# Table of Contents

## COVERAGE

- **Total Enrollees** .................................................. 1  
  By Percent of Covered Residents by County  
  By Coverage Type  

- **Qualified Health Plan Enrollees** ..................... 2  
  By Number of QHP Enrollees and Carriers by County  
  By Carrier  
  By Metal Level  
  By Federal Poverty Level (FPL)  
  Federal Poverty Level by Metal Level  
  Federal Poverty Level by Age  
  By Age  
  Under 19  
  By Race and Ethnicity  
  By Household Members  
  By Status  
  By Sex  

- **Washington Apple Health Enrollees** ............... 8  
  Number of WAH Enrollees by County  
  By Age  
  Under 19  
  By Medicaid Plan Selection  
  By Sex  
  By Race and Ethnicity  

## CUSTOMER EXPERIENCE

- **Customer Engagement** ................................. 11  
  Accessing Washington Healthplanfinder  
  Engagement Strategy for Open Enrollment  

- **Customer Support** ................................. 12  
  Ways to Connect during the Pandemic  
  Partnered Households  
  Lead Organizations and Enrollment Centers by County  
  Customer Support Enrollment Centers  
  By Customer Support Center Assistance  
  By Limited English Proficiency  
  Non-English Calls Answered  
  Top Language Requests by Washington Healthplanfinder Applicants  

This Enrollment Report in an excel spreadsheet with additional data is also available online at:  [https://www.wahbexchange.org/about-the-exchange/reports-data/enrollment-reports-data](https://www.wahbexchange.org/about-the-exchange/reports-data/enrollment-reports-data)  
Author: WAHBE/Earnest Kim, Data Source: Washington Healthplanfinder as of Sep 30, 2020  

Washington Apple Health-Medicaid MAGI/CHIP population/Characteristics;  
Author: HCA/OMSD: Data Source: ProviderOne ODS Data Warehouse as of September 30, 2020
COVERAGE
Total Enrollees

Percent of Washington Healthplanfinder Residents by County

Top 10 Counties

<table>
<thead>
<tr>
<th>County</th>
<th>Coverage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams</td>
<td>51%</td>
</tr>
<tr>
<td>Okanogan</td>
<td>48%</td>
</tr>
<tr>
<td>Yakima</td>
<td>46%</td>
</tr>
<tr>
<td>Pend Oreille</td>
<td>45%</td>
</tr>
<tr>
<td>San Juan</td>
<td>43%</td>
</tr>
<tr>
<td>Pacific</td>
<td>43%</td>
</tr>
<tr>
<td>Ferry</td>
<td>42%</td>
</tr>
<tr>
<td>Grant</td>
<td>42%</td>
</tr>
<tr>
<td>Grays Harbor</td>
<td>40%</td>
</tr>
<tr>
<td>Jefferson</td>
<td>39%</td>
</tr>
</tbody>
</table>

By Coverage Type

Total enrollees: 1,771,804

- QHP: 188,832
- WAH: 1,582,972

Washingtonians (<65) covered through Washington Healthplanfinder: 28%
Qualified Health Plan Enrollees

Number of QHP Enrollees and Carriers by County

By Carrier

<table>
<thead>
<tr>
<th>Top 10 Counties</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>King</td>
<td>72,892</td>
</tr>
<tr>
<td>Snohomish</td>
<td>18,289</td>
</tr>
<tr>
<td>Pierce</td>
<td>16,022</td>
</tr>
<tr>
<td>Clark</td>
<td>12,331</td>
</tr>
<tr>
<td>Spokane</td>
<td>11,679</td>
</tr>
<tr>
<td>Whatcom</td>
<td>8,527</td>
</tr>
<tr>
<td>Kitsap</td>
<td>6,068</td>
</tr>
<tr>
<td>Thurston</td>
<td>5,796</td>
</tr>
<tr>
<td>Skagit</td>
<td>3,182</td>
</tr>
<tr>
<td>Benton</td>
<td>3,045</td>
</tr>
</tbody>
</table>

Total 188,832
Bronze Plans cover 60% of the cost of essential health benefits, while the patient pays 40%; Silver plans cover 70% while the patient pays 30%; Gold plans cover 80% while the patient pays 20%.
Qualified Health Plan Enrollees

By Age

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Number of Enrollees</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age &lt;18</td>
<td>14,273</td>
<td>8%</td>
</tr>
<tr>
<td>Age 18-25</td>
<td>14,833</td>
<td>9%</td>
</tr>
<tr>
<td>Age 26-34</td>
<td>30,891</td>
<td>19%</td>
</tr>
<tr>
<td>Age 35-44</td>
<td>31,441</td>
<td>19%</td>
</tr>
<tr>
<td>Age 45-54</td>
<td>36,333</td>
<td>21%</td>
</tr>
<tr>
<td>Age 55-64</td>
<td>58,305</td>
<td>31%</td>
</tr>
<tr>
<td>Age 65+</td>
<td>2,736</td>
<td>1%</td>
</tr>
</tbody>
</table>

Under 19

<table>
<thead>
<tr>
<th>Under-19 Enrollees</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant &lt;1</td>
<td>897</td>
</tr>
<tr>
<td>Toddler 1-1.5</td>
<td>3,378</td>
</tr>
<tr>
<td>School Age 6-12</td>
<td>5,438</td>
</tr>
<tr>
<td>Adolescent 13-18</td>
<td>5,400</td>
</tr>
</tbody>
</table>

By Race & Ethnicity

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Number of Enrollees</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>85,059</td>
<td>45%</td>
</tr>
<tr>
<td>Not Provided</td>
<td>36,482</td>
<td>19%</td>
</tr>
<tr>
<td>Other</td>
<td>36,454</td>
<td>19%</td>
</tr>
<tr>
<td>Asian</td>
<td>21,489</td>
<td>12%</td>
</tr>
<tr>
<td>Pacific Islander</td>
<td>4,234</td>
<td>2%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>2,699</td>
<td>2%</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>1,122</td>
<td>1%</td>
</tr>
<tr>
<td>Multi Race</td>
<td>871</td>
<td>0%</td>
</tr>
<tr>
<td>Hawaiian</td>
<td>115</td>
<td>0%</td>
</tr>
</tbody>
</table>

8,032 marked Hispanic

Additional data on race and ethnicity available online.
Qualified Health Plan Enrollees

By Household

- 14% of QHP households also have members enrolled in WAH.

- The average household size is 1.4 members.

By Status

- Lawfully Present: 27,650 (15%)

By Sex

- Male: 85,128 (45%)
- Female: 103,704 (55%)

Total: 188,832
Qualified Dental Plan (QDP) Enrollees

By County

By Carrier

Top 10 Counties

<table>
<thead>
<tr>
<th>County</th>
<th>Enrollees</th>
</tr>
</thead>
<tbody>
<tr>
<td>KING</td>
<td>18,268</td>
</tr>
<tr>
<td>SNOHOMISH</td>
<td>4,222</td>
</tr>
<tr>
<td>PIERCE</td>
<td>3,472</td>
</tr>
<tr>
<td>CLARK</td>
<td>2,237</td>
</tr>
<tr>
<td>SPOKANE</td>
<td>2,120</td>
</tr>
<tr>
<td>WHATCOM</td>
<td>1,501</td>
</tr>
<tr>
<td>KITSAP</td>
<td>1,487</td>
</tr>
<tr>
<td>THURSTON</td>
<td>1,285</td>
</tr>
<tr>
<td>BENTON</td>
<td>582</td>
</tr>
<tr>
<td>SKAGIT</td>
<td>582</td>
</tr>
</tbody>
</table>

Total 40,667
Qualified Dental Plan (QDP) Enrollees

By Plan Type

- Pediatric Dental: 2,884 (7%)
- Family Dental: 37,783 (93%)

By Sex

- Male: 18,758 (46%)
- Female: 21,909 (54%)

Total: 40,667

By Age

- <18: 8,613 (21%)
- 18-25: 8,029 (20%)
- 26-34: 6,694 (16%)
- 35-44: 6,109 (15%)
- 45-54: 5,558 (19%)
- 55-64: 545 (1%)
- 65+: 0 (0%)

Washington Health Benefit Exchange
Enrollment Report
Fall 2020
Washington Apple Health (WAH) Enrollees

By County

By Age

Under 19
Washington Apple Health (WAH) Enrollees

By Medicaid Plan Selection (Sept. 2020)

- Amerigroup Washington Inc: 44,387 (13%)
- Community Health Plan of Washington: 37,242 (11%)
- Coordinated Care of Washington: 40,521 (11%)
- Molina Healthcare of Washington Inc: 27,894 (8%)
- Total: 353,581

- United Health Care Community Plan:

By Sex

- Male: 745,532 (47%)
- Female: 837,440 (53%)
- Total: 1,582,972

By Race & Ethnicity

- White: 899,498 (57%)
- Other: 223,750 (14%)
- Black/African American: 132,716 (8%)
- Not Provided: 127,766 (8%)
- Asian: 74,930 (5%)
- American Indian/Alaska Native: 67,605 (4%)
- Pacific Islander: 52,715 (3%)
- Hawaiian: 3,940 (0%)

373,181 marked Hispanic

Additional data on race and ethnicity available online.
CUSTOMER EXPERIENCE
Customer Engagement

Accessing Washington Healthplanfinder

47% mobile/tablet  53% desktop  221,632 WAPlanfinder mobile app downloads

Engagement Strategy for Open Enrollment 8

More to Live Well.

This overarching message connects with the audience through the moment we’re all living through, the importance of keeping our health managed, and the extended benefits of the Exchange in 2020.

For OE8, Washington Healthplanfinder provides:
• MORE options and benefit levels to choose from
• MORE personalized forms of support
• MORE assurance you are finding the best qualified health coverage plan for how you’re living, now.
Customer Support

Ways to Connect During the Pandemic

- Online Scheduling with Enrollment Centers
- Virtual enrollment assistance using video conferencing
- Over-the-phone Enrollment

• Virtual enrollment events
• Drive-thru enrollment events
• Outdoor events with safety precautions

In-Person Assistance Still Available

- Social distancing
- Masks required
- Revamping physical spaces

Partnered Households

QHP Households
- Broker: 50,263
- Navigator: 12,517

WAH Households
- Broker: 54,385
- Navigator: 173,439

Household account partnered to a Navigator and/or Broker in Washington Healthplanfinder
Customer Support

Lead Organizations and Enrollment Centers

Lead Organizations

- **Better Health Together**
  Phone: 1-509-381-5566
  Phone: 1-509-444-8200
  Email: bhtnavigatorstaff@BetterHealthTogether.org

- **CHOICE Regional Health Network**
  Phone: 1-360-539-7576
  Email: navigator@crhn.org

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

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

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

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

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

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

Enrollment Centers

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

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

**Olympia**
GHB Insurance
556 Lilly Road SE
Olympia, WA 98501
1-360-943-4500
ron@ghbinsurance.com

**Spokane**
Better Health Together
1209 W. First Ave
Spokane, WA 99201
1-509-381-5566
bhtnavigatorstaff@BetterHealthTogether.org

**Vancouver**
Applied Team Insurance
7720 NE Vancouver Mall Drive, Ste. 110
Vancouver, WA 98662
1-360-726-6092
marlena@appliedteamins.com

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

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

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

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

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

**Wenatchee**
Suzie Health Insurance
1630 N. Wenatchee Ave., Ste. 18
Wenatchee, WA 98801
1-509-293-9051
info@wahbroker.org
Customer Support

By Customer Support Center Assistance

Calls Answered
181,530

Average Wait Times
1:36 minutes

Data from June-2020 to Sep 2020. Customer Support Center is in Spokane Valley, WA and employs up to 340 representatives during open enrollment.

Limited English Proficient Applicants

Total
120,928

Non-English Calls Answered

Korean.................................131
Mandarin..............................478
Russian..............................2,168
Spanish..............................14,507
Vietnamese.........................2,873

Includes calls answered by bilingual and multilingual Customer Service Representatives at Washington Healthplanfinder Support Center from April through August 2020. Additional language data provided online.

Includes applicants who indicated in Washington Healthplanfinder that they do not speak and/or read English.

Top Language Requests by Washington Healthplanfinder Applicants

- Arabic
- Chinese
- Korean
- Russian
- Spanish
- Vietnamese

Additional language access information for QHP and WAH enrollees available online.