Our Mission

The Washington Health Benefit Exchange seeks to redefine people’s experience with health care. Our mission is to radically improve how Washington residents secure health insurance through innovative and practical solutions, an easy-to-use customer experience, our values of integrity, respect, equity and transparency, and by providing undeniable value to the health care community.

Our Work

The Exchange is responsible for the operation of Washington Healthplanfinder, an easily accessible, online marketplace for individuals and families to find, compare and enroll in Qualified Health Plans, Qualified Dental Plans and Washington Apple Health (Medicaid).

Washington Healthplanfinder connects 1 out of every 4 Washingtonians to their health coverage and offers:

- Side-by-side comparisons of Qualified Health Plans and Qualified Dental Plans
- Tax credits or financial help to pay for co-pays and premiums
- Expert customer support online, by phone or in-person through local organizations or insurance brokers

The last six years of Washington Healthplanfinder enrollment:

<table>
<thead>
<tr>
<th>Year</th>
<th>QHP Enrollment</th>
<th>Total Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014 OE 1</td>
<td>139,700</td>
<td>604,247</td>
</tr>
<tr>
<td>2015 OE 2</td>
<td>152,517</td>
<td>1,599,811</td>
</tr>
<tr>
<td>2016 OE 3</td>
<td>166,098</td>
<td>1,697,500</td>
</tr>
<tr>
<td>2017 OE 4</td>
<td>204,334</td>
<td>1,760,122</td>
</tr>
<tr>
<td>2018 OE 5</td>
<td>209,802</td>
<td>1,725,780</td>
</tr>
<tr>
<td>2019 OE 6</td>
<td>196,328</td>
<td>1,663,660</td>
</tr>
</tbody>
</table>
Open Enrollment 6 At A Glance

Key take aways from the open enrollment period that ran Nov. 1 to Dec. 15, 2018:

COVERAGE
• There are 5 counties that have 40% or more of their population covered by Washington Healthplanfinder (Adams, Okanogan, Yakima, Grant, and Pacific)
• Nearly 200,000 Qualified Health Plan enrollees, first ever decrease by 6% from last year
• Highest annual rate for returning enrollees
• 40 unique health plans
• 7 Qualified Health Plan carriers
• Increased number of enrollees selecting bronze plans
• Residents in 14 counties are limited to a single health plan carrier option
• 20% of Qualified Health Plan enrollees enrolled in dental coverage
• 5 Qualified Dental Plan carriers

COST
• Average Qualified Health Plan base premium cost increased by $55 to $568 per person a month
• Continued increase in number of customers who receive financial help
• Non-subsidized customers pay up to 32% of income on their premium
• Nearly 60,000 enrollees are in a plan with a deductible over $9,000

CUSTOMER EXPERIENCE
• Over 50% of customers accessed Washington Healthplanfinder through their mobile device
• Customers have broad access to enrollment assistance
  • 1,800 registered brokers
  • 904 navigators, tribal assisters, and certified application counselors
  • Customer support answered 195,000 calls
Table of Contents

COVERAGE

Total Enrollees.................................................................1
  Percent Covered by County
  By Coverage Type

Qualified Health Plan Enrollees........................................2
  Number of QHP Enrollees and Carriers by County
  By Carrier
  By Metal Level
  By Federal Poverty Level
  By Age
  By Number of Household Members
  By Number of Households
  By Race and Ethnicity
  By U.S. Citizenship
  By Gender

Qualified Dental Plan Enrollees.........................................6
  QHP Enrollees with Dental Coverage
  By Carrier
  By Plan Type
  By New and Returning

Washington Apple Health Enrollees.................................7
  Number of WAH Enrollees by County
  By Age
  By Medicaid Plan Selection
  By Race and Ethnicity

COST

Qualified Health Plan Enrollees........................................8
  Percent of Income Spent on Premium
  By Plan Deductible
  By Subsidized and Non-Subsidized
  By Average Premium
  Average Premium by Year
  Average Premium by Federal Poverty Level
  Average Premium by County

CUSTOMER EXPERIENCE

Customer Engagement......................................................12
  Number Using Mobile Devices
  WAPlanfinder Users
  Smart Planfinder Users

Customer Support............................................................13
  Enrollment Centers and Lead Organizations by County
  Enrollment by Brokers or Navigators
  Customer Support Center Assistance
  By Language Assistance

QHP Customer Movement................................................15
  By New and Returning
  Returning by Plan Selection
  Movement by Metal Level
  Metal Level by Year
  New by Year
  2018 Disenrollment
  2018 Special Enrollment

We’ve changed our enrollment report format!
Data from previous reports is available online at:
www.wahbexchange.org/enrollment-reports-data

All data as of Feb. 2019 unless designated otherwise.

References:

Qualified Health Plans (QHP) and Qualified Dental Plans (QDP) data- Author: WAHBE/Thuy Ha, Data Source: Washington Healthplanfinder as of Feb. 2019

Washington Apple Health (WAH) - Medicaid MAGI/CHIP population: MAGI/CHIP Population Characteristics- Author: HCA/OMSD; Data Source: ProviderOne ODS Data Warehouse as of Feb. 2019
COVERAGE
Percent of Washington Healthplanfinder Covered Residents by County

Percent calculated using total QHP and WAH enrollment and Washington State Office of Financial Management (OFM) data for county population up to age 64 in 2017.

**Top 10 Counties**

<table>
<thead>
<tr>
<th>County</th>
<th>Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams</td>
<td>49%</td>
</tr>
<tr>
<td>Okanogan</td>
<td>46%</td>
</tr>
<tr>
<td>Yakima</td>
<td>45%</td>
</tr>
<tr>
<td>Grant</td>
<td>40%</td>
</tr>
<tr>
<td>Pacific</td>
<td>40%</td>
</tr>
<tr>
<td>Pend Oreille</td>
<td>39%</td>
</tr>
<tr>
<td>Wahkiakum</td>
<td>39%</td>
</tr>
<tr>
<td>Grays Harbor</td>
<td>38%</td>
</tr>
<tr>
<td>Franklin</td>
<td>38%</td>
</tr>
<tr>
<td>Jefferson</td>
<td>38%</td>
</tr>
</tbody>
</table>

**By Coverage Type**

<table>
<thead>
<tr>
<th>Coverage Type</th>
<th>Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>QHPs</td>
<td>196,328</td>
</tr>
<tr>
<td>WA Apple Health</td>
<td>1,467,332</td>
</tr>
</tbody>
</table>
Qualified Health Plan Enrollees

Number of QHP Enrollees and Carriers by County

Top 10 Counties

<table>
<thead>
<tr>
<th>County</th>
<th>Enrollees</th>
</tr>
</thead>
<tbody>
<tr>
<td>King</td>
<td>75K</td>
</tr>
<tr>
<td>Snohomish</td>
<td>19K</td>
</tr>
<tr>
<td>Pierce</td>
<td>17K</td>
</tr>
<tr>
<td>Clark</td>
<td>13K</td>
</tr>
<tr>
<td>Spokane</td>
<td>12K</td>
</tr>
<tr>
<td>Kitsap</td>
<td>7K</td>
</tr>
<tr>
<td>Thurston</td>
<td>6K</td>
</tr>
<tr>
<td>Whatcom</td>
<td>9K</td>
</tr>
<tr>
<td>Skagit</td>
<td>3K</td>
</tr>
<tr>
<td>Benton</td>
<td>3K</td>
</tr>
</tbody>
</table>

By Carrier

- Coordinated Care Corporation: 53,380 (27%)
- Kaiser Foundation Health Plan of the Northwest: 10,203 (5%)
- Kaiser Foundation Health Plan of Washington: 66,931 (34%)
- Lifewise Health Plan of Washington: 11,481 (6%)
- Molina Healthcare of Washington: 21,902 (11%)
- Premera Blue Cross: 31,910 (16%)
- BridgeSpan Health Company: 521

TOTAL: 196,328
Qualified Health Plan Enrollees

By Metal Level

- 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%;
- Catastrophic Plans offer the lowest level of coverage with low monthly premiums and high out-of-pocket costs. They are generally available to individuals under age 30. Tax credits and cost sharing reductions cannot be used to purchase a catastrophic plan.

By Federal Poverty Level

- Bronze Plan enrollees: 72,568 (37%)
- Silver Plan enrollees: 99,642 (51%)
- Gold Plan enrollees: 21,420 (11%)
- Catastrophic Plan enrollees: 2,698 (1%)

*Households who do not report income chose not to apply for free and low-cost health insurance.
Qualified Health Plan Enrollees

By Age

Under 19

TOTAL: 15,343
Infant <1
621 (4%)
Toddler 1-5
3,529 (23%)
School Age 6-12
5,696 (37%)
Adolescent 13-18
5,497 (36%)

By Federal Poverty Level by Age

*Households who do not report income chose not to apply for free and low-cost health insurance.
Qualified Health Plan Enrollees

By Number of Household Members

- 102,079 (72%) 1 member
- 30,016 (21%) 2 members
- 5,174 (4%) 3 members
- 3,340 (2%) 4 members
- 766 (1%) 5 members
- 238 5+ members

Average household is 1.3 members.

By Number of Households

- QHP Households: Total 141,613
- Mixed Households: Total 20,541 (13%)

Mixed households have family members enrolled in both QHP and WAH.

By Race and Ethnicity

- American Indian/Alaska Native: 1,131 (1%)
- Asian: 20,856 (11%)
- African American: 3,064 (2%)
- Not Provided: 37,714 (19%)
- Other: 35,562 (18%)
- Pacific Islander: 3,804 (2%)
- White: 93,224 (47%)

Reporting race/ethnicity is not required.
9,036 marked Hispanic | 132 marked Hawaiian | 841 marked Multi-Race

By U.S. Citizenship

- Lawfully Present: 26,257 (13%)
- Citizen: 170,071 (87%)

By Gender

- Female: 107,885 (55%)
- Male: 88,443 (45%)

TOTAL: 196,328
Qualified Dental Plan Enrollees

QHP Enrollees with Dental

- TOTAL: 196,328
- Enrolled in QHP and QDP: 37,192 (19%)

By Plan Type

- FAMILY DENTAL: 39,667 (92%)
- PEDIATRIC DENTAL: 3,235 (8%)

- TOTAL: 42,902

By Carrier

- Delta Dental of Washington: 32,824 (77%)
- Dentegra: 8,679 (20%)
- Premera Blue Cross*: 1,101 (3%)
- Kaiser Foundation Health Plan of the Northwest*: 154
- Lifewise Health Plan of Washington*: 144

- TOTAL: 42,902

By New and Returning

- NEW: 14,104 (33%)
- RETURNING: 28,798 (67%)

- TOTAL: 42,902

Family Dental is offered by Delta Dental of Washington and Dentegra.

* Pediatric Dental (18 and younger) is offered by Delta Dental of Washington, Kaiser Foundation Health Plan of the Northwest, Lifewise Health Plan of Washington, and Premera Blue Cross.

New includes 5% pediatric dental and 95% family dental.

Returning includes 9% pediatric dental and 91% family dental.
Washington Apple Health Enrollees

Number of WAH Enrollees by County

By Age

Under 19

WASHINGTON

By Medicaid Plan Selection

TOTAL: 372,596

United Health Care
61,068 (16%)

Amerigroup
37,502 (10%)

Community Health Plan of Washington
54,751 (15%)

Coordinated Care Corporation
34,399 (9%)

Molina Health Care of Washington
184,870 (50%)

TOTAL: 1,467,332

Reporting race/ethnicity is not required

Includes customers who actively selected a WAH Managed Care Plan through Washington Healthplanfinder.

By Race and Ethnicity

TOTAL: 1,467,332

American Indian/Alaska Native
59,315 (4%)

Asian
66,926 (5%)

African American
119,322 (8%)

Not Provided
126,433 (9%)

Other
214,432 (15%)

Pacific Islander
45,343 (3%)

White
829,911 (56%)

WAH for Kids coverage is available for children up to age 19 in households with income at or below 312% FPL. Adult eligibility is available for income at or below 138% FPL.

Washington Health Benefit Exchange
Enrollment Report - COVERAGE
Spring 2019
COST
## Percent of Income Spent on Monthly Premium

<table>
<thead>
<tr>
<th>Deductible Range</th>
<th>Subsidized</th>
<th>Non-Subsidized</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;139%</td>
<td>6%</td>
<td>13%</td>
</tr>
<tr>
<td>139%-150%</td>
<td>32%</td>
<td>16%</td>
</tr>
<tr>
<td>151%-200%</td>
<td>24%</td>
<td>11%</td>
</tr>
<tr>
<td>201%-250%</td>
<td>19%</td>
<td>10%</td>
</tr>
<tr>
<td>251%-300%</td>
<td>16%</td>
<td>9%</td>
</tr>
<tr>
<td>301%-400%</td>
<td>14%</td>
<td>10%</td>
</tr>
<tr>
<td>401%-500%</td>
<td>11%</td>
<td>13%</td>
</tr>
<tr>
<td>501-600%</td>
<td>8%</td>
<td>19%</td>
</tr>
<tr>
<td>&gt;600%</td>
<td>5%</td>
<td>10%</td>
</tr>
</tbody>
</table>

Enrollees pay up to 32% of their income on premiums.

Based on self-reported income. 7,225 enrollees under 400% FPL do not receive subsidies due to tax filing status, offer of employer sponsored insurance, and other factors related to subsidized program eligibility.

### By Plan Deductible

60K enrollees are in a plan with a deductible over $9K.

Deductibles are for individual and family plans after cost-sharing reductions have been applied.
Qualified Health Plan Enrollees

By Subsidized and Non-Subsidized

- **Total**: 196,328
  - **Non-Subsidized**: 68,029 (35%)
  - **Subsidized**: 128,299 (65%)

Non-Subsidized: Includes individuals who selected a QHP that either did not qualify for a tax credit or did not apply for financial help.

Subsidized: Includes individuals who have selected a QHP and are eligible for a tax credit to lower their monthly premiums.

By Average Monthly Premium

**Non-Subsidized Average Monthly Premium (no tax credit):**
- **2019**: $536
  (+$56 from 2018)

**Subsidized Average Monthly Premium (after tax credit):**
- **2019**: $168
  (-$11 from 2018)

**Total Tax Credits Provided to Washington Residents in 2018**
- **$519 Million**
  (+$192 Million from 2017)

Average Monthly Premium by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Subsidized</th>
<th>Non-Subsidized</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>$186</td>
<td>$361</td>
</tr>
<tr>
<td>2018</td>
<td>$179</td>
<td>$480</td>
</tr>
<tr>
<td>2019</td>
<td>$168</td>
<td>$536</td>
</tr>
</tbody>
</table>

Average monthly premium for subsidized represents the average net cost per person after tax credits are applied.
Qualified Health Plan Enrollees

Subsidized Monthly Premium by Federal Poverty Level

Non-Subsidized Monthly Premium by Federal Poverty Level
## Monthly Premium by County

<table>
<thead>
<tr>
<th>County</th>
<th>Total Enrollees</th>
<th>Subsidized Enrollees</th>
<th>Non-Subsidized Enrollees</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percent</td>
<td>Av. Premium after tax credit</td>
</tr>
<tr>
<td>Adams</td>
<td>338</td>
<td>244 (72%)</td>
<td>$175</td>
</tr>
<tr>
<td>Asotin</td>
<td>397</td>
<td>336 (85%)</td>
<td>$104</td>
</tr>
<tr>
<td>Benton</td>
<td>3,298</td>
<td>2,384 (72%)</td>
<td>$208</td>
</tr>
<tr>
<td>Chelan</td>
<td>2,267</td>
<td>1,637 (72%)</td>
<td>$188</td>
</tr>
<tr>
<td>Clallam</td>
<td>2,809</td>
<td>2,012 (72%)</td>
<td>$113</td>
</tr>
<tr>
<td>Clark</td>
<td>12,698</td>
<td>10,240 (81%)</td>
<td>$133</td>
</tr>
<tr>
<td>Columbia</td>
<td>92</td>
<td>78 (85%)</td>
<td>$220</td>
</tr>
<tr>
<td>Cowlitz</td>
<td>2,375</td>
<td>1,898 (80%)</td>
<td>$141</td>
</tr>
<tr>
<td>Douglas</td>
<td>853</td>
<td>637 (75%)</td>
<td>$186</td>
</tr>
<tr>
<td>Ferry</td>
<td>155</td>
<td>118 (76%)</td>
<td>$178</td>
</tr>
<tr>
<td>Franklin</td>
<td>1,158</td>
<td>908 (78%)</td>
<td>$184</td>
</tr>
<tr>
<td>Garfield</td>
<td>55</td>
<td>42 (76%)</td>
<td>$105</td>
</tr>
<tr>
<td>Grant</td>
<td>1,586</td>
<td>1,100 (69%)</td>
<td>$194</td>
</tr>
<tr>
<td>Grays Harbor</td>
<td>1,708</td>
<td>1,348 (79%)</td>
<td>$121</td>
</tr>
<tr>
<td>Island</td>
<td>2,464</td>
<td>1,880 (76%)</td>
<td>$121</td>
</tr>
<tr>
<td>Jefferson</td>
<td>1,738</td>
<td>1,056 (61%)</td>
<td>$217</td>
</tr>
<tr>
<td>King</td>
<td>74,539</td>
<td>41,455 (56%)</td>
<td>$177</td>
</tr>
<tr>
<td>Kitsap</td>
<td>6,958</td>
<td>4,344 (62%)</td>
<td>$142</td>
</tr>
<tr>
<td>Kittitas</td>
<td>1,010</td>
<td>785 (78%)</td>
<td>$219</td>
</tr>
<tr>
<td>Klickitat</td>
<td>842</td>
<td>632 (75%)</td>
<td>$103</td>
</tr>
<tr>
<td>Lewis</td>
<td>1,349</td>
<td>1,063 (79%)</td>
<td>$219</td>
</tr>
<tr>
<td>Lincoln</td>
<td>312</td>
<td>223 (71%)</td>
<td>$211</td>
</tr>
<tr>
<td>Mason</td>
<td>1,374</td>
<td>1,120 (82%)</td>
<td>$114</td>
</tr>
<tr>
<td>Okanogan</td>
<td>1,336</td>
<td>1,036 (78%)</td>
<td>$117</td>
</tr>
<tr>
<td>Pacific</td>
<td>701</td>
<td>578 (82%)</td>
<td>$127</td>
</tr>
<tr>
<td>Pend Oreille</td>
<td>381</td>
<td>282 (74%)</td>
<td>$179</td>
</tr>
<tr>
<td>Pierce</td>
<td>16,803</td>
<td>10,790 (64%)</td>
<td>$204</td>
</tr>
<tr>
<td>San Juan</td>
<td>1,282</td>
<td>1,020 (80%)</td>
<td>$112</td>
</tr>
<tr>
<td>Skagit</td>
<td>3,370</td>
<td>2,714 (81%)</td>
<td>$123</td>
</tr>
<tr>
<td>Skamania</td>
<td>335</td>
<td>256 (76%)</td>
<td>$136</td>
</tr>
<tr>
<td>Snohomish</td>
<td>18,898</td>
<td>12,275 (65%)</td>
<td>$193</td>
</tr>
<tr>
<td>Spokane</td>
<td>12,064</td>
<td>8,664 (72%)</td>
<td>$189</td>
</tr>
<tr>
<td>Stevens</td>
<td>1,101</td>
<td>778 (71%)</td>
<td>$201</td>
</tr>
<tr>
<td>Thurston</td>
<td>6,061</td>
<td>3,943 (65%)</td>
<td>$198</td>
</tr>
<tr>
<td>Wahkiakum</td>
<td>104</td>
<td>85 (82%)</td>
<td>$101</td>
</tr>
<tr>
<td>Walla Walla</td>
<td>1,039</td>
<td>819 (79%)</td>
<td>$194</td>
</tr>
<tr>
<td>Whatcom</td>
<td>8,822</td>
<td>6,620 (75%)</td>
<td>$126</td>
</tr>
<tr>
<td>Whitman</td>
<td>844</td>
<td>640 (76%)</td>
<td>$136</td>
</tr>
<tr>
<td>Yakima</td>
<td>2,812</td>
<td>2,269 (81%)</td>
<td>$186</td>
</tr>
</tbody>
</table>
CUSTOMER EXPERIENCE
Customer Engagement

Number Using Mobile Devices to Access Washington Healthplanfinder

253,997 mobile/tablet users

371,515 desktop users

92,763 applications submitted

448,767 applications submitted

Over 50% of customers accessed Washington Healthplanfinder through their mobile device.

WAPlanfinder Users


64,000 iOS and Android downloads

31,420 documents uploaded

3,900 applications submitted

Smart Planfinder Users


54,153 enrollees used Smart Planfinder to find a Smart Choice plan

Mobile device, WAPlanfinder and Smart Planfinder customer engagement data for Nov. 1 to Dec. 15, 2018 during open enrollment.
Enrollment Centers and Lead Organizations by County

Navigator Lead Organizations

Enrollment by Brokers or Navigators

QHP Households

Brokers supported
17,134 enrollments

Navigators supported
16,500 enrollments

Medicaid Households

Brokers supported
2,289 enrollments

Navigators supported
132,000 enrollments

Includes enrollments supported Nov. 1 to Dec. 15, 2018 during open enrollment.
Customer Support Center Assistance

**Calls Answered**
- 195,000

**Average Wait Time**
- 1.5 Minutes

Includes calls Nov. 1 to Dec. 15, 2018 during open enrollment. The Customer Support Center is located in Spokane Valley, WA, and employs up to 340 representatives during open enrollment.

Non-English Calls Answered

<table>
<thead>
<tr>
<th>Language</th>
<th>Calls Answered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>24,338</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>5,038</td>
</tr>
<tr>
<td>Russian</td>
<td>4,275</td>
</tr>
<tr>
<td>Cantonese</td>
<td>1,937</td>
</tr>
<tr>
<td>Mandarin</td>
<td>654</td>
</tr>
<tr>
<td>Korean</td>
<td>180</td>
</tr>
</tbody>
</table>


Average Wait Time
- 1.5 Minutes

Top Telephonic Interpretation Requests

1. **Spanish** 4,529
2. **Vietnamese** 1,801
3. **Russian** 1,333
4. **Mandarin** 635
5. **Arabic** 357
6. **Korean** 355
7. **Somali** 309
8. **Farsi** 249
9. **Punjabi** 246
10. **Amharic** 219

Free telephonic interpretation services in over 175 languages are available through Language Line Solutions. Additional language data provided online.
QHP Customer Movement

By New and Returning

- **New**: 38,034 (19%)
- **Returning**: 158,294 (81%)

TOTAL: 196,328

Highest-ever annual rate for returning enrollees compared to 138K in 2018 and 113K in 2017

Returning by Plan Selection

- Same Plan: 74%
- Same Carrier: 15%
- New Carrier: 11%

TOTAL: 158,294

Movement by Metal Level

- Raised: 18%
- Lowered: 42%
- Same: 40%

TOTAL: 37,633

Includes returning customers who changed plans from 2018 to 2019.
Catastrophic enrollment has remained 1-2%.

Over time, increased percent in bronze, decreased percent in silver.

Total reduction in new enrollment driven by a significant decrease in new non-subsidized enrollees (35K to 10K), and a small decrease among subsidized enrollees (35K to 28K).
QHP Customer Movement

2018 Disenrollment

Excludes 16,897 enrollees who moved to WAH. An additional 26,603 enrollees dropped coverage during open enrollment.

2018 Disenrollment by Age

2018 Disenrollment by Age and FPL

*Households who do not report income chose not to apply for free and low-cost health insurance.
Customer Movement

By Churn

WA APPLE HEALTH - QHP

2018
Avg. Monthly Churn: 846

Highest Month Churn:
January - 2,887

QHP - WA APPLE HEALTH

2018
Avg. Monthly Churn: 2,161

Highest Month Churn:
December - 5,232

Numbers represent enrollees in a QHP or WAH in a given month and the next month they are enrolled in the other program.

2018 Special Enrollment

- Loss of other coverage: 18,770 (47%)
- Changes in household size: 661 (2%)
- Change in program eligibility: 17,513 (43%)
- Change in residence: 2,278 (6%)
- Other: 994 (2%)

TOTAL: 40,216

There are special circumstances that trigger a special enrollment period for an individual or a family outside of open enrollment.

These exceptions include, but are not limited to: loss of other minimum essential health coverage (MEC); changes in household size (e.g., marriage, death, birth, or adoption); change in program eligibility (e.g., change in income); and change in residence (e.g., moved to WA). Enrollment is offered year-round for Washington Apple Health and to American Indians and Alaska Natives.

Data shows total SEP enrollments for all of 2018. The monthly average is 3,344 (highest month was January at 4,238).