

Washington Health Benefit Exchange Annual Financial Report

Submitted, December 29, 2021



CONTENTS

- Statutory Requirement
- Background
- Funding
- Budget
- Calculation of Per Member Per Month (PMPM) Values
- Progress on Strategies to Reduce Costs
- Addendum A - Statement of Net Position
- Addendum B - Exchange Contracts



STATUTORY REQUIREMENT

Per chapter 43.71 RCW, the Washington Health Benefit Exchange (the 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, 30% or more of the residents under age 65 use *Washington Healthplanfinder* to get covered.

Overall, *Washington Healthplanfinder* serves about one in four Washingtonians with 1.7 million enrolled in Washington Apple Health (WAH) and an additional 200,000 in private health insurance.

Since 2015, the Exchange Board has submitted a Strategic Plan to the Legislature which focused on four core outcomes:

- Define and deliver operational excellence;
- Increase the number of insured and access to affordable coverage;
- Advance consumer choice and decision-making; and
- Promote equity across the system.

The Strategic Plan, which is updated annually, continues to guide how the Exchange allocates its appropriation.

While potential federal challenges to the Affordable Care Act are always a watchpoint for state health benefit exchanges, Washington has a history of proactive success in maintaining the stability of the Exchange and our state's individual insurance market and access to Washington Apple Health Medicaid enrollment services. 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 as challenges to continue to work on 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 year 2020 and 3.2 percent for calendar

year 2021. For calendar year 2022, average annual premiums are increasing again by an average of 4.1 percent.

COVID-19 and its associated economic disruption initially resulted in increased numbers of uninsured individuals and families, due mainly to loss of employer-based coverage. In response, the Exchange was the first in the country to open a Special Enrollment Period (SEP) enabling Washingtonians to sign up for coverage outside of Open Enrollment. A subsequent SEP was open from February 15, 2021, through August 15, 2021, during which the American Rescue Plan Act (ARPA) was passed (March). Within two months, the Exchange was again among the first in the country to make all the new premium savings under ARPA available to Exchange customers. The Exchange automatically applied the new ARPA savings to eligible current customers - so they could receive lower premiums without needing to take additional action. This action was followed by outreach efforts to reach new customers.

Washington's uninsured rate has largely restabilized at about five percent of the population. Overall enrollment levels in Exchange plans increased slightly during open enrollment for 2021, and continued to increase throughout 2021 during the additional special enrollment period.

FUNDING

The Exchange receives about \$4.7 million per year in General-Fund State 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 qualified health plan (QHP) enrollees.

General Fund-State (GF-S) funding in the Exchange budget has remained constant since the 2015-17 biennium. However, in the 2021-23 biennium additional one-time GF-S was provided to the Exchange to provide outreach to Compact of Free Association (COFA) residents living in Washington State, and for a roadmap and modernization report to be completed in coordination with the Human and Health Services (HHS) Coalition for the next step for integrated eligibility.

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	4,831,000	4,543,000	9,374,000
Health Benefit Exchange Account	39,240,000	38,470,000	77,710,000
GF-Federal	26,770,000	25,581,000	52,351,000
Federal SBE Modernization Grant	940,728	166,665	1,107,393
Federal ARPAA	-	5,245,000	5,245,000
Federal CRSSA	20,377,000	5,044,000	25,421,000
Health Care Affordability Account	-	50,000,000	50,000,000
Total by Fiscal Year	92,158,728	129,049,665	221,208,393

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

Operational Funds Appropriation	FY2022*	FY2023*	2021-23 Total
GF-State	4,831,000	4,543,000	9,374,000
Health Benefit Exchange Account	39,240,000	38,470,000	77,710,000
GF-Federal	26,770,000	25,581,000	52,351,000
Federal SBE Modernization Grant	940,728	166,665	1,107,393
Total by Fiscal Year	71,781,728	68,760,665	140,542,393
Total by Biennium		140,542,393	140,542,393

The 2021-23 biennial budget includes one-time funding for the Exchange to upgrade *Washington Healthplanfinder* to implement a new state premium subsidy beginning in the 2023 plan year (SB5377), modernize Healthplanfinder to be a more modular system, and extend postpartum benefits from two to twelve months (SB5068).

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

Premium Assistance Funds Appropriation	FY2022	FY2023	2021-23 Total
Federal ARPAA	-	5,245,000	5,245,000
Federal CRSSA	20,377,000	5,044,000	25,421,000
Health Care Affordability Account	-	50,000,000	50,000,000
Total by Fiscal Year	20,377,000	60,289,000	80,666,000

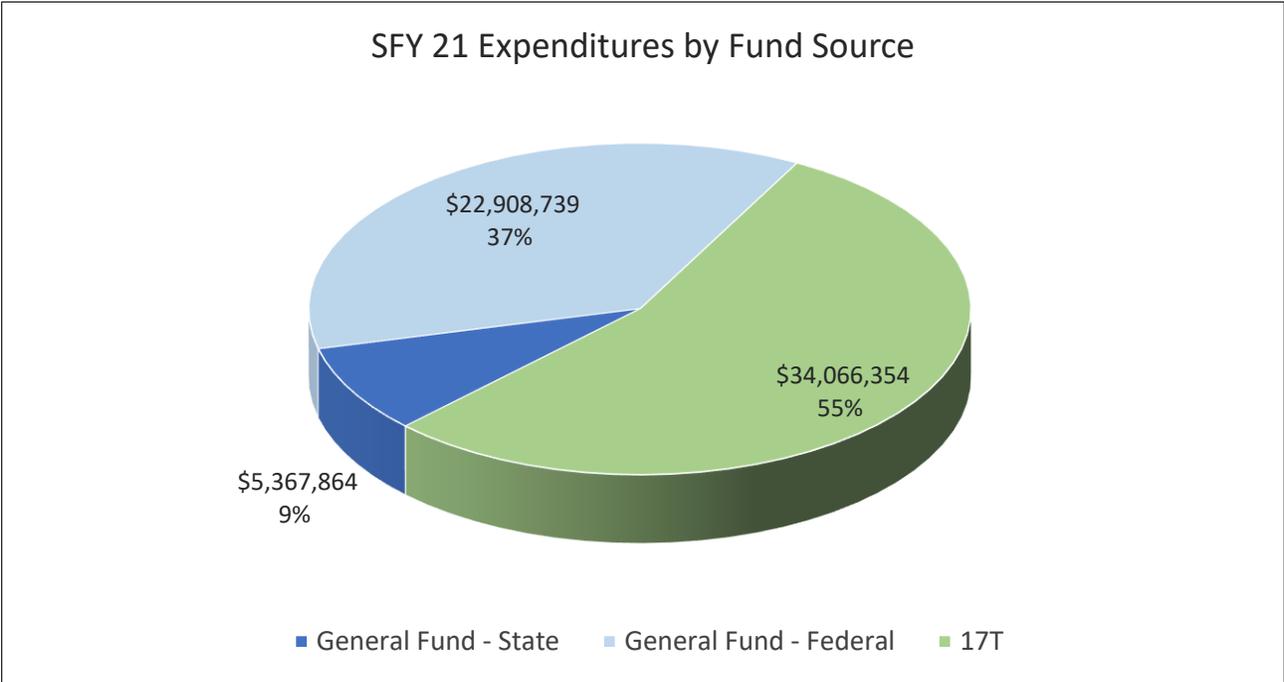
Beginning in the 2021-23 biennium, the Exchange received an annual appropriation of \$50 million to provide a state-based subsidy for Qualified Health Plan enrollees under 250% of the Federal Poverty Level, beginning in the 2023 plan year. The state subsidy, which maximizes available federal funding, will be another step to help address health insurance affordability for eligible Washingtonians.

The Exchange also received \$30 million to establish and implement a state sponsorship program for employees of licensed child care facilities to enroll in a Qualified Health Plan through the 2022 plan year. This program started Fall 2021, and is being implemented with assistance from the Department of Children, Youth and Families and a community-based Navigator lead organization.

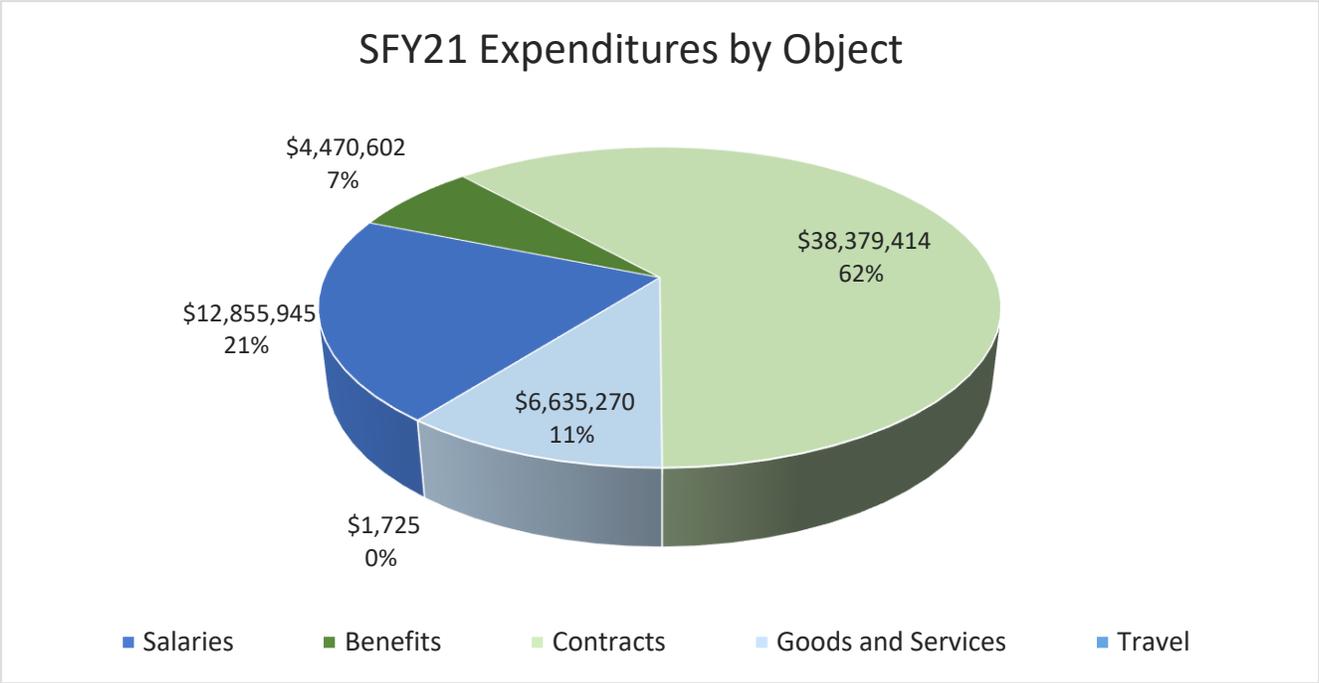
BUDGET

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

Graph 1: State Fiscal Year 2021 Expenditures by Fund Source



Graph 2: State Fiscal Year 2021 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, 2023 and 2024 projected PMPM expenditures are based on the enacted 2021-23 biennial budget. Enrollment numbers for qualified health plan enrollees are from the September 2021 Wakely enrollment forecast and the November 2021 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. One-time budget enhancements in SFY 2021 resulted in an increase in QHP PMPM values for the year, while WAH and combined PMPM values decreased from 2020. 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, with combined PMPM values projected to decline in each year of the ensuing 2023-25 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	\$70,841,000	\$68,594,000	\$63,909,000	\$63,750,000
QHP Budget	\$26,667,230	\$30,383,287	\$27,862,427	\$26,872,724	\$26,392,865
Average Monthly QHP Enrollment	192,879	213,611	211,011	195,791	195,791
Average Monthly Medicaid Enrollment	1,672,426	1,737,408	1,467,294	1,467,294	1,467,294
QHP PMPM	\$11.52	\$11.85	\$11.00	\$11.44	\$11.23
WAH PMPM	\$1.82	\$1.94	\$2.31	\$2.10	\$2.12
Combined PMPM	\$2.83	\$3.03	\$3.41	\$3.20	\$3.19

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	192,879	213,611	211,011	195,791	195,791
Medicaid Enrollment	1,672,426	1,737,408	1,467,294	1,467,294	1,467,294
Total Enrollment	1,865,305	1,951,019	1,678,305	1,663,085	1,663,085

	SFY 2021 Budget	SFY 2022 Budget	SFY 2023 Budget	SFY 2024 Budget	SFY 2025 Budget
Total Cost	\$ 63,272,000	\$ 70,841,000	\$ 68,594,000	\$ 63,909,000	\$ 63,750,000
Annual	\$ 33.92	\$ 36.31	\$ 40.87	\$ 38.43	\$ 38.33
Monthly	\$ 2.83	\$ 3.03	\$ 3.41	\$ 3.20	\$ 3.19
Staff Costs	\$ 17,326,725	\$ 19,709,347	\$ 20,103,534	\$ 20,505,605	\$ 20,710,661
Annual	\$ 9.29	\$ 10.10	\$ 11.98	\$ 12.33	\$ 12.45
Monthly	\$ 0.77	\$ 0.84	\$ 1.00	\$ 1.03	\$ 1.04
IT	\$ 23,760,000	\$ 27,450,792	\$ 26,524,792	\$ 24,200,436	\$ 24,524,792
Annual	\$ 12.74	\$ 14.07	\$ 15.80	\$ 14.55	\$ 14.75
Monthly	\$ 1.06	\$ 1.17	\$ 1.32	\$ 1.21	\$ 1.23
Call Center	\$ 9,282,265	\$ 9,108,083	\$ 9,017,002	\$ 9,558,022	\$ 9,462,442
Annual	\$ 4.98	\$ 4.67	\$ 5.37	\$ 5.75	\$ 5.69
Monthly	\$ 0.41	\$ 0.39	\$ 0.45	\$ 0.48	\$ 0.47

Notes:

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

QHP enrollment projections based on September 2021 Wakely Forecast

Medicaid Enrollment projections based on November 2021 Caseload Forecast Council forecast

PROGRESS ON STRATEGIES TO REDUCE COSTS

The Exchange's 2021 Annual Strategic Plan previously submitted to the Legislature includes a description of the progress that was made in calendar year 2020. This report reflects the additional progress made in 2021 to reduce costs and improve customer service.

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 reprocurement of its System Integrator (SI) contract in 2020, following the earlier reprocurement of our contracted call center. The SI contract, implemented in 2021, meets federal procurement requirements, increases cost transparency, improves approaches to system development and long-term flexibility, and system responsiveness. The contract reflects the Exchange's move to agile software development and more frequent deployments of system enhancements and customer service improvements. The reprocurement reflects a one-time cost increase (the first in five years) and again ensures flat contracted costs over the next five years.

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 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 two 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. Additional software and data analytics capability resulting from the call center reprocurement is continuing to improve customer support and reducing length of call center calls.

The Exchange and Faneuil implemented chat functionality in English and Spanish for call center services in 2020 and 2021. 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 2021 indicates the contractor is meeting benchmarks. Early indications are that chat services may have the effect of reducing call volumes. However, other factors (including COVID-related service demands, regulatory changes and market dynamics under ARPA) necessitate continued review of demand on call center services. Finally, the Exchange worked with Faneuil to adjust staffing levels upward during special enrollment periods in 2021 to support customers in enrolling outside of the traditional open enrollment period. This extended coverage was accomplished within current budget levels.

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 the special enrollment periods and to provide savings to customers from the enhanced ARPA subsidies. 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 95,000 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 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 has also streamlined administrative and financial practices; meeting expanded service needs with fewer staff positions.

Table 4: State Fiscal Year 2021 Employees and Contractors by Month

	FTEs											
	July	August	September	October	November	December	January	February	March	April	May	June
Communications	17.5	17.5	17.5	18.5	18.5	18.5	18.5	17.5	17.5	18.0	18.0	18.0
Executive	6.5	6.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5	7.5
Finance	17.5	17.5	16.5	16.5	16.5	16.5	16.5	16.5	15.5	15.5	15.5	15.5
IT	40.0	40.0	41.0	44.0	44.0	43.0	43.0	42.0	42.0	44.0	45.0	45.0
Office of Strategy and Policy	11.0	11.0	11.0	11.0	11.0	11.0	10.0	10.0	10.0	10.0	10.0	10.0
Operations	44.0	46.0	46.0	45.0	45.0	46.0	46.0	46.0	44.0	46.0	46.0	46.0
Total	136.5	138.5	139.5	142.5	142.5	142.5	141.5	139.5	136.5	141.0	142.0	142.0

	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	5	5	5	5	5	5	6	7	9	9	9	9
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	1	1	1	1	1
Total	6	6	6	6	6	6	7	8	10	10	10	10

Total	142.5	144.5	145.5	148.5	148.5	148.5	148.5	147.5	146.5	151	152	152
--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	------------	------------	------------

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 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 for Washingtonians during the pandemic.

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.

The Exchange also upgraded aging hardware and converted to the Microsoft Azure cloud-a 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 ten 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 "Health Plans for Your Way Forward" effort - 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.

Additionally, the Exchange incorporated 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 aimed 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 flu shot clinics and this year at drive-through COVID testing facilities.

Further, the Exchange delivered targeted outreach campaign that focused on historically underserved geographic areas with higher uninsured rates in order to reach populations disproportionately impacted by COVID-19.

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

The Exchange has 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 half million specialized emails to customers who had engaged with the Exchange for purposes of enrollment. The Exchange saw a 47 percent open

rate on these communications, which exceeds the standard health/medical related email open rate of 17 percent.

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 a special open enrollment for individuals impacted by COVID closures and restrictions, and open enrollment through traditional advertisements. This included strategically placed advertisements in essential businesses including grocery stores, pharmacies, and specialty food markets as well as gas station digital toppers to reach audiences that 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 had no audit findings or reportable weaknesses for its audit for the fiscal year ended June 30, 2021. The Exchange also 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, 2021

ASSETS

Current assets	
Cash and cash equivalents	\$ 3,656,694
Medicaid program cost reimbursement receivable	2,708,610
Accounts receivable	2,776,883
Prepaid expenses	<u>5,564,745</u>
Total current assets	<u>14,706,932</u>
Capital assets	
Leased building	2,793,937
Software	65,636,023
Furniture and equipment	1,777,476
Leasehold improvements	1,854,084
Work in process	<u>1,275,239</u>
	73,336,759
Less accumulated depreciation and amortization	<u>(52,253,027)</u>
Capital assets, net	<u>21,083,732</u>
Other assets	
Prepaid expenses	<u>576,133</u>
Total assets	<u>36,366,797</u>

DEFERRED OUTFLOWS OF RESOURCES

Deferred outflows of resources	<u>2,511,426</u>
Total assets and deferred outflows of resources	<u>\$ 38,878,223</u>

LIABILITIES

Current liabilities	
Accounts payable and accrued liabilities	\$ 6,730,224
Unearned revenue	6,543,988
Current portion of lease liabilities	591,240
Payroll liabilities	<u>1,430,226</u>
Total current liabilities	15,295,678
Lease liabilities, excluding current portion	588,237
Net pension liability	4,131,427
Net other postemployment benefits (OPEB) liability	1,818,556
Long-term unearned revenue	<u>576,133</u>
Total liabilities	<u>22,410,031</u>

DEFERRED INFLOWS OF RESOURCES

Deferred inflows of resources	<u>1,600,081</u>
-------------------------------	------------------

NET POSITION

Net position	
Net invested in capital assets	18,932,451
Unrestricted net position	<u>(4,064,340)</u>
Total net position	<u>14,868,111</u>
Total liabilities, deferred inflows of resources and net position	<u>\$ 38,878,223</u>

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-464	Cline Consulting	5/1/20	6/30/22	Organizational consulting services	\$0	\$249,999	Amend section 4.B.(2) material costs, learning in action emotional quotient assessment only	January
HBE-455	Infojini	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,456,000	Add data warehouse reporting analyst work order	January
HBE-471	BerryDunn	1/14/21	3/31/23	Financial and programmatic audit services		\$149,812	New contract	January
MLA-473	Microsoft	2/1/21	1/31/22	Unified support services		\$274,941	New contract	January
HBE-386	Quinn Thomas	7/1/18	6/30/21	Strategic partner for advertising, marketing & communications	\$0	\$4,547,438	Extend deliverable due dates for exhibit C-1 and C-3	January
HBE-451	COOLSOFT, LLC	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,456,000	Add power bi developer work order	January
HBE-474	Anthro-Tech	2/1/21	7/31/21	Strategic implementation management services		\$100,000	New contract	January
HBE-386	Quinn Thomas	7/1/18	6/30/21	Strategic partner for advertising, marketing & communications	\$200,000	\$4,747,438	Add funding; incorporate new statement of work for special enrollment period advertising	February
MLA-363	Atlassian	8/1/17	8/23/21	Jira software (cloud) + Jira software (server) annual licensing	\$9,615	\$95,870	Upgrade to next user tier (201-300) for confluence (cloud), test management for Jira cloud, and Jira software (cloud)	February
HBE-401	Advisor Benefits Group	9/19/18	6/30/21	Full service enrollment center	\$0	\$58,000	Amend exhibit c - statement of work language; update contractor contract management and legal notices information	February

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-472	The N.A.T.I.V.E. Project	2/12/21	6/30/21	Tribal enhanced user services		\$0	New contract	February
HBE-449	COGENT Infotech Corporation	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,888,000	Add user acceptance test analyst - expert work order	February
HBE-449	COGENT Infotech Corporation	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,888,000	Add user acceptance test analyst - expert work order	February
HBE-451	COOLSOFT, LLC	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,456,000	Add business systems analyst 1 - expert work order	February
OMN-469	DLT Solutions	2/25/21	11/30/23	Oracle products and services		\$0	New contract	February
OMN-469	DLT Solutions	2/25/21	11/30/23	Oracle products and services	\$1,497,969	\$1,497,969	Oracle software licenses for healthplanfinder	February
HBE-425	Wakely Consulting Group	6/11/19	6/30/22	Enrollment projections and standardized benefit plan design services	\$0	\$638,150	No-cost federal subsidy model agreement	February
HBE-441	Health Insurance Solutions NW	9/1/19	6/30/21	Full service enrollment center	\$0	\$30,000	Amend exhibit c - statement of work language	March
HBE-395	FND Insurance	9/1/18	6/30/21	Full service enrollment center	\$0	\$45,000	Amend exhibit c - statement of work language	March
HBE-396	GHB Insurance	9/1/18	6/30/21	Full service enrollment center	\$0	\$44,800	Amend exhibit c - statement of work language	March
HBE-398	Rice Insurance	9/1/18	6/30/21	Full service enrollment center	\$0	\$44,900	Amend exhibit c - statement of work language	March
HBE-394	Financial Designs	9/1/18	6/30/21	Full service enrollment center	\$0	\$37,989	Amend exhibit c - statement of work language	March
HBE-464	Cline Consulting	5/1/20	6/30/22	Organizational consulting services	\$0	\$249,999	Add one-on-one executive coaching work order	March

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-460	Deloitte	4/8/20	6/30/25	System integrator services	\$264,480	\$64,453,088	Add funds; amend schedule 1, sections 1 and 2A	March
HBE-451	COOLSOFT, LLC	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,456,000	Add user acceptance test analyst - expert work order	March
MLA-362	MicroFocus (Formerly Hewlett Packard Enterprise)	8/3/17	4/30/22	Software support and licensing	\$30,968	\$242,587	Fortify - security center build to order starter edition	March
HBE-460	Deloitte	4/8/20	6/30/25	System integrator services	\$0	\$64,453,088	Amend schedule 1, sections 1 and 2A	March
OMN-475	Insight Public Sector	4/2/21	3/31/24	Cobblestone contract and procurement software		\$342,867	New contract	April
HBE-464	Cline Consulting	5/1/20	6/30/22	Organizational consulting services	\$0	\$249,999	April 2021 executive leadership team retreat	April
HBE-386	Quinn Thomas	7/1/18	6/30/22	Strategic partner for advertising, marketing and communications	\$580,000	\$5,327,438	Extend contract, remove tasks and reallocate funding, provide additional funds for special enrollment period advertising, and incorporate a new statement of work for earned media resourcing	April
HBE-427	Better Health Together	7/1/19	6/30/21	Lead navigator organization and enrollment center services	\$35,000	\$642,802	Add funds to be used for marketing, advertising, and outreach related to implementation of the American Rescue Plan	April
HBE-429	Peninsula Community Health Services	7/1/19	6/30/21	Lead navigator organization services	\$10,000	\$123,889	Add funds to be used for marketing, advertising, and outreach related to implementation of the American Rescue Plan	April

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-432	Tri Cities Community Health	7/2/19	6/30/21	Lead navigator organization services	\$15,000	\$240,889	Add funds to be used for marketing, advertising, and outreach related to implementation of the American Rescue Plan	April
HBE-428	CHOICE Regional Health Network	7/2/19	6/30/21	Lead navigator organization services	\$10,000	\$345,889	Add funds to be used for marketing, advertising, and outreach related to implementation of the American Rescue Plan	April
HBE-393	Applied Team Insurance	9/1/18	6/30/21	Full service enrollment center	\$10,000	\$55,000	Add funds to be used for marketing, advertising, and outreach related to implementation of the American Rescue Plan	April
HBE-415	Korean Women's Association	7/1/19	6/30/21	Navigator organization	\$10,000	\$163,889	Add funds to be used for marketing, advertising, and outreach related to implementation of the American Rescue Plan	April
HBE-399	Suzie Health Solutions	9/1/18	6/30/21	Full service enrollment center	\$10,000	\$49,938	Add funds to be used for marketing, advertising, and outreach related to implementation of the American Rescue Plan	April
HBE-433	Wenatchee Valley Hospital	7/1/19	6/30/21	Lead navigator organization services	\$15,000	\$330,889	Add funds to be used for marketing, advertising, and outreach related to implementation of the American Rescue Plan	April
HBE-434	Yakima Neighborhood Health Services	7/1/19	6/30/21	Lead navigator organization and enrollment center services	\$35,000	\$468,889	Add funds to be used for marketing, advertising, and outreach related to	April

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
							implementation of the American Rescue Plan	
SLA-477	First Choice Health	7/1/21	6/30/24	Employee assistance program services		\$9,829	New contract	April
HBE-430	Public Health Seattle & King County	7/1/19	6/30/21	Lead navigator organization and enrollment center services	\$50,000	\$1,299,889	Add funds to be used for marketing, advertising, and outreach related to implementation of the American Rescue Plan	April
HBE-337	GetInsured	5/12/17	6/30/22	Consumer decision support tool for qualified health plan shopping on healthplanfinder	\$459,760	\$2,329,280	Extend period of performance and add funding	April
HBE-460	Deloitte	4/8/20	6/30/25	System integrator services	\$119,600	\$64,572,688	Increase not-to-exceed and amend schedule 1, sections 1 and 2	April
HBE-431	Sea Mar Community Health Centers	7/15/19	6/30/21	Lead navigator organization services	\$50,000	\$1,317,889	Add funds to be used for marketing, advertising, and outreach related to implementation of the American Rescue Plan	April
HBE-472	The N.A.T.I.V.E. Project	2/12/21	6/30/22	Tribal enhanced user services	\$0	\$0	Extend period of performance	April
HBE-411	Faneuil	4/1/19	6/30/22	Call center services	\$0	\$29,449,999	Add schedule 11 (statement of work 4): American Rescue Plan Act response	May
HBE-335	Ruxed	3/7/17	12/31/21	Design, development and implementation of HBE's SharePoint/Intranet	\$1,200	\$570,000	Extend period of performance, add funds, and replace post development maintenance and support plan	May

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
IAA-476	Health Care Authority	5/13/21	6/30/21	Reimbursement for shared health and human services coalition costs		\$14,928	New contract	May
SLA-116	Akamai	8/22/13	6/30/21	Solution to address evolving complexities of application acceleration in the cloud	\$14,274	\$777,217	One month service order renewal; services include: Kona Site Defender, Edge DNS, Visitor Prioritization Cloudlets, NetStorage, Security Optimization Assistance, Standard Support, and mPulse Lite	May
MLA-179	Edifecs	3/13/15	6/30/22	Master license and service agreement	\$165,303	\$4,767,656	Health insurance exchange solution annual licenses (20 internal named users, 13 trading partners, 200,000 members) plus SpecBuilder healthcare edition annual license (1)	May
OMN-463	ADP	5/11/20	5/10/22	Payroll and human resources management system and related services (OMNIA Contract #R191302)	\$77,368	\$153,899	Annual renewal	May
HBE-427	Better Health Together	7/1/19	6/30/21	Lead navigator organization and enrollment center services	\$25,000	\$667,802	Pass-thru funds - statement of work for Compact of Free Association support	May
HBE-457	Rose International	3/1/20	6/30/22	Information technology and professional services	\$0	\$1,296,000	Extend business systems analyst 1 work order	May
HBE-386	Quinn Thomas	7/1/18	6/30/22	Strategic partner for advertising, marketing & communications	\$1,200,000	\$6,527,438	Add funding and one new statement of work	May

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-427	Better Health Together	7/1/19	6/30/21	Lead navigator organization and enrollment center services	\$0	\$667,802	Replaced previous statement of work for Compact of Free Association (statement of work 4)	May
HBE-431	Sea Mar Community Health Centers	7/15/19	6/30/21	Lead navigator organization services	\$50,000	\$1,367,889	Add statement of work and funds for Compact of Free Association support in Pierce and Clark counties	May
HBE-430	Public Health Seattle & King County	7/1/19	6/30/21	Lead navigator organization and enrollment center services	\$25,000	\$1,324,889	Add statement of work and funds for Compact of Free Association support in King county	May
HBE-425	Wakely	6/11/19	6/30/22	Enrollment projections and standardized benefit plan design services	\$20,000	\$658,150	Add additional funds for statement of work 1 (standard benefit plan designs)	May
HBE-464	Cline Consulting	5/1/20	6/30/22	Organizational consulting services	\$0	\$249,999	Work order for Office of Strategy & Policy and Operations teams meeting to occur between June and September 2021	June
SLA-439	Wipfli	7/16/19	7/15/22	PositivePay for Intacct (subscription)	\$1,313	\$3,937	PositivePay renewal	June
HBE-446	4 Consulting	3/1/20	6/30/22	Information technology and professional services	\$0	\$432,000	Extend user acceptance test analyst - expert work order	June
HBE-449	COGENT Infotech Corporation	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,888,000	Extend user acceptance test analyst - expert work order	June
HBE-386	Quinn Thomas	7/1/18	6/30/22	Strategic partner for advertising, marketing & communications	\$0	\$6,527,438	Revise task B1, paid media buy, start date	June
HBE-451	COOLSOFT, LLC	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,456,000	Extend user acceptance test analyst - expert work order	June

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
IAA-001	Health Care Authority	5/17/17	6/30/21	Cooperative agreement and service level agreements	\$0	\$3,137,739	Amend schedule I - large print/braille, and schedule H - systems service level agreement	June
HBE-460	Deloitte	4/8/20	6/30/25	System integrator services	\$354,160	\$64,572,688	Increase not to exceed and amend schedule 1, section 1 and 2.A.	June
MLA-473	Microsoft	2/1/21	1/31/22	Unified support services	\$164,100	\$439,041	Add-On: proactive credits (1000 ea), service delivery management add-on (80 hours), and service delivery management extended (120 hours)	June
HBE-377	KP, LLC	1/1/18	6/30/23	Correspondence Printing and Mailing Services	\$3,500,000	\$14,000,000	Extend period of performance, add funding, and revise pricing	June
HBE-451	COOLSOFT, LLC	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,456,000	Extend client support technician - senior work order	June
HBE-451	COOLSOFT, LLC	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,456,000	Extend power bi developer work order	June
HBE-333	Karen Merrikin	1/12/17	8/31/21	Affordable care act repeal and replace consultation services	\$0	\$98,000	Extend period of performance	June
HBE-488	Johnson Consulting & Legal Services	7/1/21	6/30/23	Presiding officer services for appeals		\$100,000	New contract	June
HBE-427	Better Health Together	7/1/19	6/30/22	Lead navigator organization and enrollment center services	\$301,956	\$969,758	Extend period of performance, add funds, and revise various exhibits	June
HBE-429	Peninsula Community Health Services	7/1/19	6/30/22	Lead navigator organization services	\$55,000	\$178,889	Extend period of performance, add funds, and revise various exhibits	June

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-430	Public Health Seattle & King County	7/1/19	6/30/22	Lead navigator organization and enrollment center services	\$631,000	\$1,955,889	Extend period of performance, add funds, and revise various exhibits	June
HBE-432	Tri Cities Community Health	7/2/19	6/30/22	Lead navigator organization services	\$111,000	\$351,889	Extend period of performance, add funds, and revise various exhibits	June
HBE-434	Yakima Neighborhood Health Services	7/1/19	6/30/22	Lead navigator organization and enrollment center services	\$215,000	\$683,889	Extend period of performance, add funds, and revise various exhibits	June
HBE-487	Gail Maurer	7/1/21	6/30/23	Presiding officer services for appeals		\$100,000	New contract	June
IAA-478	18F	6/21/21	6/20/22	Health and human services coalition integrated eligibility and enrollment system study		\$250,000	New contract	June
HBE-491	Public Consulting Group	6/21/21	1/31/22	Integrated eligibility and enrollment modernization project management and advisory services		\$300,000	New contract	June
HBE-489	James McNamara	7/1/21	6/30/23	Presiding officer services for appeals		\$100,000	New contract	June
HBE-464	Cline Consulting	5/1/20	6/30/22	Organizational consulting services	\$0	\$249,999	Work order for July 2021 board retreat	June
HBE-415	Korean Womens Association	7/1/19	6/30/22	Lead navigator organization services	\$75,000	\$238,889	Extend period of performance, add funds, and revise various exhibits	June
HBE-460	Deloitte	4/8/20	6/30/25	System integrator services	\$478,000	\$65,404,848	Increase not-to-exceed, amend schedule 1, section 1 and 2.A.	June
HBE-480	Applied Team Insurance	7/1/21	6/30/22	Enrollment center services		\$15,000	New contract	June

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-427	Better Health Together	7/1/19	6/30/22	Lead navigator organization and enrollment center services	\$200,000	\$1,169,758	Add statement of work and funds for Compact of Free Association support in Spokane county (part 2)	June
HBE-484	Health Insurance Solutions NW	7/1/21	6/30/22	Enrollment center services		\$15,000	New contract	June
HBE-430	Public Health Seattle & King County	7/1/19	6/30/22	Lead navigator organization and enrollment center services	\$200,000	\$2,155,889	Add statement of work and funds for Compact of Free Association support in King county (part 2)	June
HBE-482	FND Insurance	7/1/21	6/30/22	Enrollment center services		\$15,000	New contract	June
HBE-481	Financial Designs	7/1/21	6/30/22	Enrollment center services		\$13,400	New contract	June
HBE-479	Advisor Health Benefits Group	7/1/21	6/30/22	Enrollment center services		\$15,000	New contract	June
HBE-485	Rice Insurance	7/1/21	6/30/22	Enrollment center services		\$15,000	New contract	June
HBE-483	GHB Insurance	7/1/21	6/30/22	Enrollment center services		\$15,000	New contract	June
MLA-437	Sage Intacct	7/18/19	7/17/22	Intacct licensing and support	\$153,814	\$472,677	Intacct licensing and support renewal	June
MLA-437	Sage Intacct	7/18/19	7/17/22	Intacct licensing and support	\$492	\$473,169	Add a module to create a single dimension for enrollee id	June
HBE-490	David Threedy	7/1/21	6/30/23	Presiding officer services for appeals		\$100,000	New contract	June

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-338	Quest Analytics	5/10/17	6/30/22	Provider directory	\$277,768	\$1,521,830	Extend period of performance; additional funding; update contractor information; add optional item for soft outreach campaign; update various general terms and condition sections; and replace exhibit c - statement of work in its entirety	June
HBE-108	KJS Company LLC	10/10/12	6/30/23	810 jefferson street lease	\$300,000	\$6,700,054	Fiscal year 2022 leaseholder improvements	June
HBE-433	Wenatchee Valley Hospital	7/1/19	6/30/22	Lead navigator organization services	\$156,000	\$486,889	Extend period of performance, add funds, and revise various exhibits	June
HBE-486	Suzie Health Solutions	7/1/21	6/30/22	Enrollment center services		\$15,000	New contract	June
IAA-392	Health Care Authority (Oregon Health Sciences University Services Agreement)	6/18/18	6/30/22	WA All-Payer Claims Database (APCD) data sharing agreement and licenses	\$0	\$33,006	Renewal of WA All-Payer Claims Database (APCD) analytic enclave annual subscription of 3 site licenses	June
IAA-492	Ryan, Swanson, Cleveland, PLLC	7/1/21	6/30/24	Special AAG Services - Immigration		\$150,000	New contract	June
HBE-464	Cline Consulting	5/1/20	6/30/22	Organizational consulting services	\$0	\$249,999	June 2021 executive leadership team retreat work order	July
HBE-431	Sea Mar Community Health Centers	7/15/19	6/30/22	Lead navigator organization services	\$798,000	\$2,165,889	Extend period of performance, add funds, and revise various exhibits	July

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-460	Deloitte	4/8/20	6/30/25	System integrator services	\$0	\$65,404,848	Amend schedule 1, sections 2.A. and 2.B.	July
HBE-431	Sea Mar Community Health Centers	7/15/19	6/30/22	Lead navigator organization services	\$400,000	\$2,565,889	Add statement of work and funds for Compact of Free Association support in Pierce and Clark counties (part 2)	July
IAA-493	DES Learning Solutions	7/19/21	8/31/21	Bystander training agreement		\$2,400	New contract	July
OMN-494	Insight Public Sector	7/22/21	7/21/22	UserZoom subscription		\$168,639	New contract	July
MLA-467	ZenDesk	7/26/20	7/25/22	Support ticketing software subscription	\$132,244	\$279,107	Subscription renewal	July
HBE-434	Yakima Neighborhood Health Services	7/1/19	6/30/22	Lead navigator organization and enrollment center services	\$131,000	\$683,889	Pass-thru funds from Leg. for ESSB 5092, 214 (6)	July
MLA-363	Atlassian	8/1/17	8/23/22	Jira software (cloud) + Jira software (server) annual licensing	\$43,514	\$139,384	Annual renewal for 300 users for the following products: Jira software (cloud) confluence test management	July
HBE-479	Advisor Health Benefits Group	7/1/21	6/30/22	Enrollment center services	\$0	\$15,000	Amend business auto policy insurance language	July
HBE-456	Milestone	10/1/20	6/30/22	Information technology and professional services	\$0	\$927,360	Extend software developer - expert work order	July
HBE-456	Milestone	10/1/20	6/30/22	Information technology and professional services	\$0	\$927,360	Extend software developer - expert work order	July
HBE-456	Milestone	10/1/20	6/30/22	Information technology and professional services	\$0	\$927,360	Extend software developer - expert work order	July

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-459	V Group	3/1/20	6/30/22	Information technology and professional services	\$0	\$1,296,000	Add resource title: data warehouse data quality analyst	July
HBE-459	V Group	3/1/20	6/30/22	Information technology and professional services	\$0	\$1,296,000	Add data warehouse data quality analyst work order	July
HBE-458	SoftHQ	3/1/20	6/30/22	Information technology and professional services	\$0	\$2,592,000	Add information technology project manager work order	July
HBE-474	Anthro-Tech	1/26/21	1/31/22	Strategic implementation management services	\$100,000	\$200,000	Extend period of performance, add funds, and add new statement of work	July
HBE-425	Wakely Consulting Group	6/11/19	6/30/22	Enrollment projections and standardized benefit plan design	\$2,186	\$660,336	Add funds, change Contractor Contract Manager, change Contractor Notices Contact, amend Exhibit B - SOW enrollment projections team and standardized benefit plan design team tables, amend Section 6.A. Assignment of Staff language	July
HBE-494	T.A.S.	8/9/21	1/31/23	State subsidy implementation project and change management services		\$216,350	New contract	August
HBE-446	4 Consulting	3/1/20	6/30/22	Information technology and professional services	\$0	\$432,000	Add user acceptance test analyst - expert work order	August
HBE-496	V Group, Inc.	8/5/21	8/4/22	Executive search and recruiting services		\$50,000	New contract	August
HBE-464	Cline Consulting	5/1/20	6/30/22	Organizational consulting services	\$0	\$249,999	Executive coaching for executive leadership team member	August
HBE-468	American Custodial	8/23/21	6/30/22	Janitorial services		\$60,000	New contract	August

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-495	E-Solutions	8/6/21	8/5/22	Executive search and recruiting services		\$50,000	New contract	August
HBE-449	COGENT Infotech	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,888,000	Add new risk management analyst title to authorized price list	August
HBE-449	COGENT Infotech	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,888,000	Add risk management analyst work order	August
IAA-497	Department of Children, Youth, and Families	7/1/21	12/31/22	Child care worker premium subsidy data share agreement		\$0	New contract	August
HBE-455	Infojini	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,456,000	Add database administrator - journey work order	August
HBE-500	Acumen, LLC	9/1/21	6/30/23	State based exchange policy consulting services		\$249,999	New contract	August
HBE-501	Health Management Associates, Inc.	9/1/21	6/30/23	State based exchange policy consulting services		\$249,999	New contract	August
MLA-363	Atlassian	8/1/17	8/23/22	Jira software (cloud) + Jira software (server) annual licensing	\$6,564	\$145,948	Annual renewal for atlassian access (cloud) 200 users	August
MLA-498	Trustwave	8/27/21	8/26/22	2021 security audit services		\$73,138	New contract	August
MLA-179	Edifecs	3/13/15	6/30/22	Master license and service agreement	\$0	\$4,805,707	Extend period of performance for statement of work 2083	September
OMN-475	Insight Public Sector	4/2/21	3/31/24	Cobblestone contract and procurement software	\$1,932	\$344,798	Technical configuration for work order roll up calculations	September
MLA-437	Sage Intacct	7/18/19	7/17/22	Intacct licensing and support	\$1,384	\$474,553	Intacct employee user 10 pack	September

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-464	Cline Consulting	5/1/20	6/30/22	Organizational consulting services	\$0	\$249,999	September 2021 executive leadership team retreat	September
OMN-494	Insight Public Sector (UserZoom Subscription)	7/22/21	7/21/22	Technology Products, Services, Solutions and Related Products and Services (OMNIA Contract #4400006644)	\$19,275	\$187,914	EnjoyHQ add-on	September
HBE-338	Quest Analytics (formerly BetterDoctor)	5/10/17	6/30/22	Provider directory	\$30,000	\$1,551,830	Add support for 2022 plan year for previously added five new issuers	September
MLA-179	Edifecs	3/13/15	6/30/22	Master license and service agreement	\$11,487	\$4,817,194	Add additional 5,000 member block to agreement	September
HBE-502	Karen Merrikin Consulting	9/27/21	6/30/23	State based exchange policy consulting services		\$249,999	New contract	September
IAA-476	Health Care Authority	5/13/21	6/30/23	Reimbursement for shared health and human services coalition costs	\$14,000	\$28,928	Extend term and add shared cost for reimbursement	September
HBE-503	Milliman, Incorporated	9/27/21	6/30/23	State based exchange policy consulting services		\$249,999	New contract	September
DES-252	SHI	10/1/19	9/30/22	Enterprise agreement (software)	\$1,250,000	\$5,300,000	Additional not-to-exceed for expenses related to software	September
DES-253	SHI	10/1/19	9/30/22	Enterprise agreement (cloud solutions)	\$1,750,000	\$5,650,000	Additional not-to-exceed for expenses related to cloud solutions	September
MLA-363	Atlassian	8/1/17	8/23/22	Jira software (cloud) + Jira software (server) annual licensing	\$24,852	\$170,800	Jira software (cloud) premium 300 users and confluence (cloud) premium 300 users	September
HBE-456	Milestone	10/1/20	6/30/22	Information technology and professional services	\$0	\$927,360	Amend exhibit f - authorized subcontractors	September

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-386	Quinn Thomas	7/1/18	6/30/22	Strategic partner for advertising, marketing & communications	\$500,000	\$7,027,438	Add funding and new statement of work for additional open enrollment 9 education and outreach (funds provided under State Exchange Modernization Grant)	October
HBE-487	Gail Maurer	7/1/21	6/30/23	Presiding officer services for appeals	\$0	\$100,000	Amend statement of work to include new secondary appeals	October
HBE-489	James McNamara	7/1/21	6/30/23	Presiding officer services for appeals	\$0	\$100,000	Amend statement of work to include new secondary appeals	October
HBE-490	David E. Threedy	7/1/21	6/30/23	Presiding officer services for appeals	\$0	\$100,000	Amend statement of work to include new secondary appeals	October
HBE-488	Johnson Consulting & Legal Services	7/1/21	6/30/23	Presiding officer services for appeals	\$0	\$100,000	Amend statement of work to include new secondary appeals	October
HBE-494	T.A.S.	8/9/21	1/31/23	State subsidy implementation project and change management services	\$0	\$216,350	Amend due date for deliverable 4 - communications plan	October
HBE-502	Karen Merrikin Consulting	9/27/21	6/30/23	State based exchange policy consulting services	\$0	\$249,999	Work order for strategic analysis on regulatory and statutory changes	October
HBE-460	Deloitte	4/8/20	6/30/25	System integrator services	\$439,200	\$65,844,048	Add funding and amend schedules 1, 2, and 3	October
HBE-430	Public Health Seattle & King County	7/1/19	6/30/22	Lead navigator organization and enrollment center services	\$9,000	\$2,164,889	Add statement of work and funds for open enrollment 9 Pacific Islander Health Board outreach	October
HBE-425	Wakely Consulting Group	6/11/19	6/30/22	Enrollment projections and standardized benefit plan design	\$65,000	\$725,336	Add funds and new statement of work 5 (state subsidy round 1)	October

ADDENDUM B

Exchange Contracts in Effect 2021

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
IAA-392	Health Care Authority (Oregon Health Sciences University Services Agreement)	6/18/18	6/30/22	WA All-Payer Claims Database (APCD) data sharing agreement and licenses	\$10,000	\$43,006	Hospital price transparency reports (RAND study)	October
HBE-449	COGENT Infotech	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,888,000	Add user acceptance test analyst - expert work order	November
HBE-457	Rose International	3/1/20	6/30/22	Information technology and professional services	\$0	\$1,296,000	Extend business systems analyst 1 - expert work order	November
MLA-363	Atlassian	8/1/17	8/23/22	Jira software (cloud) + Jira software (server) annual licensing	\$1,392	\$172,191	Draw.io diagrams for confluence cloud for 300 users	November
HBE-460	Deloitte	4/8/20	6/30/25	System integrator services	\$177,600	\$66,021,648	Add funding; amend schedule 1 - sections 1 and 2a	November
MLA-467	Zendesk	7/26/20	7/25/22	Support ticketing software subscription	\$2,628	\$296,354	Add three additional licenses	November
HBE-446	4 Consulting	3/1/20	6/30/22	Information technology and professional services	\$0	\$432,000	Extend user acceptance test analyst - expert work order	November
HBE-449	COGENT Infotech	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,888,000	Extend user acceptance test analyst - expert work order	November
HBE-451	COOLSOFT	3/1/20	6/30/22	Information technology and professional services	\$0	\$3,456,000	Extend power bi developer work order	December
HBE-445	Cairncross & Hempelmann	12/13/19	12/31/24	Legal assistance	\$88,000	\$250,000	Extend period of performance and add funds	December
HBE-464	Cline Consulting	5/1/20	6/30/22	Organizational consulting services	\$0	\$249,999	Add December 2021 executive leadership team retreat work order	December

ADDENDUM B

Exchange Contracts in Effect 2021