

Maintenance Level

Agency:

107 Health Care Authority on Behalf of the Health Benefit Exchange

Decision Package Code/Title:

PL-MH HBE Healthplanfinder M&O

Agency RecSum:

Funding to maintain current eligibility and enrollment functionality of *Washington Healthplanfinder* through execution of options contained in the current system integrator contract.

Fiscal detail:

Operating Expenditures	FY 2026	FY 2027	FY 2028	FY 2029
001-1 GF-State	\$4,000	\$4,000	\$4,000	\$4,000
17T-1 HBEA	\$133,000	\$133,000	\$133,000	\$133,000
001-C GF-Federal	\$347,000	\$347,000	\$347,000	\$347,000
Total Expenditures	\$484,000	\$484,000	\$484,000	\$484,000
Biennial Totals	\$968,000		\$968,000	
Staffing	FY 2026	FY 2027	FY 2028	FY 2029
FTEs	0	0	0	0
Average Annual	0		0	
Object of Expenditure	FY 2026	FY 2027	FY 2028	FY 2029
Obj. C	\$484,000	\$484,000	\$484,000	\$484,000
Revenue	FY 2026	FY 2027	FY 2028	FY 2029
001-0393 GF-Federal	\$347,000	\$347,000	\$347,000	\$347,000
Total Revenue	\$347,000	\$347,000	\$347,000	\$347,000
Biennial Totals	\$694,000		\$694,000	

Package Description

What is the problem, opportunity or priority you are addressing with the request?

Healthplanfinder (HPF) is Washington state’s application and enrollment system for the 1.8 million individual health insurance market, Washington Apple Health (Medicaid), Children’s Health Insurance Program (CHIP) and Apple Health Expansion enrollees. The HPF coordinates eligibility for benefits and provides enrollees with tools to select and connect with health plans.

In 2019-20, the Exchange conducted an open procurement for the System Integrator for the Healthplanfinder, with contract dates of July 2020 – June 2025. The System Integrator provides critical coding, bringing together component subsystems into a singular customer experience and

For additional information contact:

Nicholas Aaseby, Associate Director of Strategic Budget Planning
360-688-1574 nicholas.aaseby@wahbexchange.org

ensuring that those subsystems function together to maintain the security and functionality of HPF for consumers.

Planning for June 2025, the Exchange will execute options to extend the period of performance through June 30, 2028. This option to extend is anticipated to include a five percent increase compared to current year M&O activities.

What is your proposal?

The Exchange requests ongoing funding of \$484,000 per year for increased costs associated with extending Healthplanfinder's system integrator period of performance to June 30, 2028.

What are you purchasing and how does it solve the problem?

Healthplanfinder maintenance and operations costs have remained level since fiscal year 2021. The Exchange procured its system integrator contract for Healthplanfinder in 2019, a contract period for FY2021 - FY2025. That contract included an option to extend the period of performance for an additional three years, at a not to exceed amount of five percent. This request will enable the Exchange and its system integrator to continue to support the maintenance and operations of HPF through FY2028.

Not funding the ongoing maintenance of the system, increases the risk of eroding stability and decreases responsiveness to emerging customer needs, regulatory changes and technological advances and updates.

What alternatives did you explore and why was this option chosen?

The alternative is to reduce the capacity to maintain critical system functions and deliver less Healthplanfinder enhancements that are responsive to ever evolving customer, marketplace and regulatory needs. Maintaining Healthplanfinder requires tools that support a positive customer experience for enrollee recruitment and retention, as well as continued system efficiencies to control or reduce costs. Without funding, the Exchange will be limited in the ability to respond to customer needs, system vulnerabilities, new regulatory requirements, on-going compliance changes and an ever-changing environment.

The Healthplanfinder system was designed to support the Washington Apple Health program, Children's Health Insurance Program (CHIP), Apple Health Expansion and Qualified Health and Dental Plans. Continued investment in enhancements will be required in coming years to maintain compliance with federal Medicaid Information Technology Architecture (MITA) requirements for continued approval of federal financial participation (FFP) for Healthplanfinder operations, and continued focus on enhancing the consumer's experience.

What resources does the agency already have that are dedicated to this purpose?

The Maintenance and Operations funding for the Exchange's system integrator contract for Healthplanfinder is currently fully funded at \$ \$9,685,000 per year ongoing

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In 2019 the Exchange completed an open procurement of Healthplanfinder's system integrator services which did result in an annual cost increase for the maintenance and operation of Healthplanfinder.

- In the 2021-23 Biennial budget, the Exchange's decision package ML-HB HBE Healthplanfinder Maintenance and Operations was funded. This decision package requested additional funding of \$1,513,000 per year.

How is your proposal impacting equity in the state?

Please describe in detail how this proposal is likely to benefit communities and populations who have historically been excluded by governmental decisions. Include both demographic and geographic information about communities.

This request would increase expenditure authority in the 2025-27 biennial budget to support Healthplanfinder system maintenance, improvements, and continued response to changing market conditions that can disproportionately impact vulnerable communities. The Exchange seeks to ensure equitable access by continuing to make system updates to remove unnecessary barriers and make needed improvements to achieve the best user experience for all.

Describe how your agency engaged with communities and populations, particularly those who have been historically excluded and marginalized by governmental decisions?

The Exchange works closely with a number of advisory groups, Community Based Organizations (CBO), and over 1,000 Navigators to understand the needs of the various communities we serve, and more specifically the communities that have historically not been considered. CBOs and navigators will often provide feedback on the system interface and the impact it has on customers being able to successfully enroll. Additionally, the Exchange conducts interviews with users after each Open Enrollment period to understand better the customer experience. These engagements with the communities served in guiding the necessary updates to the Healthplanfinder system.

What input did your agency receive and how was it incorporated into your proposal?

With the current funding we have been able to maintain and update our systems to meet the needs of various communities. This is a request for funding to continue to be able to meet the needs of our customers and maintain accessibility and access.

Explain why and how these equity impacts will be addressed, i.e., consider communities or populations excluded or disproportionately impacted by the proposal

Without the needed enhancements, we would not be able to maintain the systems in the most efficient way causing additional costs and reduced usability for our customers. It would also greatly limit our ability to respond to customer needs, and as stated above, people with accessibility needs and people with low digital literacy would be most impacted and it would further the divide in access for those who rely on us to remove barriers through system updates and maintenance.

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Assumptions and Calculations

Expansion or alteration of a current program or service

This request does not propose to expand or alter the current service.

Detailed assumptions and calculations

The system integrator contract extension assumes an ongoing price increase \$484,000 per year for the Maintenance and Operations cost for the Healthplanfinder.

No changes in FTEs are expected with this decision package.

- No increase in Carrier Assessment is expected to cover this expenditure.
- Maintenance and Operations costs are eligible for 75% Federal Financial participation (FFP)

Objects		FY 2026	FY 2027	FY 2028	FY 2029
A	Salaries & Wages	-	-	-	-
B	Employee Benefits	-	-	-	-
C	Personal Serv Contr	484,000	484,000	484,000	484,000
E	Goods and Services	-	-	-	-
G	Travel	-	-	-	-
	Total	484,000	484,000	484,000	484,000

Historical funding

The Maintenance and Operations funding for the Exchange's system integrator contract for Healthplanfinder is currently fully funded at \$ \$9,685,000 per year ongoing.

FY2026

- FTE = zero
- Total Funds = \$9.685 million
- Near General Fund = \$0
- Other Funds = \$9.685 million

FY2027

- FTE = zero
- Total Funds = \$9.685 million
- Near General Fund = \$0
- Other Funds = \$9.685 million

Workforce assumptions

No new FTEs are included with this request.

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Strategic and Performance Outcomes

Strategic framework

This proposal directly relates to Results Washington’s Healthy and Safe Communities goal. Healthplanfinder has an impact on each of the outcome measures within that goal—starting with ensuring access to quality healthcare. Healthplanfinder is a critical tool for Washingtonians to apply for and enroll in healthcare plans, explore eligibility for subsidies or tax premiums that make healthcare coverage more affordable, and enroll in plans that will help them plans that allow them access care. Access to healthcare is more critical now than ever. Better access to healthcare leads to a healthier population which furthers additional Results Washington goals.

Performance outcomes

The Exchange seeks to continuously improve how Washingtonians secure health insurance through innovative and practical solutions and an easy-to-use customer experience. These are reflected in our values of integrity, respect, equity, and transparency as they relate to those we work with and those we serve.

Other supporting materials

Copies of the APD have been previously provided to HCA, OFM, the House and Senate.

Other Collateral Connections

Intergovernmental

None

Legal or administrative mandates

None

Changes from current law

None

State workforce impacts

None

State facilities impacts

None.

Puget Sound recovery

None.

Other supporting materials

Copies of the APD have been provided to HCA, OFM, the House and Senate.

Information technology (IT)

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ABS will pose the question below for *each* DP. If the answer is yes, you will be prompted to attach an IT addendum. (See Chapter 10 of the budget instructions for additional requirements.)

Information Technology

Does this DP include funding for any IT-related costs, including hardware, software (including cloud-based services), contracts or IT staff?

No

Yes

Please download the [IT-addendum](#) and follow the directions on the bottom of the addendum to meet requirements for OCIO review. After completing the IT addendum, please upload the document to continue.