

Health Benefit Exchange Priority *Leveraging Washington Healthplanfinder Platform*

What is Washington Healthplanfinder (HPF)?

The Washington Health Benefit Exchange operates *Washington Healthplanfinder (HPF)*, a health portal that one in four Washingtonians use to obtain health coverage. HPF performs eligibility and enrollment services for individuals enrolled in Washington Apple Health, and individuals who purchase medical and dental plans in the individual market.

How can Washington benefit from leveraging HPF?

Washington Healthplanfinder is the primary health portal for Washington State. As the state looks to develop new systems to support eligibility and enrollment, the HPF platform is a cost-effective option for re-using state assets. In addition, HPF is one of the newest technology platforms in Washington and is scalable, sustainable and a practical option for eligibility and enrollment functions.

Primarily built with an investment of more than \$300 million from the federal government, HPF's current system improvements are funded through a mixture of state (Health Benefit Exchange Account) and federal funds. The HPF platform is a modern, cost effective technology option to support additional state eligibility and enrollment needs.

What functionality does Washington Healthplanfinder provide?

In addition to being a federally compliant platform, the HPF system has robust, modern account management, security, data collection, dashboards, and a mobile application and correspondence functionality that can be leveraged by the State to improve the efficiency and effectiveness of financial eligibility services and plan selection.

HPF will complete its migration to the Cloud in April 2019 and is powered by the latest software. HPF is a modular platform and the Exchange continuously improves its ability to add new functionality.

The Exchange is transitioning to an Agile approach for IT projects, which has already resulted in fewer defects and faster time to production.

How does Washington Healthplanfinder support the customer?

WAHBE continues to put the customer first – and continually seeks feedback and deploys tools to enhance the digital experience for its 1.7 million customers. The Exchange has provided new tools for customers seeking coverage (plan shopping and provider searches), improved the ability for customers to update passwords, and provided mobile tools for customers to load documents verifying income and citizenship.

How can this asset be used by the state?

WAHBE has a proven track record of successful health information technology (IT) transformation projects. Expansion of the State's use of the HPF platform would save money by increasing automation of manual processes (both staff and customers) and by reducing the risk of delivery with a live system in production that meets CMS and IRS security requirements.

State projects that most closely align with WAHBE's current role as the health portal include: PEBB/SEBB enrollment and plan selection, Classic Medicaid, and other health insurance options.

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How does *Washington Healthplanfinder* connect with other federal and state systems?

HPF provides real-time connectivity to multiple federal and state databases. As a result, information that is submitted during the eligibility and enrollment process can be immediately and securely transmitted and verified.

