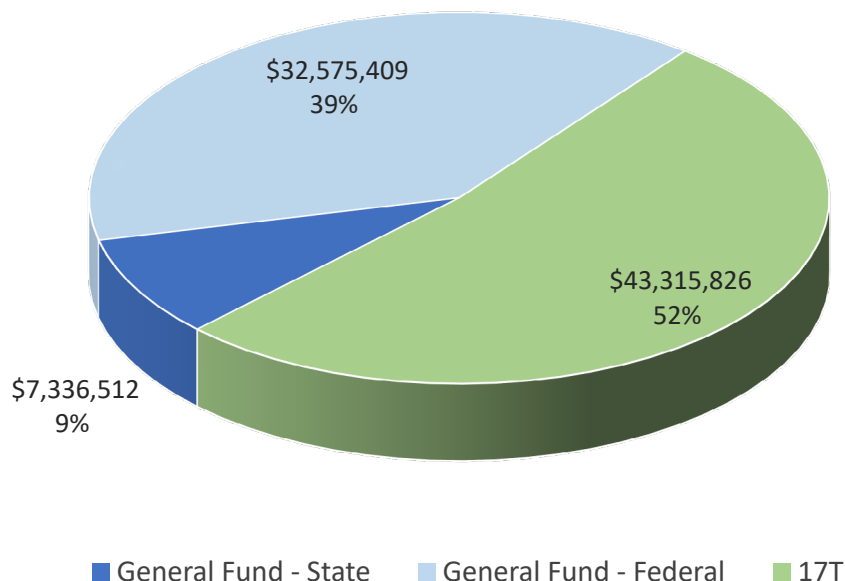
Premium Assistance Funds Appropriation	FY2026	FY2027	2026-27 Total
Federal ARPA	150,000	200,000	350,000
Education Legacy Trust	2,550,000	-	2,550,000
Health Care Affordability Account	55,000,000	30,000,000	85,000,000
<b>Total by Fiscal Year</b>	<b>57,700,000</b>	<b>30,200,000</b>	<b>87,900,000</b>
<b>Total by Biennium</b>		<b>87,900,000</b>	<b>87,900,000</b>

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 100,000 low-income Washingtonians are benefiting from Cascade Care Savings plans. This funding level continues one time through the 2023–25 biennium. The Exchange has requested continued funding for Cascade Care Savings in our 2025–27 biennium budget request.

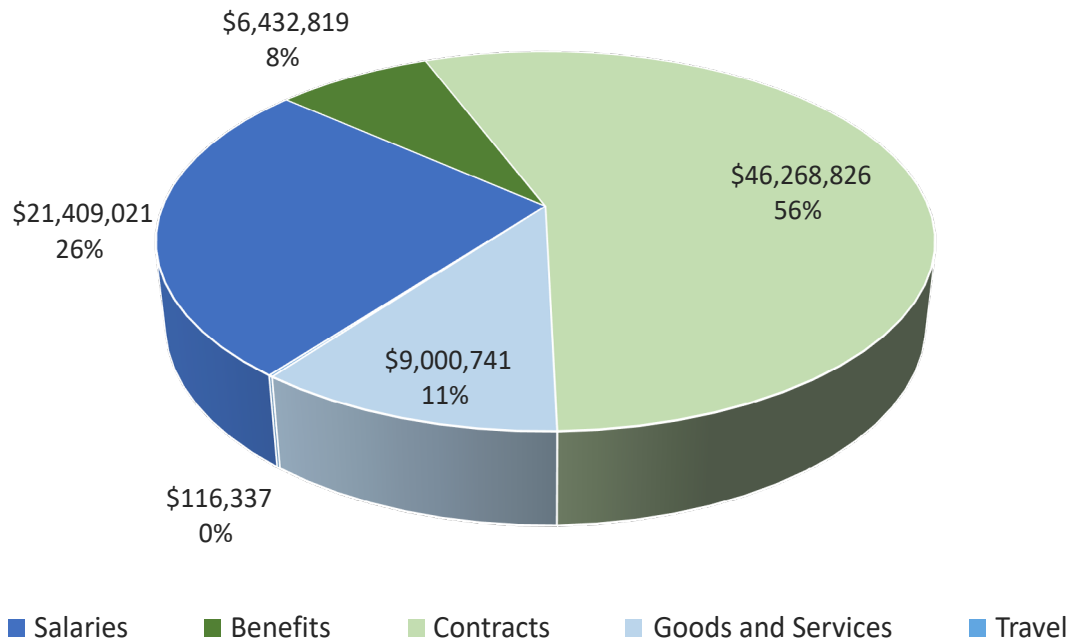
## Budget

As the Exchange continues to implement and refine evolving programs for affordability and access to coverage, we also continue to strive to improve customer experience and enhance system performance, responsiveness and efficiency.

Graph 1: State Fiscal Year 2025 Expenditures by Fund Source



Graph 2: State Fiscal Year 2025 Expenditures by Object



## Calculation of per member per month values

This report uses the enacted 2025–27 Exchange biennial budget for per member per month (PMPM) values. Future year enrollment numbers for qualified health plan enrollees are from the November 2025 Wakely enrollment forecast and the November 2025 Caseload Forecast Council (CFC) forecast for Medicaid projections.

The PMPM cost is calculated by dividing budgeted operations expenditures by the total number of enrollees per population served. Higher appropriations for state and federal initiatives for state fiscal year (SFY) 2026 and SFY 2027, 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 2024	SFY 2025	SFY 2026	SFY 2027	SFY 2028
<b>Total Budget</b>	\$83,669,000	\$81,532,000	\$93,682,000	\$94,536,000	\$80,758,000
<b>QHP Budget</b>	\$28,000,333	\$27,392,865	\$26,564,098	\$25,786,699	\$21,220,780
<b>Average Monthly QHP Enrollment</b>	235,755	269,115	264,111	231,923	196,626
<b>Average Monthly Medicaid Enrollment</b>	1,648,262	1,546,538	1,491,026	1,415,667	1,257,025
<b>QHP PMPM</b>	\$9.90	\$8.48	\$8.38	\$9.27	\$8.99
<b>WAH PMPM</b>	\$2.81	\$2.92	\$3.75	\$4.05	\$3.95
<b>Combined PMPM</b>	\$3.70	\$3.74	\$4.45	\$4.78	\$4.63

Table 3: Per Member Per Month Projection by Cost Category

Projected Wakely Actuarial and CFC Forecast					
Enrollment	SFY 2024	SFY 2025	SFY 2026	SFY 2027	SFY 2028
QHP Enrollment	235,755	269,115	264,111	231,923	196,626
Medicaid Enrollment	1,648,262	1,546,538	1,491,026	1,415,667	1,257,025
Total Enrollment	1,884,017	1,815,653	1,755,137	1,647,590	1,453,651

	SFY 2024 Budget	SFY 2025 Budget	SFY 2026 Budget	SFY 2027 Budget	SFY 2028 Budget
<b>Total Cost</b>	\$83,669,000	\$81,532,000	\$93,682,000	\$94,536,000	\$80,758,000
Annual	\$44.41	\$44.91	\$53.38	\$57.38	\$55.56
Monthly	\$3.70	\$3.74	\$4.45	\$4.78	\$4.63
<b>Staff Costs</b>	\$24,930,980	\$27,841,841	\$29,246,985	\$30,416,864	\$31,633,539
Annual	\$13.23	\$15.33	\$16.66	\$18.16	\$21.76
Monthly	\$1.10	\$1.28	\$1.39	\$1.51	\$1.81
<b>IT</b>	\$29,244,013	\$29,794,175	\$34,029,417	\$34,389,709	\$23,929,417
Annual	\$15.52	\$16.41	\$19.39	\$17.17	\$16.46
Monthly	\$1.29	\$1.37	\$1.62	\$1.43	\$1.37
<b>Call Center</b>	\$10,937,522	\$11,285,782	\$10,760,298	\$11,380,056	\$11,949,058
Annual	\$5.81	\$6.22	\$6.13	\$6.91	\$8.22
Monthly	\$0.48	\$0.52	\$0.51	\$0.58	\$0.69

Notes:

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

*QHP enrollment projections based on November 2025 Wakely Forecast, prior to open enrollment for 2026. Projected enrollment for SFY 2027 and SFY 2028 from Wakely Forecast assume expiration of American Rescue Plan Act enhanced premium tax credits and Cascade Care Savings appropriations at the 2025–27 enacted biennial budget (program continues through plan year 2026 only).*

*Medicaid Enrollment projections based on November 2025 Caseload Forecast Council forecast through June 2025. Medicaid enrollment for SFY27 and SFY28 are projections based on CFC forecast trend.*

# Progress on strategies to reduce costs

The Exchange's [2025 Annual Strategic Plan](#), previously submitted to the Legislature, includes a description of the progress made in during the 2025 calendar year. This report reflects the additional progress made in 2025 to improve customer service, expand access through new state programs to modernize Exchange technology and to contain 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 over 55% 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 initiated in 2025 will be continued in 2026 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 maintaining and improving services and outcomes.

With a more accommodating workforce market in technology, the Exchange continues to make progress in the current biennium 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 to maintain technologies and services. 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** *Stabilize contract and purchasing costs in inflationary environment.*

With generally level base budget appropriations and an ongoing series of one-time appropriations to implement new state and federal policy initiatives, regulatory changes and reporting requirements, the Exchange has negotiated longer-term contracts and subscription terms at stable rates that avoid annual cost increases. With higher inflation in the prior and current biennium, these contracts have avoided and mitigated cost increases. Over time, however, a continuous series of one-time appropriations erodes efficiency and customer service and system integrity outcomes as it complicates longer term service deliver capacity planning.

The Washington Healthplanfinder ecosystem depends on a variety of software products. This has been an area of significant price pressure this biennium. Exchange efforts to pivot to more cost-effective software and the legislative investment in the Exchange software budget has significantly mitigated impacts of these pressures.

### **3** *Manage and adjust customer center management and oversight to meet increased demand and contain cost growth.*

The Exchange has taken steps to improve Customer Support Center productivity and efficiency at the same time the Medicaid/Apple Health unwind, H.R. 1 mandates, federal regulatory and state and QHP program changes and increased customer premiums have dramatically increased call volumes. Our call center contract contains a cap on cost levels, which is saving costs in the current biennium as actual call volumes have exceeded projections and the contract cap. The ongoing re-procurement of the call center services in late 2025 and into 2026 is a major contract update for the Exchange and will be central to achieving sustainable, high quality and cost-effecting service for our customers and clients.

Continued modifications to Washington Healthplanfinder help customers who prefer self-service. While overall call volumes are up this year, particularly as a result of Medicaid redeterminations and new state eligibilities for customers, improved self-service capabilities will continue to be important in containing future cost growth.

Additional software and data analytics capability continues to improve customer support and help contain cost. More can be done to manage Customer Support Center costs and improve services, but will required additional investment in customer service data, software tools and data analysis.

The Exchange and our customer 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 be able to expand live chat service capabilities for customers in the coming biennium. Further, the ongoing re-procurement of Customer Support Center services provides an opportunity to examine newer chatbot technologies, including available quality of services and cost-effectiveness. This is an opportunity for examination in 2026.

### **4** *Use partnerships with the state's Department of Enterprise Services (DES) and other state agencies to leverage contracts and reduce costs where applicable.*

The Exchange continues to expand use of 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** *Developed partnerships with the state's Washington Technology Solutions Department (WaTech) to enhance the ability to leverage services and contain costs.*

Partnerships with WaTech for some IT security services and the Exchange's IT modernization effort have achieved cost avoidance in procurements and hold potential for future improvements in operations where the Exchange has dependencies with state agencies in serving customers.

## 6 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 2025 Employees and Contractors by Month

FTEs												
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Communications	11.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0
Executive	8.0	9.0	9.0	9.0	9.0	10.0	10.0	9.0	9.0	9.0	9.0	9.0
Equity and Community Partnerships (ECP)	13.0	12.0	12.0	12.0	13.0	13.0	13.0	13.0	13.0	13.0	13.0	13.0
Finance	20.0	20.0	20.0	20.0	20.0	20.0	19.0	20.0	20.0	20.0	20.0	20.0
IT	61.0	60.0	60.0	60.0	60.0	60.0	61.0	61.0	60.0	58.0	57.0	58.0
Operations	57.0	62.0	59.0	59.0	64.0	66.0	66.0	66.0	65.0	64.0	64.0	63.0
Office of Strategy and Policy (OSP)	16.0	16.0	17.0	17.0	17.0	17.0	18.0	18.0	18.0	18.0	18.0	18.0
<b>Total</b>	<b>186.0</b>	<b>191.0</b>	<b>189.0</b>	<b>189.0</b>	<b>195.0</b>	<b>198.0</b>	<b>199.0</b>	<b>199.0</b>	<b>197.0</b>	<b>194.0</b>	<b>193.0</b>	<b>193.0</b>

Contractors												
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
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
ECP	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	10	10	10	12	12	12	13	13	13	12	12	12
Operations	2	2	2	2	2	2	2	2	2	1	1	1
OSP	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>13</b>	<b>13</b>	<b>13</b>

## **7** *Expand interagency work teams and staff cross training to improve efficiency and effectiveness.*

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.

The Exchange also participates with Washington State Health and Human Services agencies IT Coalition. The Enterprise Governance structure holds potential to facilitate communication and information sharing, problem resolution and interagency cooperation.

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

The Exchange's agile initiatives improve how IT system projects are prioritized, built and implemented. Agile is expediting iterative 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, Apple Health Expansion 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 and tools to maximize data integrity and information privacy.

The Exchange continues to further modernize Washington Healthplanfinder and its associated IT systems. 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.

## **9** *Expand customer assistance and outreach conducted by navigators and brokers.*

This year, the Exchange continued to provide valuable community-based resources by activating nine 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 directly at clinics, pharmacies and grocery stores.

**10** *Enhance customer communications and touch points on key messages to maintain and expand enrollment, particularly as Medicaid/Apple Health redeterminations complicated continued coverage for many clients and new state enrollment programs were launched.*

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 this biennium. 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 2025 coverage in the QHP/QDP markets are again at record levels.

**11** *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 ending June 30, 2025. The Exchange continues to strengthen financial policies to ensure transparency and stewardship over organizational assets and effective management of resources.

# Appendix A

## Washington Health Benefit Exchange Statement of Net Position – June 30, 2025

### ASSETS

#### Current assets

Cash and cash equivalents	\$29,194,082
Medicaid program cost reimbursement receivable	2,719,681
Accounts receivable	4,547,351
Prepaid expenses	<u>8,036,765</u>
Total current assets	<u>44,497,879</u>

#### Noncurrent assets

Prepaid expenses	28,190
Pension asset	2,389,064
Subscription assets	1,656,684
Capital assets	<u>23,629,439</u>
Total noncurrent assets	<u>27,703,377</u>
Total assets	<u>72,201,256</u>

### DEFERRED OUTFLOWS OF RESOURCES

Deferred outflows of resources - pension	6,592,207
Deferred outflows of resources - other postemployment benefits (OPEB)	<u>914,715</u>
Total deferred outflows of resources	<u>7,506,922</u>

### LIABILITIES

#### Current liabilities

Accounts payable and accrued expenses	10,084,395
Unearned revenue	33,364,811
Current portion of lease liabilities	513,815
Current portion of subscription liabilities	403,781
Payroll liabilities	<u>1,830,295</u>
Total current liabilities	46,197,097
Lease liabilities, excluding current portion	1,245,830
Subscription liabilities, excluding current portion	300,241
Net OPEB liability	1,732,897
Long-term unearned revenue	<u>333,352</u>
Total liabilities	<u>49,809,417</u>

### DEFERRED INFLOWS OF RESOURCES

Deferred inflows of resources - pension	1,832,209
Deferred inflows of resources - OPEB	<u>1,803,054</u>
Deferred inflows of resources	<u>3,635,263</u>

### NET POSITION

Net position	
Net invested in capital assets	21,725,516
Unrestricted net position	<u>4,537,982</u>
Total net position	<u>\$26,263,498</u>

## Appendix B

### Washington Health Benefit Exchange Contracts in effect in 2025

HBE Contract	Contractor/ Vendor Name	Contract Description / Item Categories	Start Date	End Date	Amendment Amount	Total Contract Amount
MLA-523	Regents of the University of California	Copyright License Agreement for Chronic Illness and Disability Payment System and Medicaid Rx Model	8/18/2022	8/17/2025	\$1,000	\$2,000
SLA-543	ARIN	Internet Numbers Maintenance	3/31/2023	3/30/2028	\$ -	\$2,500
DES-279	911 Interpreters, Inc.	Language Access - Telephonic interpreting backup for languages of lesser diffusion	3/19/2024	12/11/2031	\$ -	\$5,000
OMN-560	ADP	Background Check Services	12/11/2023	4/30/2026	\$ -	\$5,000
HBE-585	Korean Community Service Center	Community Based Organization (CBO) Outreach	10/4/2024	2/15/2025	\$ -	\$10,000
HBE-586	Muslim Community Network Association	Community Based Organization (CBO) Outreach	10/9/2024	2/15/2025	\$ -	\$10,000
HBE-588	Seattle Chinese New Immigrants Center	Community Based Organization (CBO) Outreach	10/4/2024	2/15/2025	\$ -	\$10,000
IAA-605	State of Washington Office of the Governor	Small Business Requirements and Resources (SBRR) Workshops	1/31/2025	7/1/2025	\$ -	\$10,000

HBE Contract	Contractor/ Vendor Name	Contract Description / Item Categories	Start Date	End Date	Amendment Amount	Total Contract Amount
SLA-439	Wipfli	PositivePay for Intacct (Subscription)	7/16/2019	7/15/2099	\$8,957	\$10,268
MLA-008	CITRIX	Phone and webinar system	5/4/2015	12/31/2030	\$10,433	\$10,433
MLA-535	NCQA	Quality Compass Data Extract License	8/16/2022	8/15/2099	\$5,250	\$10,993
MLA-580	NCQA	Quality Compass Data Extract License	7/24/2024	7/24/2099	\$7,027	\$16,211
HBE-581	Central Washington Justice For Our Neighbors	Community Based Organization (CBO) Outreach	10/4/2024	2/15/2025	\$ -	\$20,000
HBE-582	Comunicativo	Community Based Organization (CBO) Outreach	10/7/2024	2/15/2025	\$ -	\$20,000
HBE-583	Ensemble Washington	Community Based Organization (CBO) Outreach	10/7/2024	2/15/2025	\$ -	\$20,000
HBE-584	Entre Hermanos	Community Based Organization (CBO) Outreach	10/4/2024	2/15/2025	\$ -	\$20,000
HBE-587	Chuckanut Health Foundation DBA Oasis	Community Based Organization (CBO) Outreach	10/4/2024	2/15/2025	\$ -	\$20,000
HBE-589	South Puget Sound Pathways	Community Based Organization (CBO) Outreach	10/4/2024	2/15/2025	\$ -	\$20,000
HBE-590	Unidos Nueva Alianza	Community Based Organization (CBO) Outreach	10/7/2024	2/15/2025	\$ -	\$20,000

HBE Contract	Contractor/ Vendor Name	Contract Description / Item Categories	Start Date	End Date	Amendment Amount	Total Contract Amount
HBE-591	United Territories Of Pacific Islanders Alliance - Washington (Utopia Wa)	Community Based Organization (CBO) Outreach	10/4/2024	2/15/2025	\$ -	\$20,000
HBE-592	Washington Immigrant Solidarity Network	Community Based Organization (CBO) Outreach	10/7/2024	2/15/2025	\$ -	\$20,000
HBE-593	Washington West African Center	Community Based Organization (CBO) Outreach	10/4/2024	2/15/2025	\$ -	\$20,000
HBE-598	Sound Workplace Investigations, LLC	Workplace Investigation Services	11/15/2024	12/31/2025	\$ -	\$25,000
HBE-527	Sophus IT Solutions, LLC	IT Search and Recruiting Services	8/3/2022	8/2/2027	\$ -	\$27,500
DES-626	Crystal Clean Housekeeping & Janitorial Services LLC	Janitorial Services	7/1/2025	3/11/2029	\$ -	\$30,000
DES-634	Buenavista Services Inc.	Janitorial Services	10/2/2025	3/11/2029	\$ -	\$30,000
HBE-637	Ogden Murphy Wallace, P.L.L.C.	Investigation Services	9/30/2025	6/30/2026	\$ -	\$35,000
IAA-390	Iron Mark Law Group (thru AAG)	Trademark Legal Services	7/1/2018	4/30/2026	\$40,000	\$40,000
HBE-528	Stellar IT Solutions	IT Search and Recruiting Services	8/8/2022	8/7/2027	\$ -	\$45,500
SLA-532	Gallup, Inc.	Gallup & CliftonStrengths Subscription	8/16/2022	8/15/2025	\$16,450	\$48,650

HBE Contract	Contractor/ Vendor Name	Contract Description / Item Categories	Start Date	End Date	Amendment Amount	Total Contract Amount
SLA-629	Cairncross & Hempelmann	To establish WA Pathways	7/28/2025	6/30/2026	\$ -	\$49,900
HBE-601	Kaminsky, Norma Gabriela dba Norma Kaminsky	Translation Services (Spanish)	2/18/2025	6/30/2029	\$ -	\$49,999
HBE-602	Marin Language Services	Translation Services (Spanish)	2/19/2025	6/30/2029	\$ -	\$49,999
HBE-613	Booz Allen Hamilton Inc	Incident Response Services	6/17/2025	6/16/2027	\$ -	\$50,000
IAA-055	Office of Insurance Commissioner (OIC)	Memorandum of Understanding	6/1/2013	12/31/2030	\$50,000	\$50,000
SLA-159	Century Link	VPN IP addresses etc.	10/29/2013	12/31/2099	\$53,824	\$53,824
DES-603	Integrated Solutions Group, LLC (ISG)	PM support for CDSS implementation	1/30/2025	6/30/2025	\$ -	\$60,000
HBE-481	Financial Designs	Enrollment Center Services	7/1/2021	6/30/2026	\$48,000	\$61,400
IAA-565	WaTech (Formerly Consolidated Technology Services - CTS)	Watech Services	4/3/2024	12/30/2099	\$ -	\$61,800
HBE-525	DevCare Solutions Ltd	IT Search and Recruiting Services	7/29/2022	7/28/2027	\$ -	\$68,500

HBE Contract	Contractor/ Vendor Name	Contract Description / Item Categories	Start Date	End Date	Amendment Amount	Total Contract Amount
IAA-576	WaTech (Formerly Consolidated Technology Services - CTS)	Accessibility Assessment and Consulting Services	7/31/2024	7/30/2030	\$ -	\$69,472
HBE-479	Advisor Health Benefits Group	Enrollment Center Services	7/1/2021	6/30/2026	\$60,000	\$75,000
HBE-480	Applied Team Insurance	Enrollment Center Services	7/1/2021	6/30/2026	\$60,000	\$75,000
HBE-484	Health Insurance Solutions NW	Enrollment Center Services	7/1/2021	6/30/2026	\$60,000	\$75,000
HBE-485	PCF Insurance Services of West, LLC	Enrollment Center Services	7/1/2021	6/30/2026	\$60,000	\$75,000
IAA-392	HCA (WA-APCD Lead Org)	WA-APCD Data Sharing Agreement and Licenses	6/18/2018	12/31/2030	\$79,055	\$79,055
HBE-526	Infojini	IT Search and Recruiting Services	8/2/2022	8/1/2027	\$ -	\$79,500
HBE-578	American Indian Health Commision dba AIHC	Tribal Lead Assister Organization	11/5/2024	6/30/2029	\$40,000	\$80,000
HBE-620	Lutheran Community Services Northwest	Lead Navigator Organization Services	7/1/2025	6/30/2030	\$ -	\$80,000
HBE-529	Talent Advisory Group, LLC	IT Search and Recruiting Services	8/1/2022	7/31/2027	\$ -	\$85,500
HBE-486	Suzie Health Solutions	Enrollment Center Services	7/1/2021	6/30/2026	\$72,135	\$87,135

HBE Contract	Contractor/ Vendor Name	Contract Description / Item Categories	Start Date	End Date	Amendment Amount	Total Contract Amount
HBE-482	FND Insurance	Enrollment Center Services	7/1/2021	6/30/2026	\$77,500	\$92,500
DES-614	Civic Initiatives, LLC	Aquisition and Support Services (Procurement Consultation)	4/30/2025	2/28/2026	\$ -	\$97,166
HBE-487	Gail Maurer	Presiding Officer Services for Appeals	7/1/2021	6/30/2026	\$ -	\$100,000
HBE-488	Johnson Consulting & Legal Services	Presiding Officer Services for Appeals	7/1/2021	6/30/2026	\$ -	\$100,000
HBE-489	James McNamara	Presiding Officer Services for Appeals	7/1/2021	6/30/2026	\$ -	\$100,000
HBE-490	David E Threedy	Presiding Officer Services for Appeals	7/1/2021	6/30/2026	\$ -	\$100,000
IAA-575	DSHS	Demographics Data Sharing Project	8/1/2024	6/30/2025	\$ -	\$100,000
DES-631	COOLSOFT, LLC	IT Development Services	9/1/2025	5/15/2028	\$ -	\$121,136
DES-267	Pacific Office Automation	Copiers and Managed Print Services (DES Contract #06619)	10/1/2022	9/30/2027	\$ -	\$142,989
HBE-468	American Custodial, Inc	Janitorial Services	8/23/2021	6/30/2026	\$85,000	\$145,000
IAA-624	WaTech (Formerly Consolidated Technology Services - CTS)	Primary Services Agreement	6/25/2025	12/31/2099	\$ -	\$152,963.76
HBE-619	Greater Health Now	Lead Navigator Organization Services	7/1/2025	6/30/2030	\$30,000	\$158,000
HBE-517	KJS Company LLC	Parking Lot Lease (2023 - 2028)	7/1/2023	6/30/2028	\$ -	\$162,000

HBE Contract	Contractor/ Vendor Name	Contract Description / Item Categories	Start Date	End Date	Amendment Amount	Total Contract Amount
HBE-618	Central Washington Health Services Association	Lead Navigator Organization Services	7/1/2025	6/30/2030	\$30,000	\$201,000
HBE-453	E-Solutions	Information Technology and Professional Services	3/1/2020	6/30/2025	\$ -	\$216,000
HBE-512	Compensation Connections LLC	Full-Service Compensation Consulting	12/13/2021	6/30/2027	\$ -	\$230,000
DES-599	Integrated Solutions Group, LLC (ISG)	CSC and SI RFP - PM and Consultant support	12/18/2024	2/29/2028	\$11,900	\$241,900
HBE-503	Milliman, Inc.	State Based Exchange Policy Consulting Services	9/27/2021	6/30/2026	\$ -	\$249,000
DES-568	Clarity Consulting Partners, LLC	Leadership and Board Support Services	5/16/2024	2/29/2028	\$89,500	\$249,500
HBE-500	ACUMEN, LLC	STATE BASED EXCHANGE POLICY CONSULTING SERVICES	9/1/2021	6/30/2026	\$ -	\$249,999
HBE-501	Health Management Associates, Inc.	State Based Exchange Policy Consulting Services	9/1/2021	6/30/2026	\$ -	\$249,999
HBE-502	Karen Merrikin Consulting	State Based Exchange Policy Consulting Services	9/27/2021	3/30/2026	\$ -	\$249,999
IAA-492	Ryan, Swanson, & Cleveland, PLLC (thru ATG)	Special AAG Services - Immigration	7/1/2021	6/30/2026	\$100,000	\$250,000

HBE Contract	Contractor/ Vendor Name	Contract Description / Item Categories	Start Date	End Date	Amendment Amount	Total Contract Amount
HBE-623	Yakima Neighborhood Health Services	Lead Navigator Organization Services	7/1/2025	6/30/2030	\$30,000	\$256,000
DES-604	Accel Bi, Inc	Continuity of Operations Planning (COOP)	1/16/2025	6/30/2025	\$(2,627)	\$264,372
MLA-559	Microsoft	Microsoft Unified Support Services	2/1/2024	1/31/2025	\$45,825	\$294,018
HBE-544	ACUMEN, LLC	State Based Exchange Policy Consulting Services	6/1/2023	6/30/2028	\$ -	\$300,000
HBE-545	American Institutes for Research	State Based Exchange Policy Consulting Services	6/1/2023	6/30/2028	\$ -	\$300,000
HBE-546	BerryDunn	State Based Exchange Policy Consulting Services	6/1/2023	6/30/2028	\$ -	\$300,000
HBE-547	Health Management Associates, Inc.	State Based Exchange Policy Consulting Services	6/6/2023	6/30/2028	\$ -	\$300,000
HBE-548	Milliman, Inc.	SBE Policy Consulting Services	7/12/2023	6/30/2028	\$ -	\$300,000
HBE-549	Myers and Stauffer LC	State Based Exchange Policy Consulting Services	6/1/2023	6/30/2028	\$ -	\$300,000
HBE-551	Public Consulting Group	State Based Exchange Policy Consulting Services	6/4/2023	6/30/2028	\$ -	\$300,000
HBE-617	Better Health Together	Lead Navigator Organization Services	7/1/2025	6/30/2030	\$45,000	\$347,000
HBE-445	Cairncross & Hempelmann	Legal assistance	12/13/2019	12/31/2026	\$188,000	\$350,000
DES-630	Infojini	IT Development Services	9/2/2025	5/15/2028	\$ -	\$364,320

HBE Contract	Contractor/ Vendor Name	Contract Description / Item Categories	Start Date	End Date	Amendment Amount	Total Contract Amount
HBE-429	Peninsula Community Health Services	Lead Navigator Organization Services	7/1/2019	6/30/2025	\$312,888	\$367,888
HBE-550	Olden Street Advisors	State Based Exchange Policy Consulting Services	6/1/2023	6/30/2028	\$75,000	\$375,000
DES-610	Integrated Solutions Group, LLC (ISG)	IT Development Services	8/25/2025	5/15/2028	\$ -	\$378,464
MLA-363	Atlassian	JIRA Software (Cloud) + JIRA Software (Server) annual licensing	8/1/2017	12/31/2030	\$382,246	\$382,246
MLA-606	Microsoft	Microsoft Unified Support Services	2/1/2025	1/31/2026	\$151,000	\$399,821
HBE-452	Elegant Solutions	Information Technology and Professional Services	3/1/2020	6/30/2025	\$ -	\$432,000
MLA-467	Zendesk	Support Ticketing Software Subscription	7/26/2020	12/31/2030	\$300,252	\$447,115
DES-633	Integrated Solutions Group, LLC (ISG)	Independent Verification and Validation (IV&V)	10/13/2025	4/1/2028	\$ -	\$500,000
HBE-471	BDMP Assurance, LLP (formerly Berry, Dunn, McNeil & Parker, LLC)	Financial and Programmatic Audit Services	1/14/2021	3/31/2026	\$407,045	\$556,857
OMN-463	ADP	Payroll and Human Resources management system and related services (OMNIA Contract #R191302)	5/11/2020	6/25/2026	\$566,416	\$642,946

HBE Contract	Contractor/ Vendor Name	Contract Description / Item Categories	Start Date	End Date	Amendment Amount	Total Contract Amount
HBE-622	Sea Mar Community Health Centers	Lead Navigator Organization Services	7/1/2025	6/30/2030	\$45,000	\$685,000
HBE-432	Tri Cities Community Health	Lead Navigator Organization Services	7/2/2019	6/30/2025	\$606,638	\$717,638
HBE-621	Public Health Seattle & King County	Lead Navigator Organization Services	7/1/2025	6/30/2030	\$45,000	\$841,000
HBE-447	22nd Century Technologies	Information Technology and Professional Services	3/1/2020	6/30/2025	\$100,000	\$964,000
HBE-433	Central Washington Health Services Association	Lead Navigator Organization Services	7/1/2019	6/30/2025	\$833,388	\$989,388
HBE-607	Consumers' Checkbook	Customer Decision Support Solution (CDSS)	2/14/2025	6/30/2033	\$ -	\$1,107,500
MLA-437	Sage Intacct	Intacct Licensing and Support	7/18/2019	7/17/2025	\$1,172,466.74	\$1,311,780.52
HBE-446	4 Consulting	Information Technology and Professional Services	3/1/2020	6/30/2025	\$915,444	\$1,347,444
HBE-459	V Group Inc.	Information Technology and Professional Services	3/1/2020	6/30/2025	\$100,000	\$1,396,000
HBE-448	Bourntec Solutions	Information Technology and Professional Services	3/1/2020	6/30/2025	\$ -	\$1,512,000
HBE-457	Rose International	Information Technology and Professional Services	3/1/2020	6/30/2025	\$354,832	\$1,650,832

HBE Contract	Contractor/ Vendor Name	Contract Description / Item Categories	Start Date	End Date	Amendment Amount	Total Contract Amount
HBE-542	Blueshoes Media LLC DBA The Vida Agency	Health Insurance Education & Outreach Campaign	2/22/2023	6/30/2025	\$1,246,550	\$1,716,450
HBE-540	Leap Orbit, LLC	Provider Directory	12/13/2022	12/31/2030	\$1,291,923	\$1,816,923
HBE-434	Yakima Neighborhood Health Services	Lead Navigator Organization and Enrollment Center Services	7/1/2019	6/30/2025	\$1,648,388.89	\$1,863,388.89
HBE-425	Wakely Consulting Group	Enrollment Projections and Standardized Benefit Plan Design Services	6/11/2019	6/30/2025	\$1,793,940.75	\$2,077,090.75
HBE-427	Better Health Together	Lead Navigator Organization and Enrollment Center Services	7/1/2019	6/30/2025	\$2,010,070.94	\$2,312,027.35
HBE-458	SoftHQ	Information Technology and Professional Services	3/1/2020	6/30/2025	\$133,120	\$2,725,120
DES-566	Treinen Associates, Inc.	Management & Business Analysis	4/22/2024	12/31/2027	\$2,690,142	\$2,818,806
HBE-511	KJS Company LLC	Building Lease	7/1/2023	6/30/2028	\$25,000	\$3,188,771.80
HBE-456	Milestone	Information Technology and Professional Services	10/1/2020	8/24/2025	\$2,272,537.44	\$3,199,897.44
HBE-451	COOLSOFT, LLC	Information Technology and Professional Services	3/1/2020	8/31/2025	\$436,708	\$3,892,708
HBE-455	Infojini	Information Technology and Professional Services	3/1/2020	6/30/2025	\$477,280	\$3,933,280

HBE Contract	Contractor/ Vendor Name	Contract Description / Item Categories	Start Date	End Date	Amendment Amount	Total Contract Amount
HBE-430	Public Health Seattle & King County	Lead Navigator Organization and Enrollment Center Services	7/1/2019	6/30/2025	\$3,763,888.89	\$4,386,888.89
HBE-449	COGENT Infotech	Information Technology and Professional Services	3/1/2020	8/31/2025	\$1,031,394	\$4,919,394
HBE-520	Quinn Thomas	Strategic Partner for Advertising, Marketing, and Communications	6/1/2022	6/30/2027	\$4,045,000	\$5,145,000
IAA-001	Health Care Authority	Cooperative Agreement and SLAs	5/17/2017	12/31/2099	\$1,384,772.48	\$6,473,208.81
MLA-179	Cotiviti, Inc. (formerly Edifecs)	Master License and Service Agreement	3/13/2015	3/13/2030	\$5,123,446.79	\$6,736,699.47
HBE-337	GetInsured	Consumer decision support tool for QHP shopping on HPF	5/12/2017	6/30/2025	\$7,342,795	\$8,112,795
HBE-564	The Masters Touch	Print and Mailing Services	6/1/2024	6/30/2032	\$ -	\$15,000,000
HBE-411	TTEC Government Solutions, LLC	Call Center Services	4/1/2019	6/30/2027	\$55,366,502	\$84,367,259
HBE-460	Deloitte	System Integrator Services	4/8/2020	6/30/2028	\$76,154,292	\$139,422,190
					\$176,007,602	\$331,047,828