



Washington Health Benefit Exchange

Best Available Data to Inform Decisions

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Margaret Dennis, Analytics Leader
Policy Committee Meeting
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Overview

WAHBE is maturing our data strategy to enable rapidly deployable, multi-source analytic capability.

Current Progress

- 2019 Consultant Assessment and Draft Data Strategy
 - Analytics Lead Hire
 - Datawarehouse build out
 - Analytics Program Launch
- COVID-19 Example – Challenge and Opportunity
 - Enrollment Impacts
 - COVID-19 Medical Costs



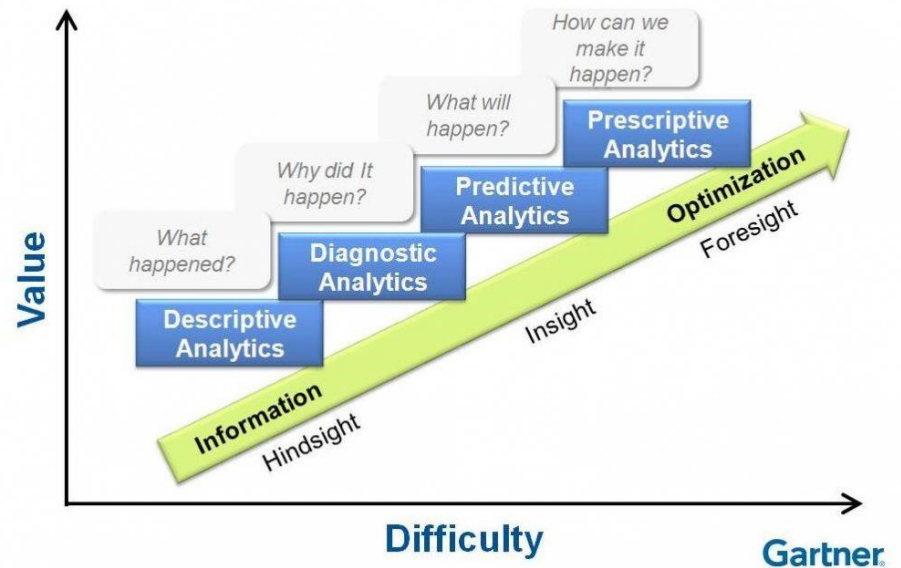
Gartner Analytics Continuum

WAHBE is currently striving toward step two, Diagnostic Analytics (Why did it happen) and aspiring to Predictive (What will happen if we do this?)

In 2019

- WAHBE worked with PointB on a roadmap for using data as a strategic Asset.
- WAHBE hired an analytics leader

Analytics Are No Longer a Nice to Have



Basic concept framework to support a data- driven enterprise

Trust

- Data is reliable (internally and externally)
- Published data must protect enterprise commitments and relationships

Integrity

- Published data is consistent across reports
- Published data follows standards and best practices for understandability

Efficiency

- Staff can find and reuse data extracts and reports (self serve)
- Reporting teams work on enterprise priorities first, then local priorities in sequence

Access

- Staff have access to modern analysis and visualization tools
- Staff have access to the data they need, and training and processes to protect their data use



Data Governance

An enterprise level committee to establish and maintain

✓ data policy/security

✓ strategic priorities

✓ data product

ownership/stewardship

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Analytics Peer Review

Peer review and mentored reporting for all analytic work

- ✓ best practices
- ✓ standards for reliability, accuracy, presentation
- ✓ knowledge transfer

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Analytics Service Center Data Product Catalog (Prototype)

Tools and processes to support agile analytic asset creation, availability, and reuse.

- ✓ New data product requests
- ✓ Refined specifications
- ✓ Prioritized data product backlog
- ✓ Data product access
- ✓ Centralized concept definitions

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Analytics Roadmap: Year 1 Task Overview

Data Warehouse

- Enrollment model testing
- Enrollment model release
- Other model release

Analyst Peer Review

- Set initial meetings
- Negotiate charter
 - Initial review priorities
- Support new users to data warehouse, power BI
- Finalize review process

Data Governance

- Work with ELT to establish initial participants and scope
- Charter and convene first meetings

Analytics Service Center Data Catalog/Lexicon prototype

- Prototype Catalog and Lexicon
- Finalize annual reporting calendar
- Review commercial tools and recommend in-house vs purchase



Outcomes

Data Governance

- Identified data product owners and stewards (improved data product integrity)
- Review processes

Analyst Peer Review

- Increased transparency into workload and priorities
- Streamlined ability to get analyst tasks done due to broader base of cross-trained analysts
- More consistent and higher integrity data products

Data Catalog and Lexicon

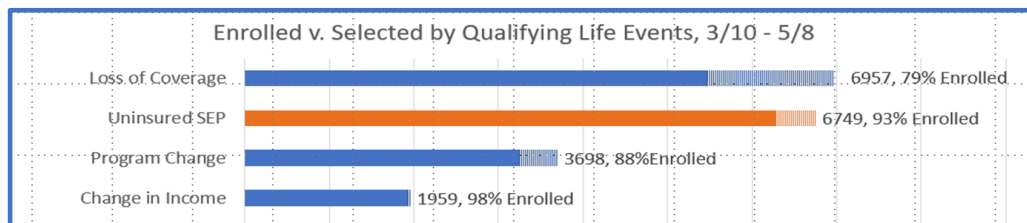
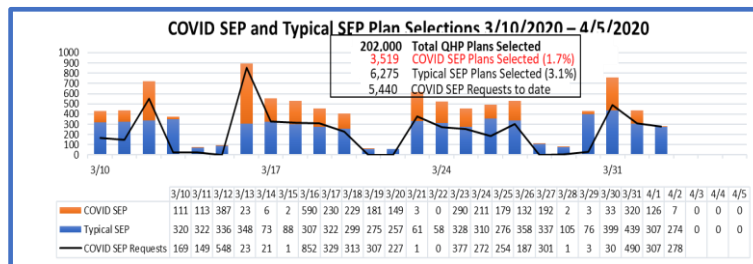
- Reuse of reports and methods (organized and searchable)
- Better standardization of analytic processes



**Analytics Example:
Individual Market Enrollment
Changes with COVID-19**

COVID-19 Individual Market Enrollment Change Analytic Samples

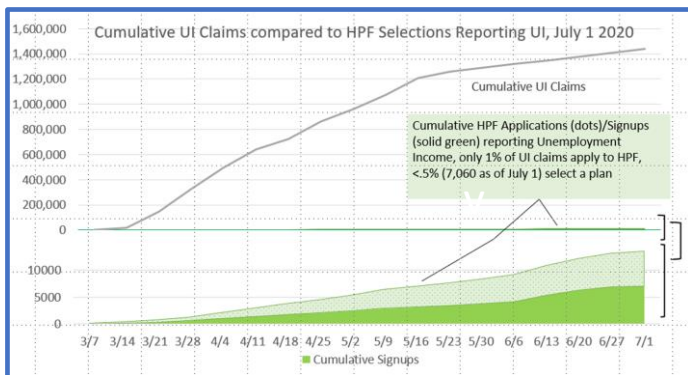
Snapshot for workforce planning and in the moment view of trends



Post SEP Analysis – COVID Impact on Applicants

Post SEP Analysis – Who signed up and was it different than current enrollees?

- Are we reaching new consumers? Yes, most signups were new to the exchange
 - (75% COV v 19% OE)
- Are consumers older or younger? More signups aged 18-54
 - (72% COV v 60% OE)



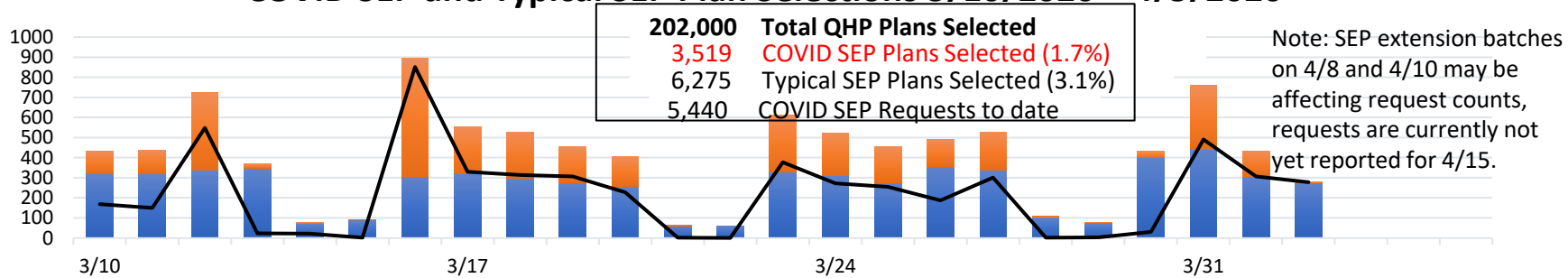
Who are we missing?
Lots of Newly Unemployed



Daily and Weekly Monitoring of Special Enrollment (SEP) Applications

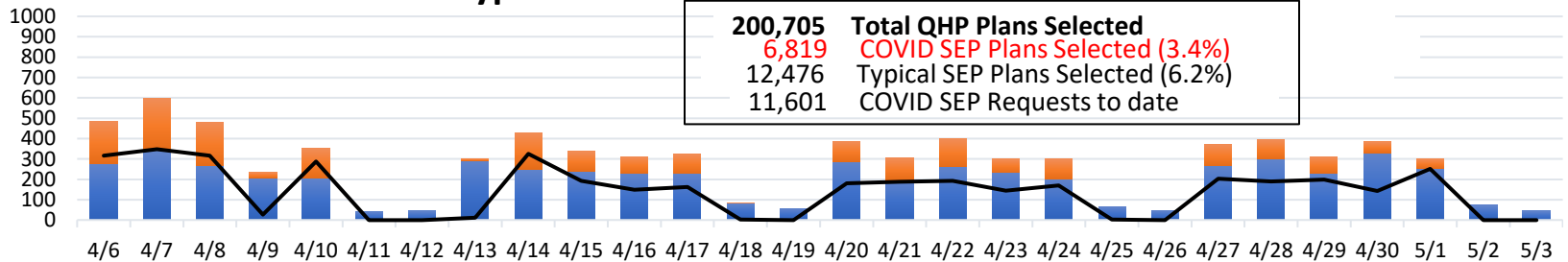
Snapshot for workforce planning and in the moment view of trends

COVID SEP and Typical SEP Plan Selections 3/10/2020 – 4/5/2020



	3/10	3/11	3/12	3/13	3/14	3/15	3/16	3/17	3/18	3/19	3/20	3/21	3/22	3/23	3/24	3/25	3/26	3/27	3/28	3/29	3/30	3/31	4/1	4/2	4/3	4/4	4/5
COVID SEP	111	113	387	23	6	2	590	230	229	181	149	3	0	290	211	179	132	192	2	3	33	320	126	7	0	0	0
Typical SEP	320	322	336	348	73	88	307	322	299	275	257	61	58	328	310	276	358	337	105	76	399	439	307	274	0	0	0
COVID SEP Requests	169	149	548	23	21	1	852	329	313	307	227	1	0	377	272	254	187	301	1	3	30	490	307	278			

COVID SEP and Typical SEP Plan Selections¹ 3/10/2020 - 05/03/2020

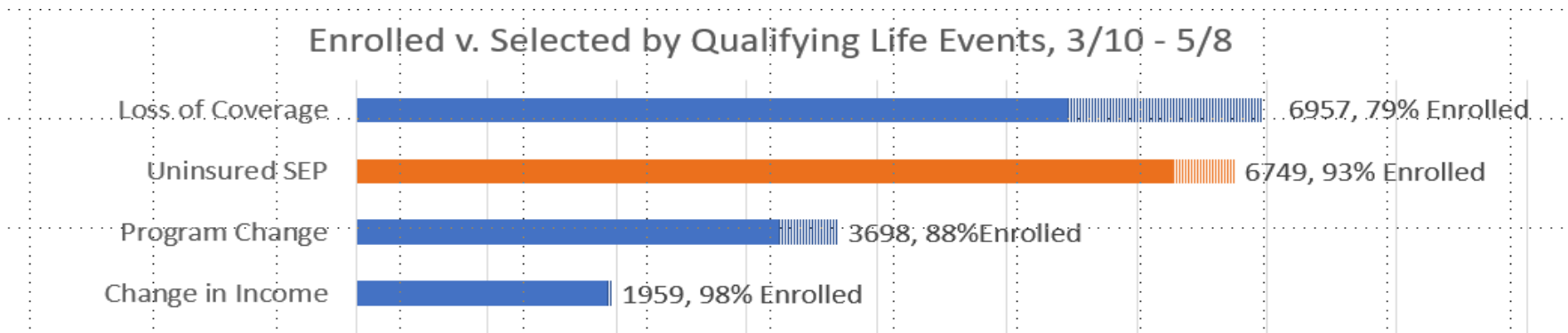


	4/6	4/7	4/8	4/9	4/10	4/11	4/12	4/13	4/14	4/15	4/16	4/17	4/18	4/19	4/20	4/21	4/22	4/23	4/24	4/25	4/26	4/27	4/28	4/29	4/30	5/1	5/2	5/3
COVID SEP	204	254	209	28	145	0	0	10	179	96	82	92	2	0	98	106	139	67	98	0	0	103	94	82	53	49	0	0
Typical SEP	278	341	269	208	207	42	45	292	250	240	230	231	84	58	288	198	261	233	201	67	48	266	299	229	331	253	72	46
COVID SEP Requests	316	348	316	27	287	0	0	12	325	193	149	162	2	0	181	188	193	144	170	2	0	203	189	198	143	252	0	0



Post SEP Analysis – COVID Impact on Applicants

- How many additional applicants as a result of the uninsured SEP?
 - 7,000 or about one-third were a result of SEP opened to respond to COVID pandemic
- Are existing special enrollments (blue) a proxy for COVID impact – economic life changes accounted for majority of other SEPs
 - Top Four accounted for nearly 90% of the 22,000 sign-ups
- Follow on - how many applicants paid?
 - 93% of Uninsured SEP (Orange) signups were paid – a higher percent than avg ~80%



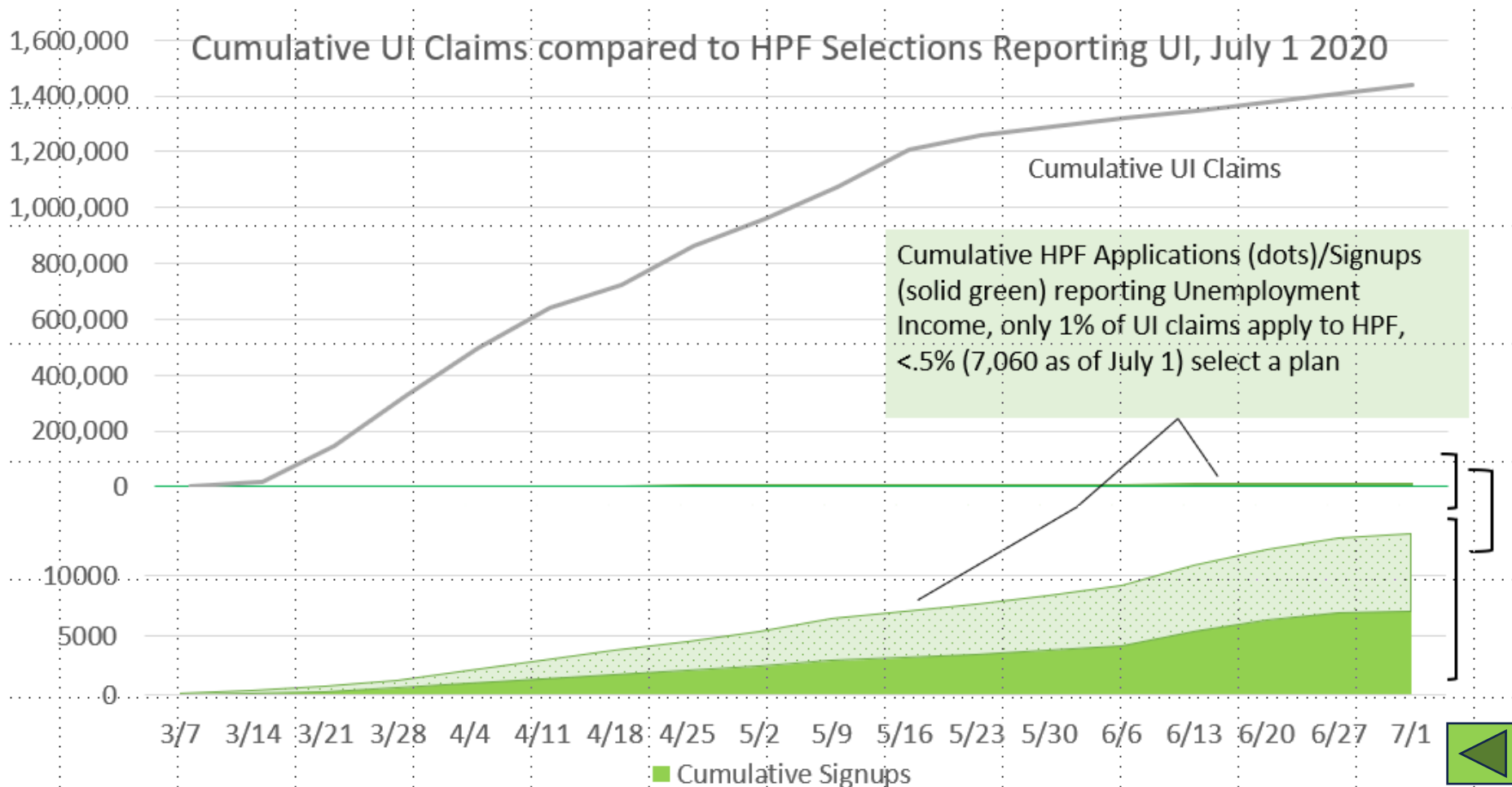
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- Are consumers older or younger? More signups aged 18-54
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- Are we seeing an increase in race or ethnicity diversity? More racial diversity
 - Mostly similar, Asian American increase (22% COV v 11% OE)



Who are we missing? Lots of Newly Unemployed

- Unemployment claims dwarf WAHBE signups by >1000/1
- Of the unemployed who apply, only 46% select a plan



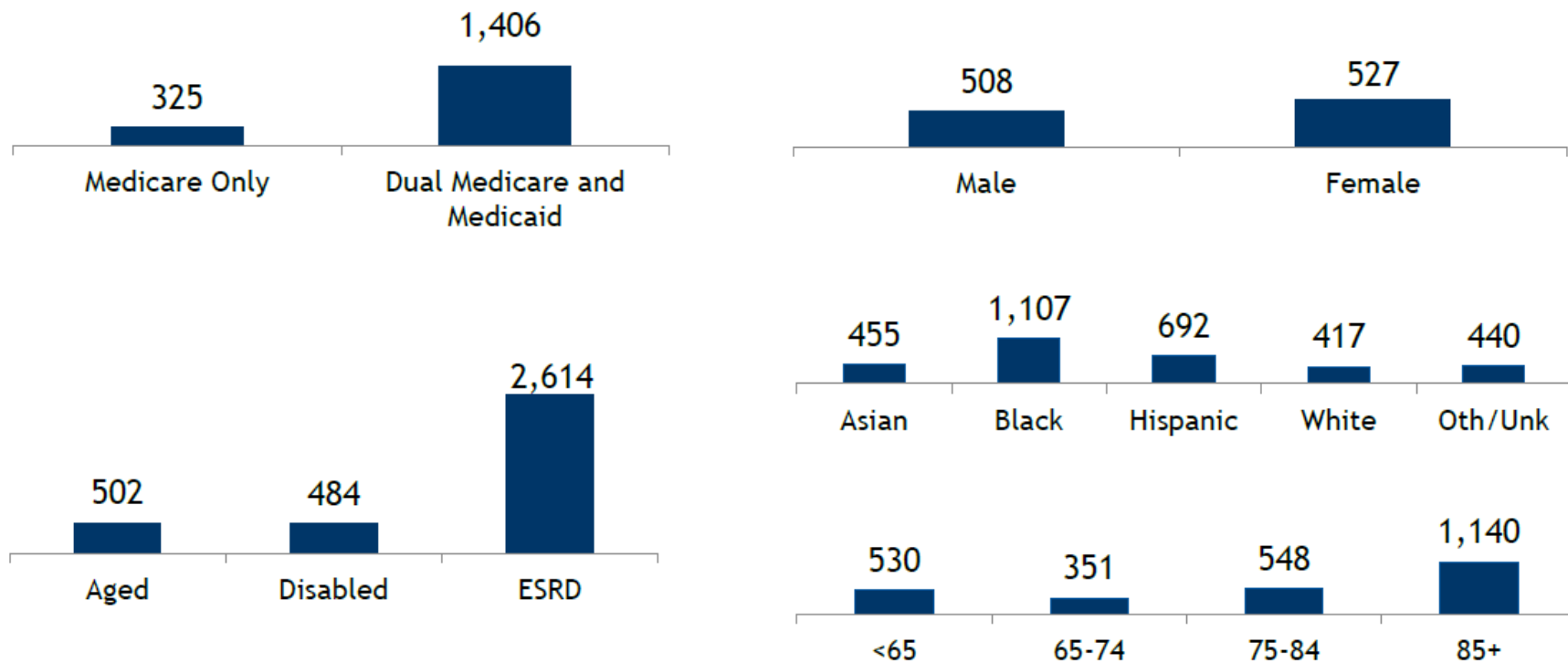
COVID Analytics - Up Next:
Leveraging partnerships and
templates

Leveraging Partnerships and Templates

Who Needs Care and what does COVID-19 treatment cost?

PLAN TO USE Medicare Report as a Template; Coordinating with HCA

COVID-19 Cases per 100K by Beneficiary Characteristics



full report at: <https://www.cms.gov/research-statistics-data-systems/preliminary-medicare-covid-19-data-snapshot>

Up Next

HCA Partnership and Medicare Sample

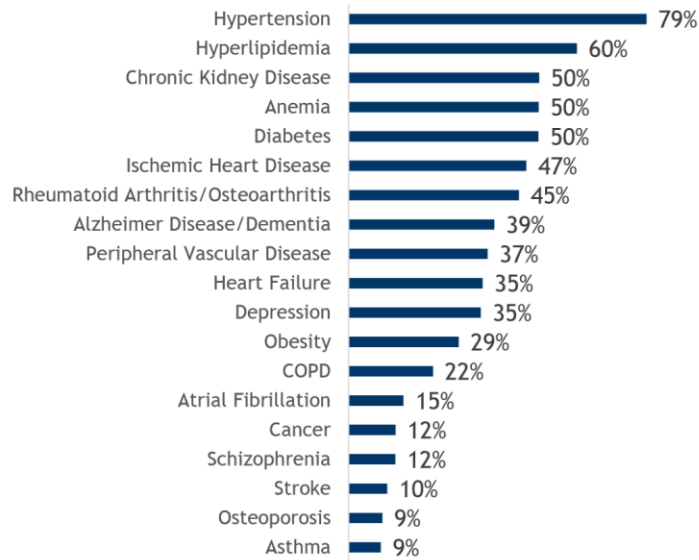
Preliminary Medicare COVID-19 Data Snapshot:

Medicare Claims and Encounter Data: Services January 1 to May 16, 2020, Received by June 11, 2020

COVID-19 Hospitalizations

81,227 Total Fee-for-Service COVID-19 Hospitalizations

Chronic Condition Prevalence Among Fee-for-Service COVID-19 Hospitalized Beneficiaries



Medicare Payments for Fee-for-Service COVID-19 Hospitalizations

\$1.9 Billion

Total Medicare payment for fee-for-service COVID-19 hospitalizations

\$23,094

\$5,303 (5th percentile) - \$63,721 (95th percentile)

Average Medicare payment per fee-for-service COVID-19 hospitalization



Where we could go with Full Analytic Capability

- What impacts did the COVID-19 Economic shutdown have on non-emergency medical treatment utilization, cost and health outcomes
 - Who got treatment and who didn't
 - What services impacted the most/least
 - Relationship to low value and harmful care
 - Relationship to high-value care
 - Relationship to health outcomes
 - Near term, measurable or proxy?



Questions?

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