



# Washington Health Benefit Exchange

Health Care & Wellness

December 5, 2014

Richard Onizuka, CEO

Pam MacEwan, Chief of Staff

# Today's Agenda

- **Enrollment Update**
- **Addressing Challenges**
- **Premium Aggregation**



# First Year Highlights

- **Exchange Enrollment (Oct 1.-Mar. 31)**
  - QHP: projected 133,000; actual: 164,062
  - Medicaid: projected new 136,222; actual: 285,275
- **Federal Subsidies obtained through Exchange**
  - \$300 million to help pay for premiums
  - \$50 million to reduce the cost of hospital and provider visits
- **Decreased Uninsured Rate**
  - 4<sup>th</sup> largest drop in rate of uninsurance nationwide (Gallup)
  - 30% drop in charity care in WA; nearly \$154 million (Seattle Times)
- **Retention**
  - On average, 4-5K qualified health plan consumers disenroll each month, 2-3K consumers enroll each month
  - 1/3 terminated for non-payment; 1/3 voluntarily leave; 1/3 no longer eligible (most transition to Medicaid)



# Cancelled Enrollment Issue

- **Cancellation batch job run in error by Deloitte**
- **Impacts 6,000 enrollments and payments for 2015 coverage**
- **Resolution**
  - Proactive outreach by phone, email, letter
  - Resubmit plan selection and payment, do not need to redo application
  - Support at call center (IVR message), IPAs, agents/brokers
  - Over 1,000 have already re-enrolled
- **Accountability**
  - Root cause analysis by Deloitte, prevention of future occurrences
  - Deloitte to assume all remediation costs
  - Reviewing all available contractual remedies



# 2015 Open Enrollment – Year Two

## System Performance

- 91% Uptime (including scheduled Federal, State and Exchange maintenance)

## Early Indicators for Enrollment

- More than 100,000 residents have completed applications for new or renewed coverage
  - about 1/3 qualify for QHPs
- Averaging around 10,000 calls daily to call center
- Average more than 16,000 daily website visits to [wahealthplanfinder.org](http://wahealthplanfinder.org)
- Washington Healthplanfinder Business – as of Dec. 1, 2014
  - Over 1,000 accounts created
  - 50 total links to employees, three employers completed coverage

## Medicaid enrollment

- 62% have passively renewed Medicaid coverage
- 465,000 new adults enrolled



# Ensuring Optimal Customer Experience

- **Safeguarding consumers seeking Jan. 1 coverage**
  - Those with unpaid invoices may now pursue coverage
  - Reconciling outstanding payment and invoice issues
  - Ensuring people affected by Deloitte error are reenrolled
- **Enforcing contractual obligations** – related to system design, functionality and performance.
- **Conduct code and architectural review** – recent Board action
- **Manual override of invoice corrections**



# Payment and Invoice Update

## Submitted Payment, Not Sent to Carrier

- 1% QHP enrollees (~1500) impacted/using work-around since Oct. 1
- Resolving the issue:
  - Increased staffing to address customers negatively impacted
  - Improved frequency of payments to carriers; continued metrics reconciliation
- Medical need cases are prioritized

## Incorrect Invoice

- 4% QHP enrollees (~6,000) impacted
- Resolving the issue:
  - Continued monitoring for new and existing miscalculations
  - System fixes to correct invoices
  - Resolving all customer issues by year end
- Customers can submit check by mail or make payment directly to carrier



# Premium Aggregation

- **Why Premium Aggregation?**
  - One stop shopping for customers
  - Relationship to Exchange
  - Emphasizes market place over single carrier
  - Consolidates data and enrollment information
- **Initial regulatory environment assumed APTC payments would come to the Exchange**
- **HBE considered multiple viewpoints and made an open, transparent decision with carrier support**
- **Federal requirement for SHOP**





# Premium Aggregation Landscape

- **Most Exchanges do not aggregate premiums**
  - Federal Exchange does not
  - Only Rhode Island, Vermont, and Massachusetts aggregate premiums
  - All Exchanges aggregate premiums for SHOP
- **Most carriers would prefer to perform this function**
  - Some prefer this under any circumstances
  - Some would prefer Exchange handle this function if process could be greatly improved
  - A few are not currently capable of performing these functions



## Timing and Decision Making

- Exchange must be fully capable of accurate timely transfer of enrollment data to carriers
- Exchange must continue implementing improvements to current system during current Open Enrollment period
- Any change would take effect 2015 Open Enrollment (Fall 2015)
- Cambria is considering costs and benefits, impacts on consumers, and change management impacts
- Exchange Board will review Cambria analysis in December and plans to make a final decision in February
- Premium Aggregation would have a budget impact, but not until 2016



# General Resources

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

[www.wahbexchange.org](http://www.wahbexchange.org)

1-855-WAFINDER (1-855-923-4633)

TTY/TTD for Deaf : 1-855-627-9604

[info@wahbexchange.org](mailto:info@wahbexchange.org)



[WAHealthplanfinder](https://www.facebook.com/WAHealthplanfinder)



[@waplanfinder](https://twitter.com/waplanfinder)



[waplanfinder](https://www.youtube.com/waplanfinder)





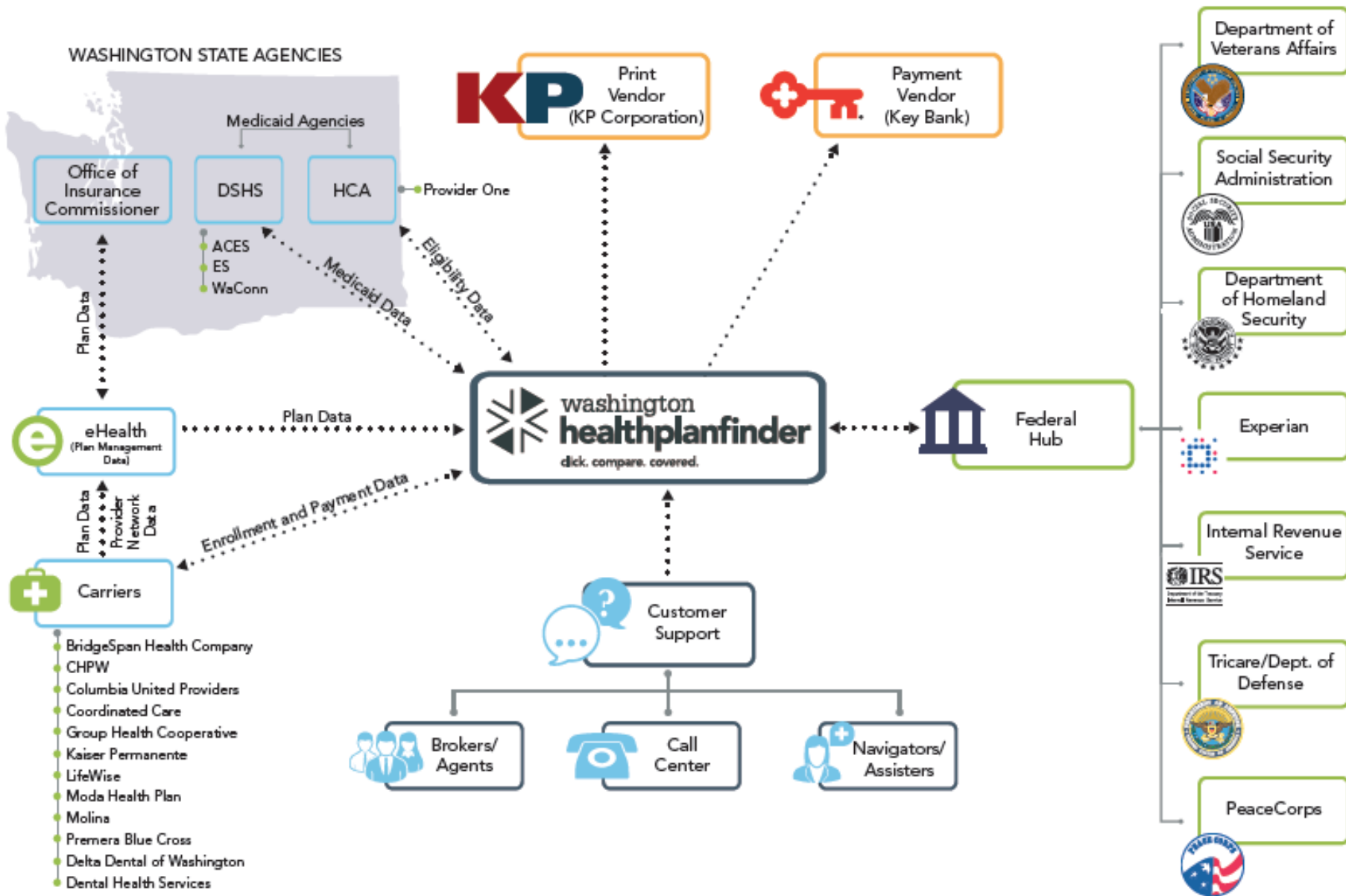
washington  
**healthplanfinder**

click. compare. covered.

## Appendix

# Washington Healthplanfinder

-HEALTHPLANFINDER SYSTEM INTERFACES



# Real People, Real Stories

The new *Healthplanfinder* homepage features personal, customer stories of those who were positively impacted by health care reform, including:

- Becky and Todd from St. John – “With Financial help, our family’s monthly premiums fell from \$2,400 to \$306. Now, we can help our children pay for college.”
- Reverend Don from Seattle - “Uninsured and diagnosed with brain tumors, I was concerned about getting the right care. Now I don’t have to worry. I found a free health plan.”
- Tiffany, the owner of the Adrift Hotel in Long Beach - “We’ve always wanted to offer health benefits to our employees. The small business tax credits made it possible.”

HOME | EN ESPAÑOL Sign In | CUSTOMER SUPPORT ?

washington healthplanfinder  
click. compare. covered.

Are you an existing customer? Sign in to renew coverage, report a change in your household or pay your monthly health plan premium.

**INDIVIDUALS & FAMILIES**

Looking for health care coverage?  
Qualified Health Plan Open Enrollment: Nov. 15, 2014 to Feb. 15, 2015  
Compare health insurance options for you and your family. You may qualify for financial help.  
Shop For A Health Plan ▶

**WASHINGTON APPLE HEALTH**

Applying for or renewing Apple Health?  
Washington Apple Health Enrollment: Year-round  
The Washington Health Care Authority oversees this health care program. It's easy to apply for or renew coverage.  
Apple Health Coverage ▶

**WASHINGTON BUSINESSES**

Shopping to cover your employees?  
Washington Healthplanfinder Business Enrollment: Year-round  
If you're an employer with up to 50 employees in Washington, you can shop for employee health insurance.  
Cover Your Employees ▶

**Financial Help to Lower the Cost of Health Coverage**

More people than ever before are getting financial help to lower the cost of coverage. Free and low-cost plans are available to those who qualify based on income and family size. [Apply now to see if you are eligible for financial help.](#)

**Recent Updates**

HeraldBizJournal @SnoCoBizJournal 4h  
.@WAplanfinder announces launch of site to help employers in state with up to 50 employees to compare health plans. [bit.ly/10qznIN](#)  
Retweeted by WA Healthplanfinder



# Customer Support

The screenshot displays the Washington Healthplanfinder website. At the top right, the 'CUSTOMER SUPPORT' link is circled in red. The main navigation bar includes 'HOME | EN ESPAÑOL', 'Sign In', and 'CUSTOMER SUPPORT ?'. The logo for 'washington healthplanfinder' is on the left, with the tagline 'click. compare. covered.' Below the logo, there are two main sections: 'INDIVIDUALS & FAMILIES' and 'WASHINGTON APPLE HEALTH'. The 'INDIVIDUALS & FAMILIES' section features a family photo and a call to action: 'Looking for health care coverage? Qualified Health Plan Open Enrollment: Nov. 15, 2014 to Feb. 15, 2015. Compare health insurance options for you and your family. You may qualify for financial help. Shop For A Health Plan >'. The 'WASHINGTON APPLE HEALTH' section features a photo of a man and a call to action: 'Already have Apple Health? Washington Apple Health Enrollment: Year-round. The Washington Health Care Authority oversees this health care program. It's easy to complete your annual renewal. Renew Apple Health >'. Below these sections is a 'Financial Help to Lower the Cost of Health Coverage' section, followed by 'Questions? Need Help Enrolling?' and 'Find a Broker' / 'Find a Navigator' buttons. The bottom of the page features logos for 'ASURIS NORTHWEST HEALTH', 'PREMERA BLUE CROSS', and 'ASSURANT Health'. A footer contains 'About | Privacy Policy | Consumer Info Center | Contact Us' and 'FIND US ON: Facebook, YouTube, Twitter'. A small 'Entrust' logo is visible in the bottom right corner.

# Operational Requirements

## Required

- Streamlined application & eligibility determination
- Call center
- Navigator program
- Plan certification
- Pediatric dental
- Consumer survey
- Consumer rating system
- State Audit
- Appeals Program
- SHOP/WA HPF Business
- Printing for required notices
- Translation/Interpreter services
- Data reporting to federal government
- Reconciliation of enrollment information with carriers

## Not Required

- Outreach and marketing
- Specialized broker support
- Post-eligibility referrals to WaConn (classic Medicaid, etc.)
- Consumer decision/shopping tools (plan display features, etc.)
- Provider directory
- Adult dental
- Premium aggregation and invoicing





# Exchange Federal Grant Funding

Washington Health Benefit Exchange has received several federal grants to design, develop and implement Healthplanfinder

Funds received may not be used for ongoing operations or maintenance of the Exchange

Funded activities must be completed in 2015



# Exchange Federal Grant Funding Summary

Year Awarded	Grant	Funding Description	Amount	Amount Remaining	Project Period
2010	State Planning Grant	To develop an Implementation Plan for a state-governed and administered health insurance exchange.	\$1M	\$0	Closed
2011	Level 1A	To build a comprehensive operational plan, develop policy options, and begin design of an IT system to facilitate critical exchange functions.	\$23M	\$0	Closed
2012/2013	Level 2	To design, develop, implement and support initial operations of Washington Healthplanfinder.	\$157M	\$11M*	May 2012 – Dec. 2015*
2013	Level 1B	To further design, develop and implement Washington Healthplanfinder.	\$96M	\$33M*	Jan. 2014 – Dec. 2015*
2014	Level 1C	To achieve stability in Healthplanfinder, add functionality that supports and improves upon customer service, and help to establish a sustainable exchange.	\$43M*	N/A	Jan. 2015 – Dec. 2015*

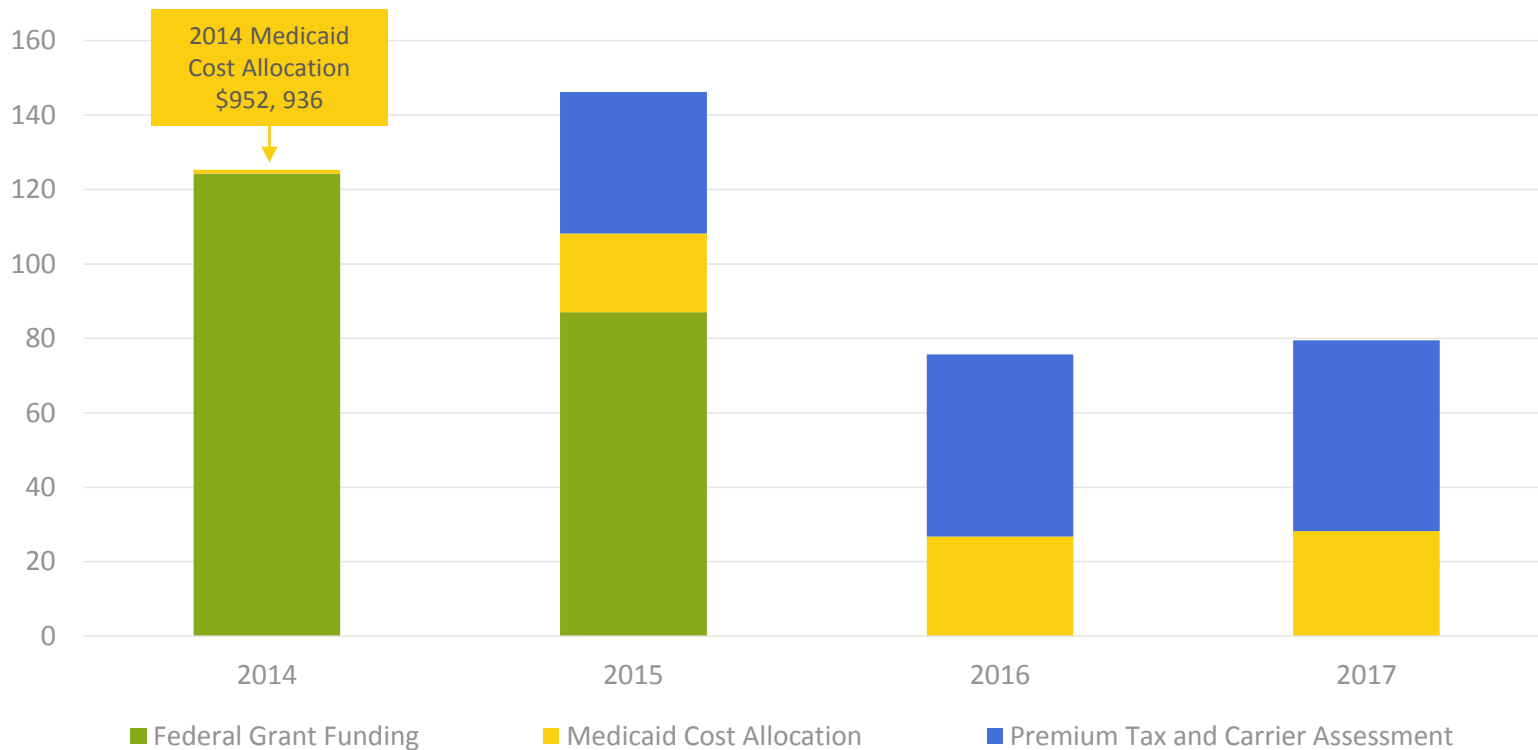
*\*Pending - Request for no-cost extension, and grant application have been submitted to CCIIO*

Total amounts do not include additional funds provided through Medicaid cost-allocation.

Additional information for WAHBE's Federal Grant Funding is available at the corporate website:  
<http://wahbexchange.org/about-us/what-exchange/grants-federal-guidance/>



# Projected Federal Offset - as of November 2014



Projected Spending	CY 2014	CY 2015	CY 2016	CY 2017
Federal Grants	\$124.3M	\$87M	\$0	\$0
Medicaid Cost Allocation	\$952,936 <i>(Potentially receive additional \$950,000)</i>	\$21.2M	\$26.8M	\$28.2M
Premium Tax and Carrier Assessment (\$4.19/0.33)	\$0	\$38M	\$48.9	\$51.3M
<b>Projected Total</b>	<b>\$125.3M</b>	<b>\$146.2M</b>	<b>\$75.7M</b>	<b>\$79.4M</b>



# Exchange Budget Request - Overview

\$59M Budget	\$76M Budget	\$79M Budget
<b>CY 2015</b>	<b>CY 2016</b>	<b>CY 2017</b>

<b>Current Biennium</b> (Jan 1 - June 30, 2015) \$29M Budget	<b>State Biennial Budget (July 1, 2015 - June 30, 2017)</b>	
	\$69M Budget	\$78M Budget
<b>SFY 2015</b> <b>Supplemental</b> <b>Budget \$29M (a)</b>	<b>SFY 2016</b>	<b>SFY 2017</b>
<b>Biennial Budget \$147M</b>		

(a) HBE appropriation was \$20M for Jan 1 - June 30, 2015 (6 mos) - seek \$9M increase



# Exchange Budget Request – Overview

## Biennial Budget Request of \$147M

- Requesting authority to spend revenue generated from premium assessment, carrier assessment, and Medicaid cost-allocation (\$137M for biennium)
- Requesting authority to raise and spend an additional \$10M for the biennium

## Supplemental Budget Request of \$29M

- Requesting authority to spend an additional \$9M for the first 6 months of 2015

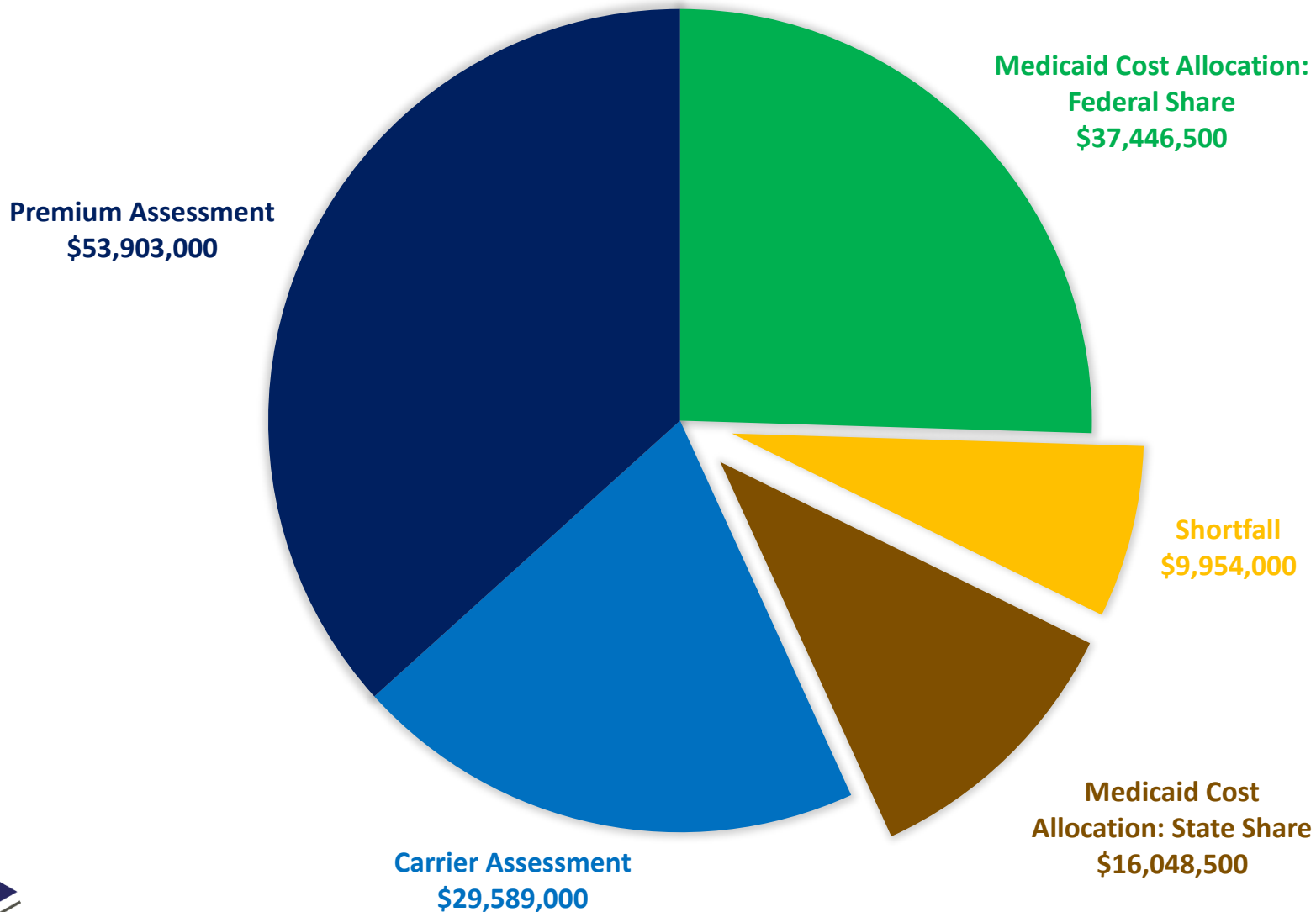


# Proposed Revenue Sources: SFY 2016-2017

<u>Biennial Request</u>		<u>Reimbursement for Medicaid Services</u>	<u>Premium Tax</u>	<u>Carrier Assessment (\$4.19 PMPM)</u>	<u>Additional Funding Needed</u>
\$69,174,000	SFY16	\$25,183,000	\$23,753,000	\$13,349,000	\$6,889,000
\$77,767,000	SFY17	\$28,312,000	\$30,150,000	\$16,240,000	\$3,065,000
\$146,941,000	TOTAL	\$53,495,000	\$53,903,000	\$29,589,000	\$9,954,000



# Proposed Revenue Sources: SFY 2016-2017 (assumes \$147M)



# SFY 2016-2017 HBE BUDGET OVERVIEW (\$000'S)

<b>Deliverable Types</b>	<b>Breakout</b>	<b>Contractor</b>	<b>SFY 2016-2017</b>
System Enhancements			<u>\$45,968</u>
- Healthplanfinder	\$36,995	Deloitte	
- Eligibility Services	2,718	DSHS/ESA	
- Other O&M License Fees	6,255	Various	
Call Center and Other Operational Services			<u>\$41,255</u>
- Customer Service Center	\$30,624	Faneuil	
- Print Services	8,442	KP Corp	
- Other Operational & Consulting Services	2,189	Various	
Marketing, Outreach and IPAs		Various	<u>\$12,686</u>
SHOP Services		Various	<u>\$459</u>
Financial, Policy, Exec and Legal Consulting			<u>\$3,904</u>
- Auditing/Accounting Services/Other	\$3,014	Various	
- Executive and Policy Services	469	Various	
- Legal Services	420		
Other Costs			<u>\$42,669</u>
- Salaries and Benefits (145 FTE)	\$31,920		
- Rent, Utilities, etc.	2,275		
- Equipment, Travel, etc.	8,474		
<b>Total Request</b>			<u><b>\$146,941</b></u>





# SFY 2016-2017 IT BUDGET DETAIL (\$000'S)

<b>Deliverable Types</b>	<b>Breakout</b>	<b>Contractor</b>	<b>SFY 2016-2017</b>
IT Operations and Enhancements			<u>\$45,968</u>
- Operations and Maintenance	\$14,636	Deloitte	
- HPF Support License Fee	3,195	Deloitte	
- HPF Releases/Enhancements	19,163	Deloitte	
- Eligibility License Fee	2,718	DSHS/ESA	
- Waiting Room Page	201	Akamai Tech	
- Plan Management/Provider Directory License Fee	3,437	eHealth	
- HPF Platform License Fee	2,300	Oracle	
- Professional Services/Support License Fee	317	Microsoft	
Other Costs			<u>\$12,171</u>
- Salaries and Benefits (43 FTE)	\$10,777		
- Rent, Utilities, etc.	670		
- Equipment, Travel, etc.	724		
		<b>Total</b>	<u><u>\$58,139</u></u>



## SFY 2016-2017 OPERATIONS BUDGET DETAIL (\$000'S)

<b>Deliverable Types</b>	<b>Breakout</b>	<b>Contractor</b>	<b>SFY 2016-2017</b>
Call Center and Other Operational Services			<u>\$41,255</u>
- Customer Service Center	\$30,624	Faneuil	
- Print Services	8,442	KP Corp	
- Document Management System	1,612	HCA	
- Translation	577	LinguaLinx, Inc	
Other Costs			<u>\$7,407</u>
- Salaries and Benefits (34 FTE)	\$6,304		
- Rent, Utilities, etc.	530		
- Equipment, Travel, etc.	573		
		<b>Total</b>	<u><b>\$48,662</b></u>



# SFY 2016-2017 COMMUNICATIONS BUDGET DETAIL (\$000'S)

<b>Deliverable Types</b>	<b>Breakout</b>	<b>Contractor</b>	<b>SFY 2016-2017</b>
Marketing and Outreach			
- Media Buy - Exchange Marketing		GMMB	<u>\$6,304</u>
Contracts			
- IPA/Navigators		Various	<u>\$6,382</u>
Other Costs			<u>\$3,872</u>
- Salaries and Benefits (17 FTE)	\$3,322		
- Rent, Utilities, etc.	265		
- Equipment, Travel, etc.	285		
		<b>Total</b>	<u><b>\$16,558</b></u>



# SFY 2016-2017 FINANCE & ADMIN BUDGET DETAIL (\$000'S)

<b>Deliverable Types</b>	<b>Breakout</b>	<b>Contractor</b>	<b>SFY 2016-2017</b>
Financial and Audit Services			<u>\$3,014</u>
- External Audit - A-133	\$627	Moss Adams	
- Carrier Assessment Invoicing	209	BMI	
- Legislative Mandated Performance Audit	1,537	State Auditor's Office	
- Financial System O&M	418	TBD	
- Other	223		
Other Costs			<u>\$10,961</u>
- Salaries and Benefits (22 FTE)	\$4,231		
- Rent, Utilities, etc.	343		
- Equipment, Travel, etc.	6,387		
		<b>Total</b>	<u><b>\$13,975</b></u>



## SFY 2016-2017 POLICY BUDGET DETAIL (\$000'S)

Deliverable Types	Breakout	Contractor	SFY 2016-2017
Consulting			<u>\$330</u>
- Actuarial	\$105	Milliman	
- Consumer Rating System	105	TBD	
- Quality Assurance	14	NCQA	
- Consumer Survey	105	TBD	
Other Costs			<u>\$2,615</u>
- Salaries and Benefits (10 FTE)	\$2,291		
- Rent, Utilities, etc.	155		
- Equipment, Travel, etc.	169		
		<b>Total</b>	<u><u>\$2,945</u></u>



## SFY 2016-2017 SHOP BUDGET DETAIL (\$000'S)

<b>Deliverable Types</b>	<b>Breakout</b>	<b>Contractor</b>	<b>SFY 2016-2017</b>
Consulting			<u>\$459</u>
- Agent/Broker CSR	\$306	Ciber	
- Agent/Broker CSR	153	Teksystems	
Other Costs			<u>\$2,417</u>
- Salaries and Benefits (9 FTE)	\$2,126		
- Rent, Utilities, etc.	140		
- Equipment, Travel, etc.	151		
		<b>Total</b>	<u><u>\$2,876</u></u>



## SFY 2016-2017 LEGAL BUDGET DETAIL (\$000'S)

Deliverable Types	Breakout	Contractor	SFY 2016-2017
Legal Services			<u>\$420</u>
- Presiding Officers (4)	\$211	Various	
- Attorney General's Office	105	AGO	
- Outside Legal Counsel	105	TBD	
Other Costs			<u>\$1,631</u>
- Salaries and Benefits (7 FTE)	\$1,404		
- Rent, Utilities, etc.	109		
- Equipment, Travel, etc.	118		
		<b>Total</b>	<u><b>\$2,051</b></u>



# SFY 2016-2017 EXECUTIVE OFFICE BUDGET DETAIL (\$000'S)

<b>Deliverable Types</b>	<b>Breakout</b>	<b>Contractor</b>	<b>SFY 2016-2017</b>
Consulting			
- Executive Consulting	\$139	TBD	<u>\$139</u>
Other Costs			<u>\$1,595</u>
- Salaries and Benefits (4 FTE)	\$1,465		
- Rent, Utilities, etc.	63		
- Equipment, Travel, etc.	67		
		<b>Total</b>	<u><b>\$1,734</b></u>

