

# WASHINGTON HEALTH BENEFIT EXCHANGE

WAhealthplanfinder.org

## HEALTH COVERAGE ENROLLMENT REPORT

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Fall 2020

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This Enrollment Report in an excel spreadsheet with additional data is also available online at: <https://www.wahbexchange.org/about-the-exchange/reports-data/enrollment-reports-data>

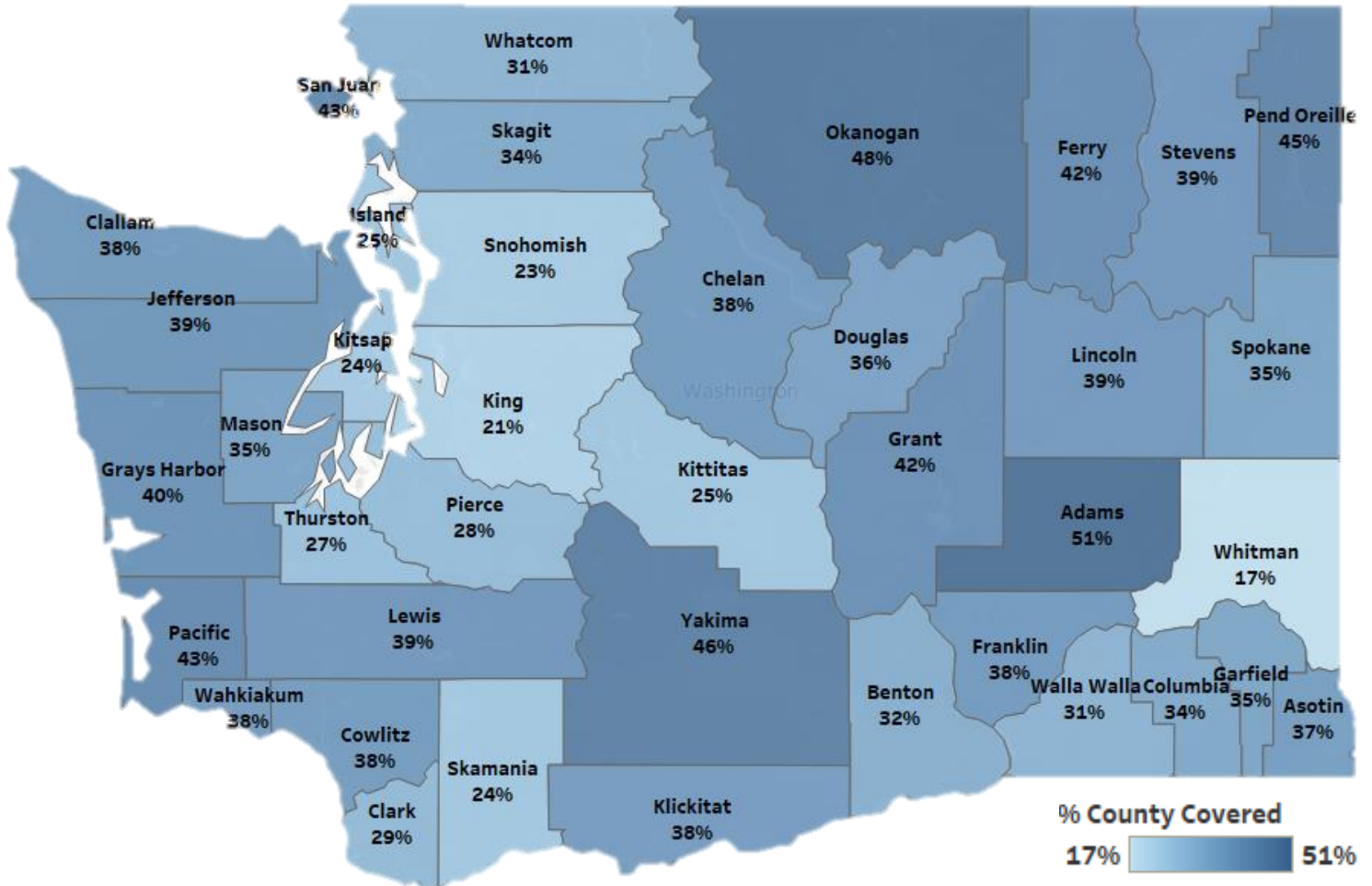
Author: WAHBE/Earnest Kim, Data Source: Washington Healthplanfinder as of Sep 30, 2020

Washington Apple Health-Medicaid MAGI/CHIP population/Characteristics;  
Author: HCA/OMSD: Data Source: ProviderOne ODS Data Warehouse as of September 30, 2020

# COVERAGE

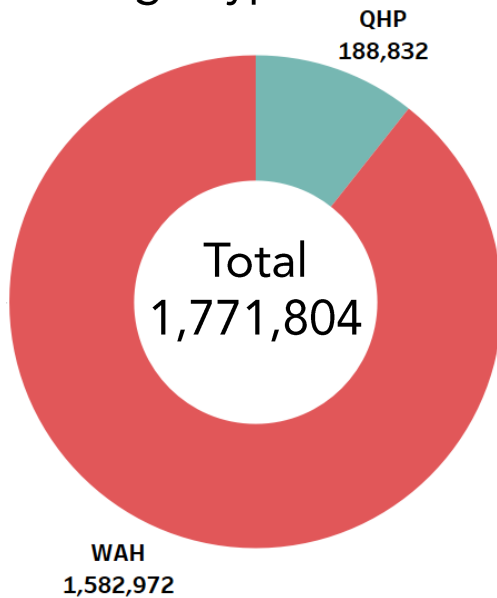
# Total Enrollees

## Percent of Washington Healthplanfinder Residents by County



| Top 10 Counties |     |
|-----------------|-----|
| Adams           | 51% |
| Okanogan        | 48% |
| Yakima          | 46% |
| Pend Oreille    | 45% |
| San Juan        | 43% |
| Pacific         | 43% |
| Ferry           | 42% |
| Grant           | 42% |
| Grays Harbor    | 40% |
| Jefferson       | 39% |

### By Coverage Type



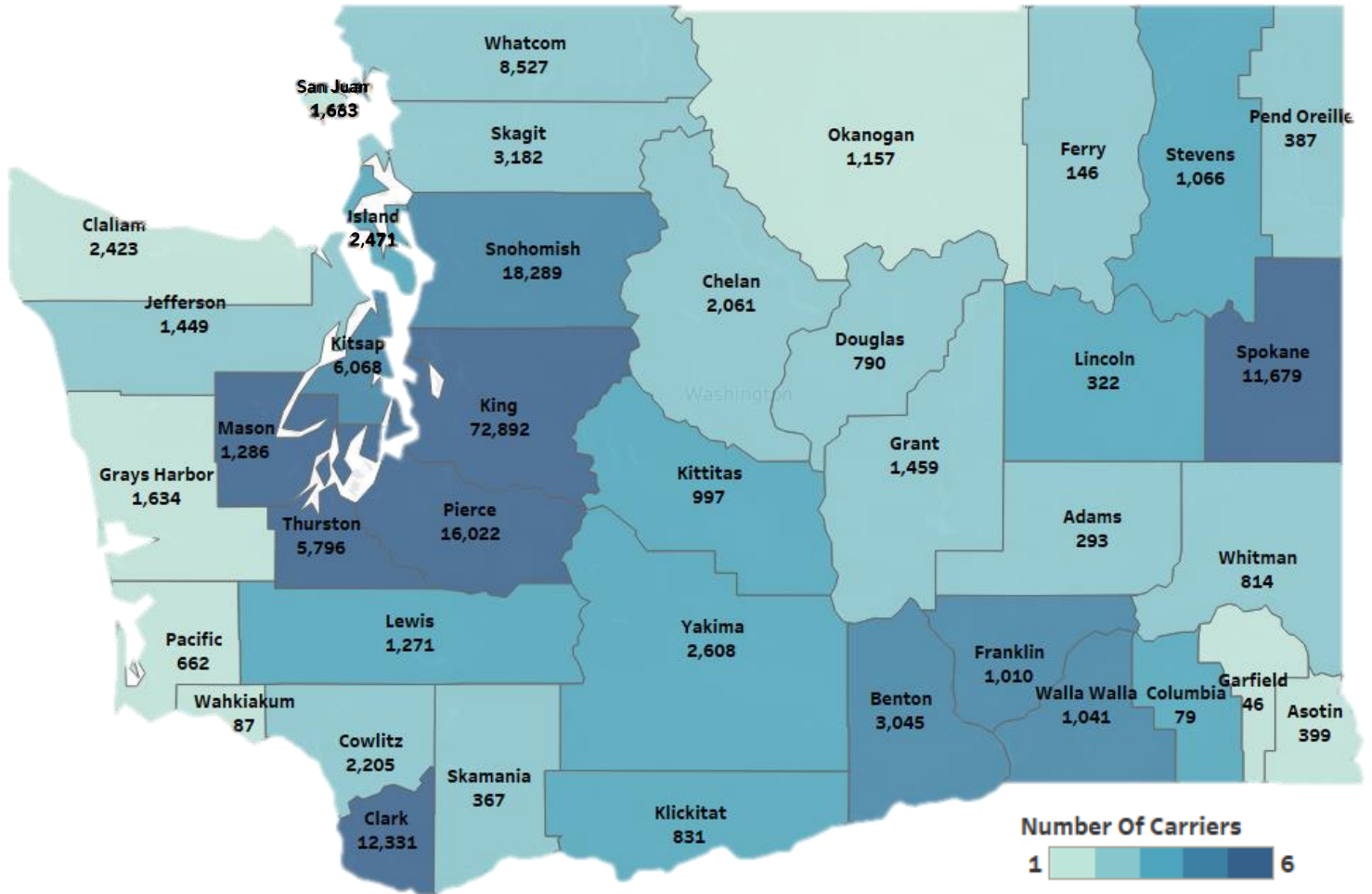
= **28%**

Washingtonians (<65) covered through Washington Healthplanfinder

# Qualified Health Plan Enrollees

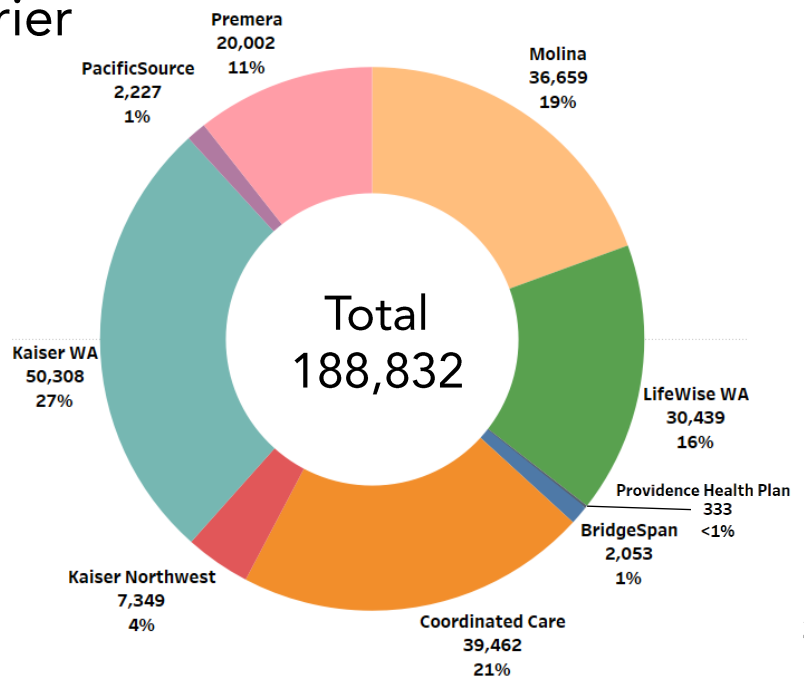
Washington Health Benefit Exchange  
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## Number of QHP Enrollees and Carriers by County



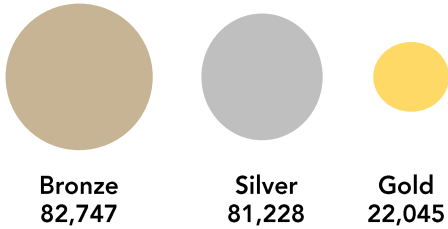
## By Carrier

| Top 10 Counties |        |
|-----------------|--------|
| King            | 72,892 |
| Snohomish       | 18,289 |
| Pierce          | 16,022 |
| Clark           | 12,331 |
| Spokane         | 11,679 |
| Whatcom         | 8,527  |
| Kitsap          | 6,068  |
| Thurston        | 5,796  |
| Skagit          | 3,182  |
| Benton          | 3,045  |



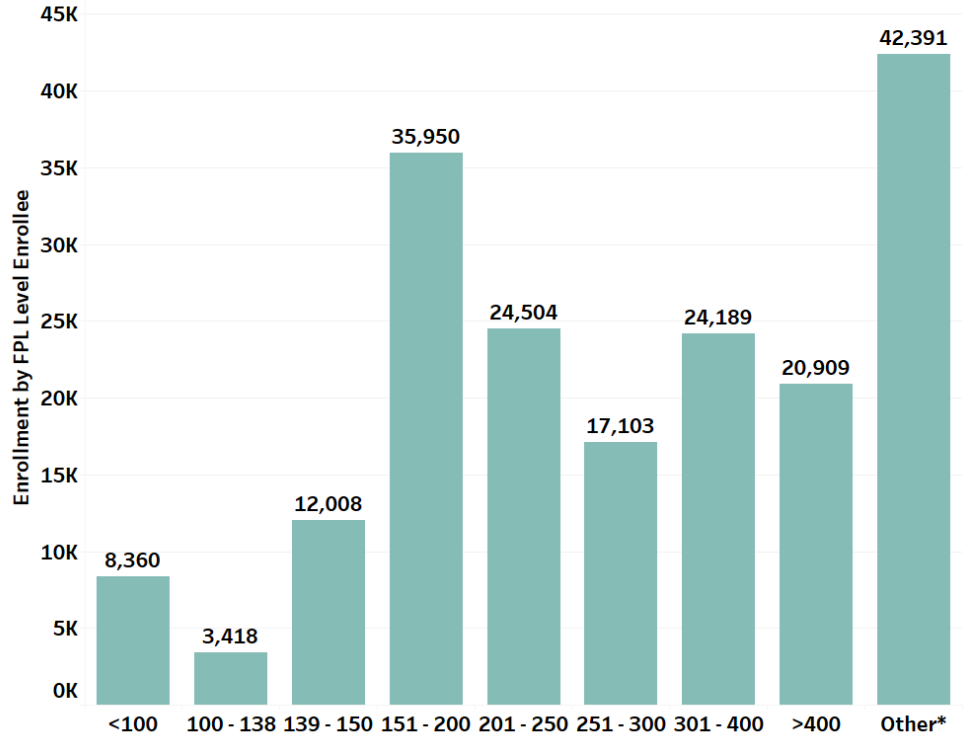
# Qualified Health Plan Enrollees

## By Metal Level

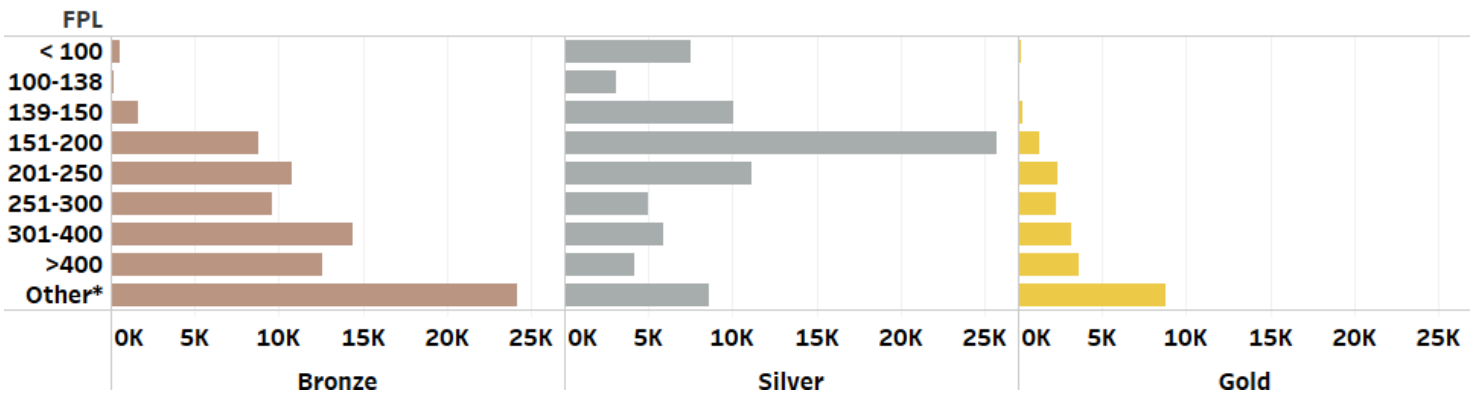


Bronze Plans cover 60% of the cost of essential health benefits, while the patient pays 40%; Silver plans cover 70% while the patient pays 30%; Gold plans cover 80% while the patient pays 20%.

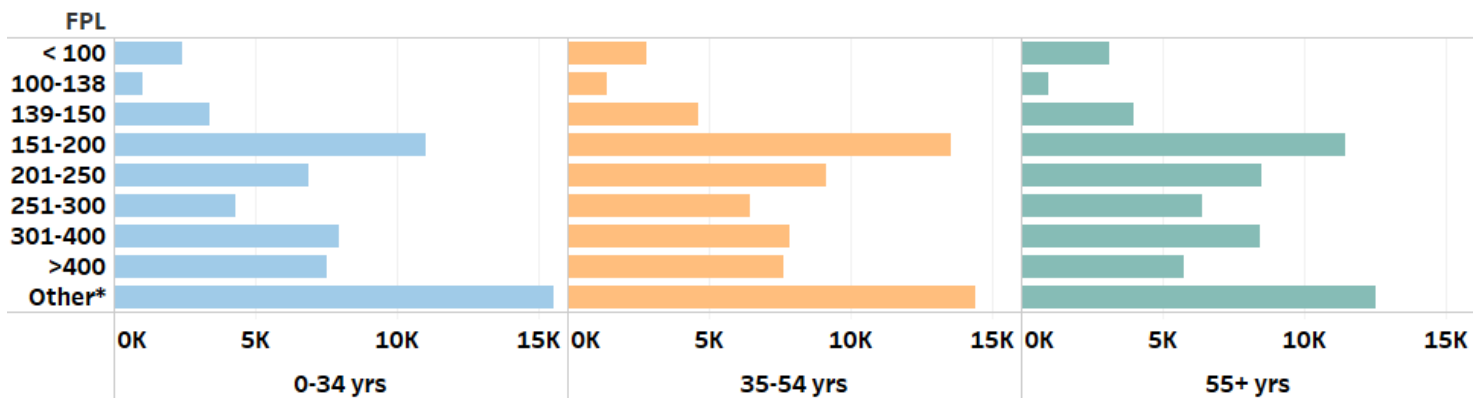
## By Federal Poverty Level (FPL)



## FPL by Metal Level



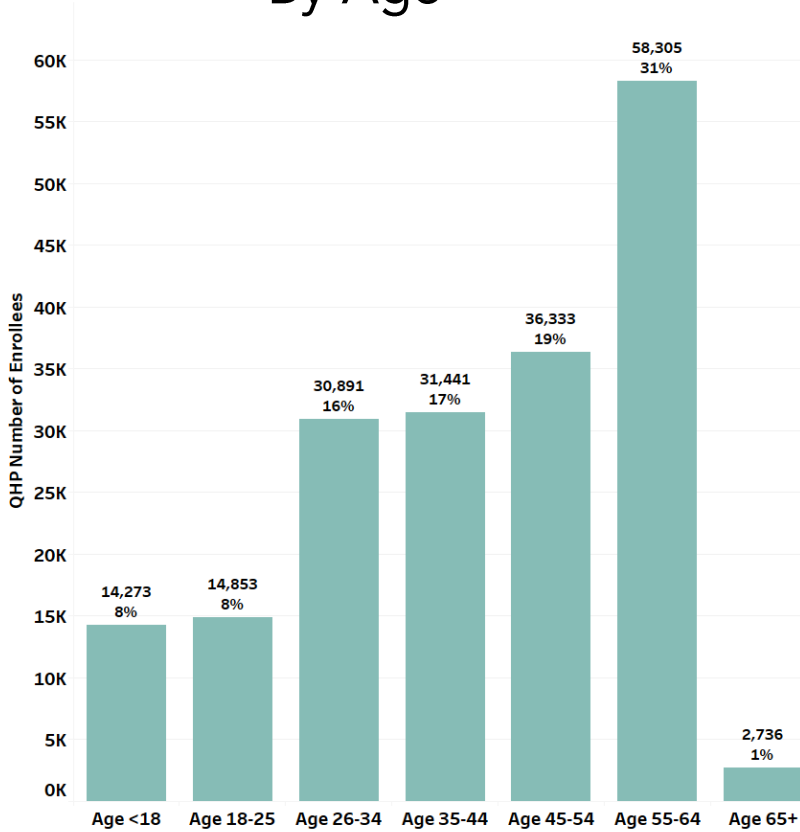
## FPL by Age



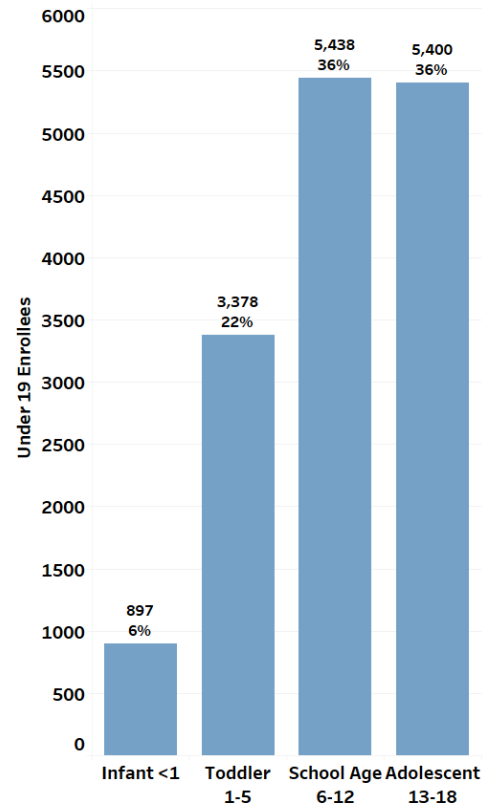
\*Other = enrollees that did not report income

# Qualified Health Plan Enrollees

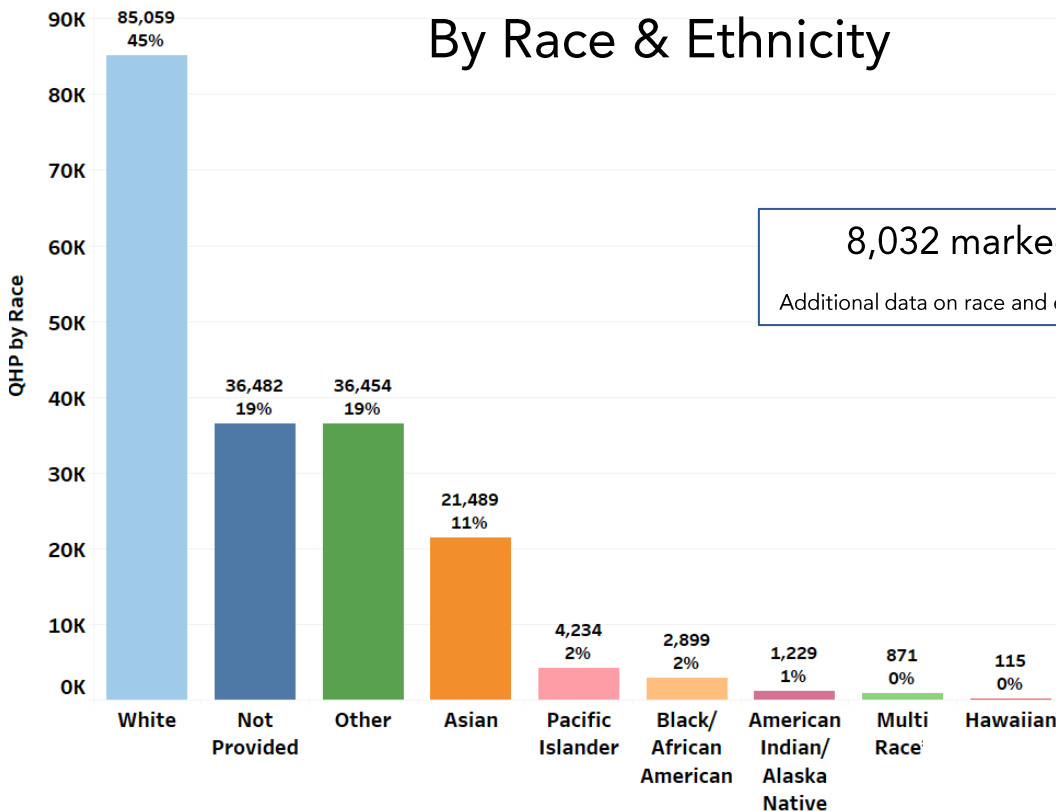
## By Age



## Under 19

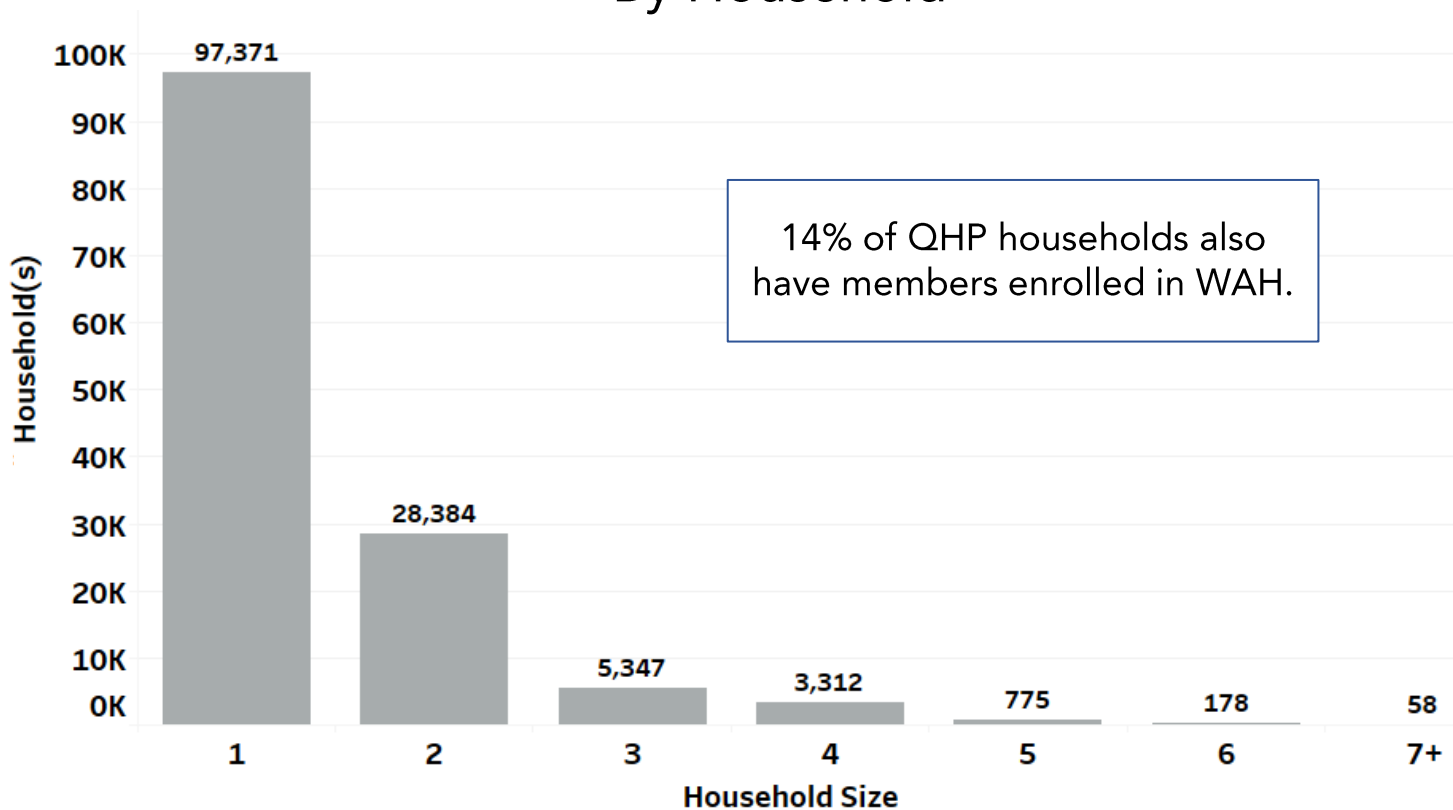


## By Race & Ethnicity



# Qualified Health Plan Enrollees

## By Household

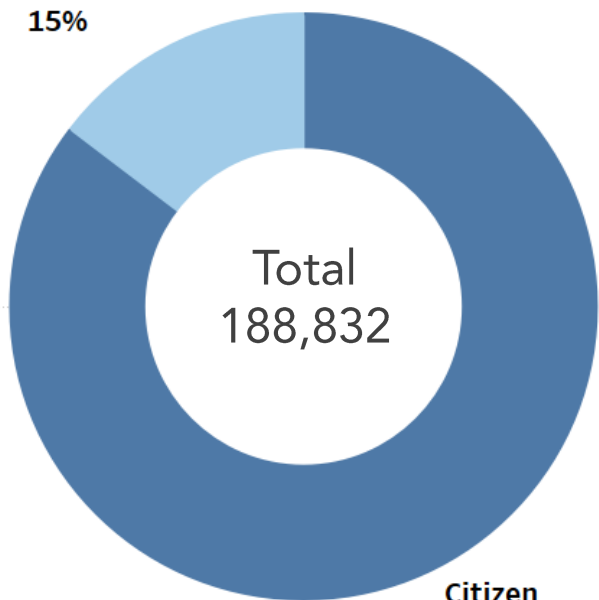


14% of QHP households also have members enrolled in WAH.

The average household size is 1.4 members.

## By Status

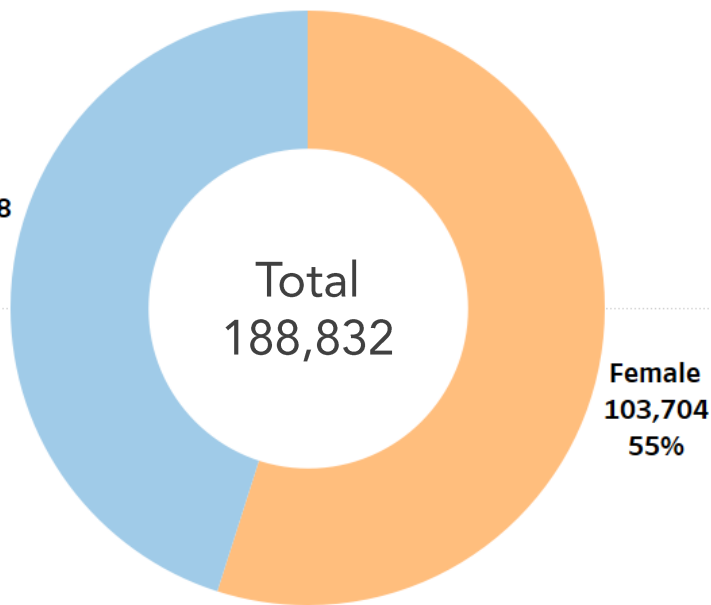
Lawfully Present  
27,650  
15%



Citizen  
161,182  
85%

## By Sex

Male  
85,128  
45%



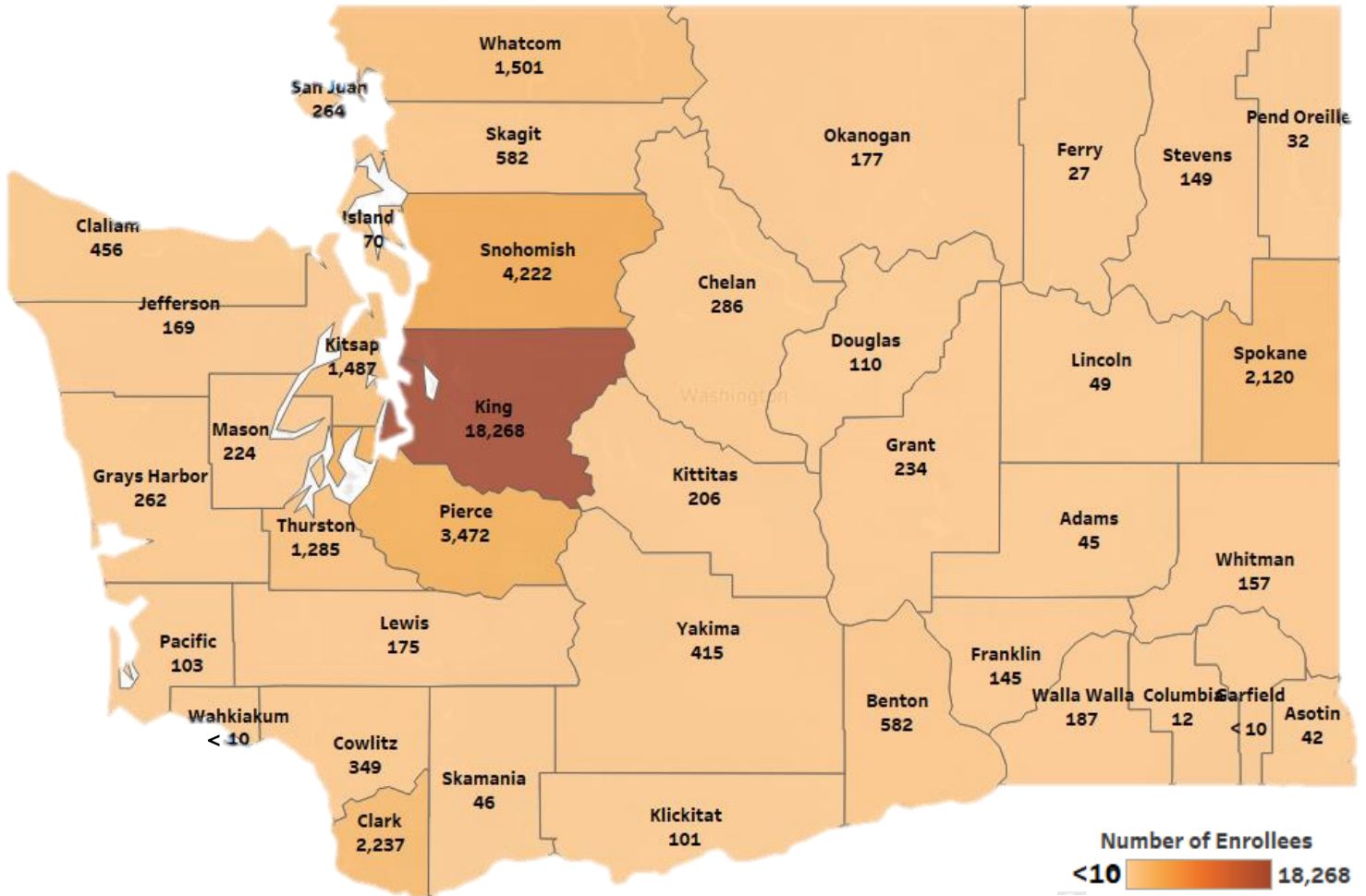
Female  
103,704  
55%



# Qualified Dental Plan (QDP) Enrollees

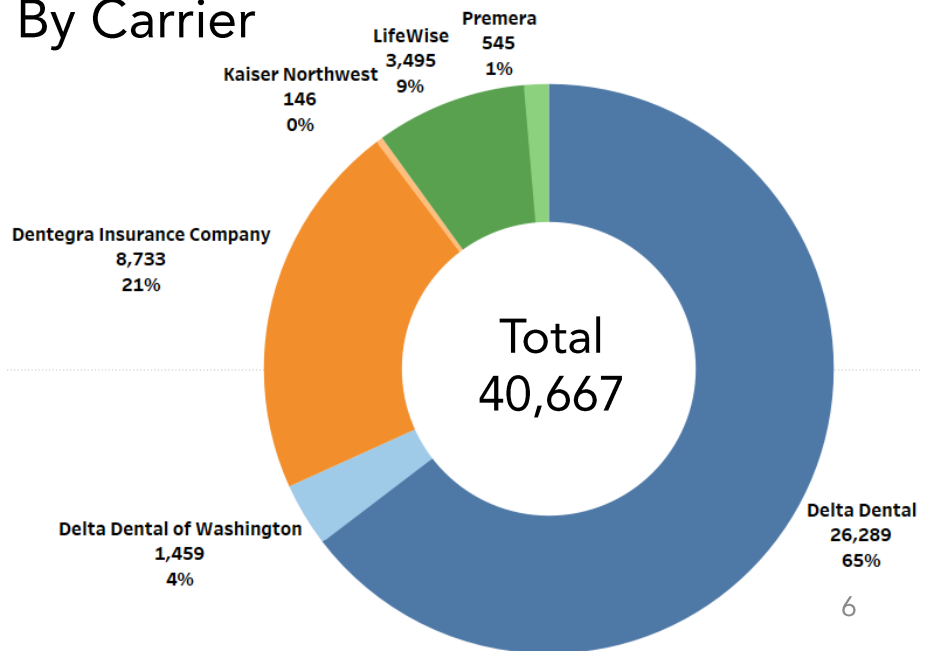
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## By County

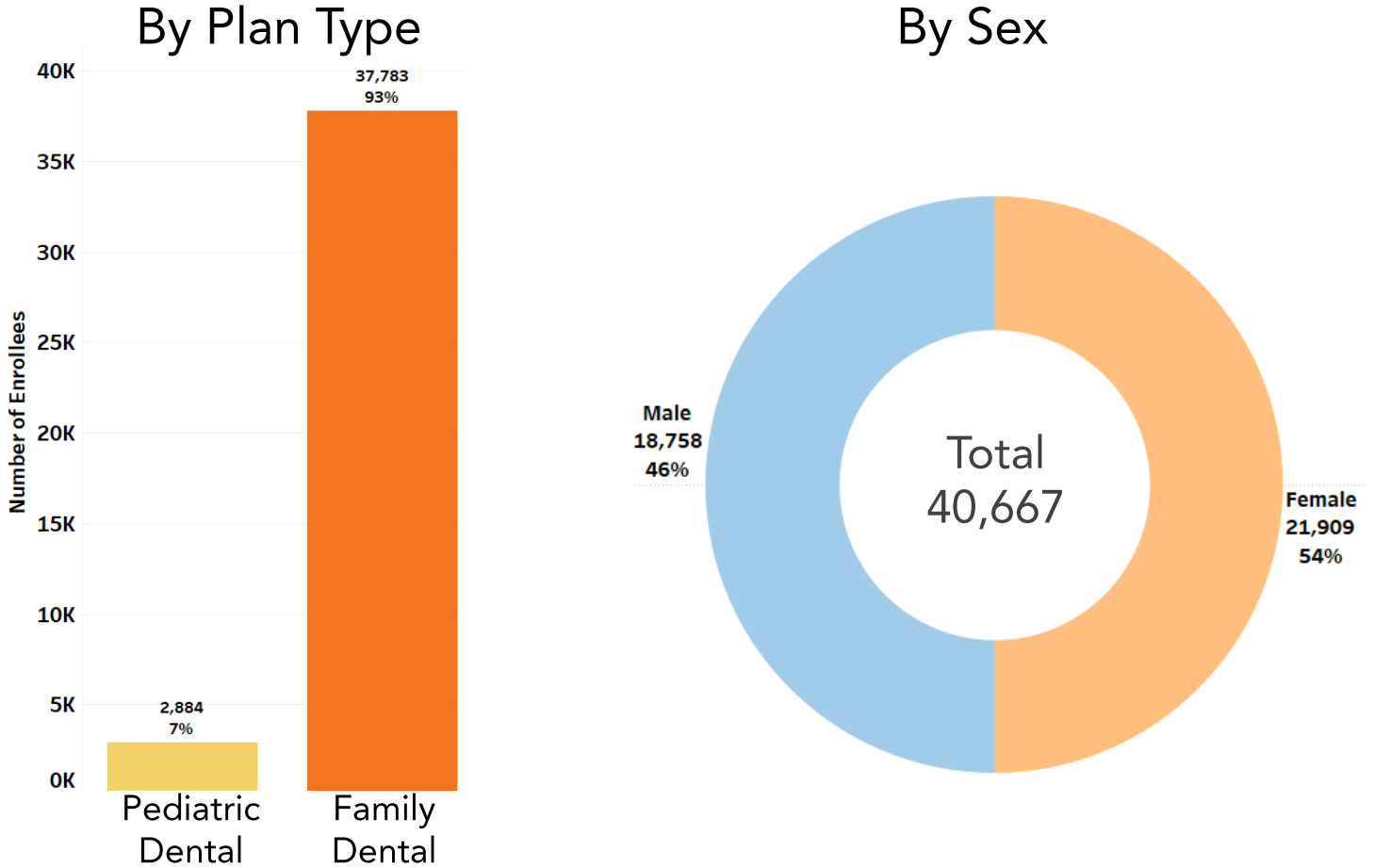


| Top 10 Counties |        |
|-----------------|--------|
| KING            | 18,268 |
| SNOHOMISH       | 4,222  |
| PIERCE          | 3,472  |
| CLARK           | 2,237  |
| SPOKANE         | 2,120  |
| WHATCOM         | 1,501  |
| KITSAP          | 1,487  |
| THURSTON        | 1,285  |
| BENTON          | 582    |
| SKAGIT          | 582    |

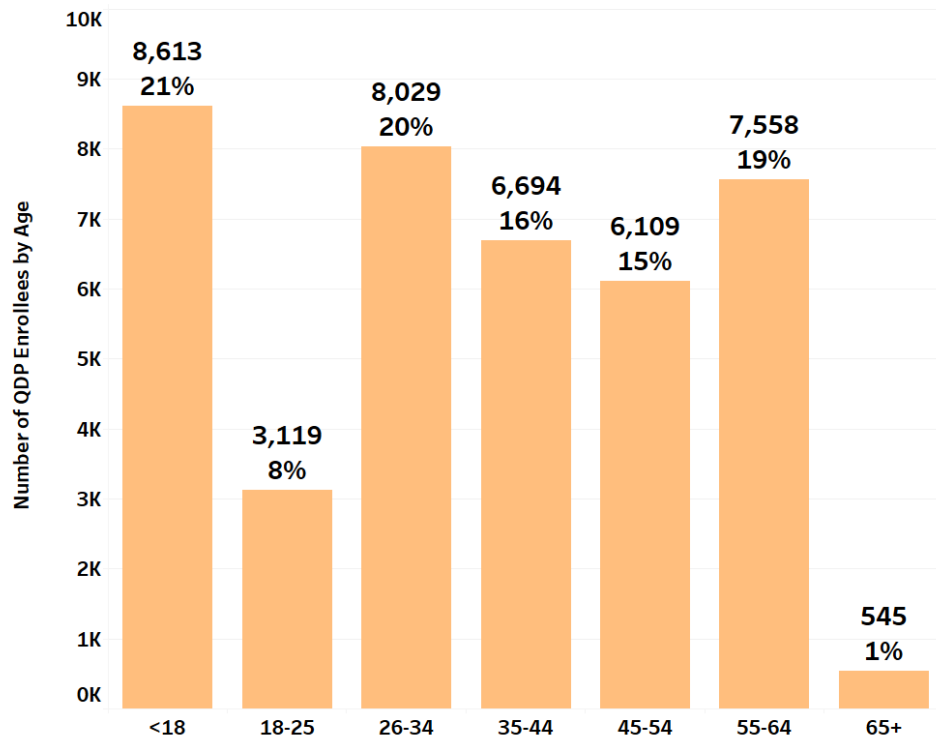
## By Carrier



# Qualified Dental Plan (QDP) Enrollees



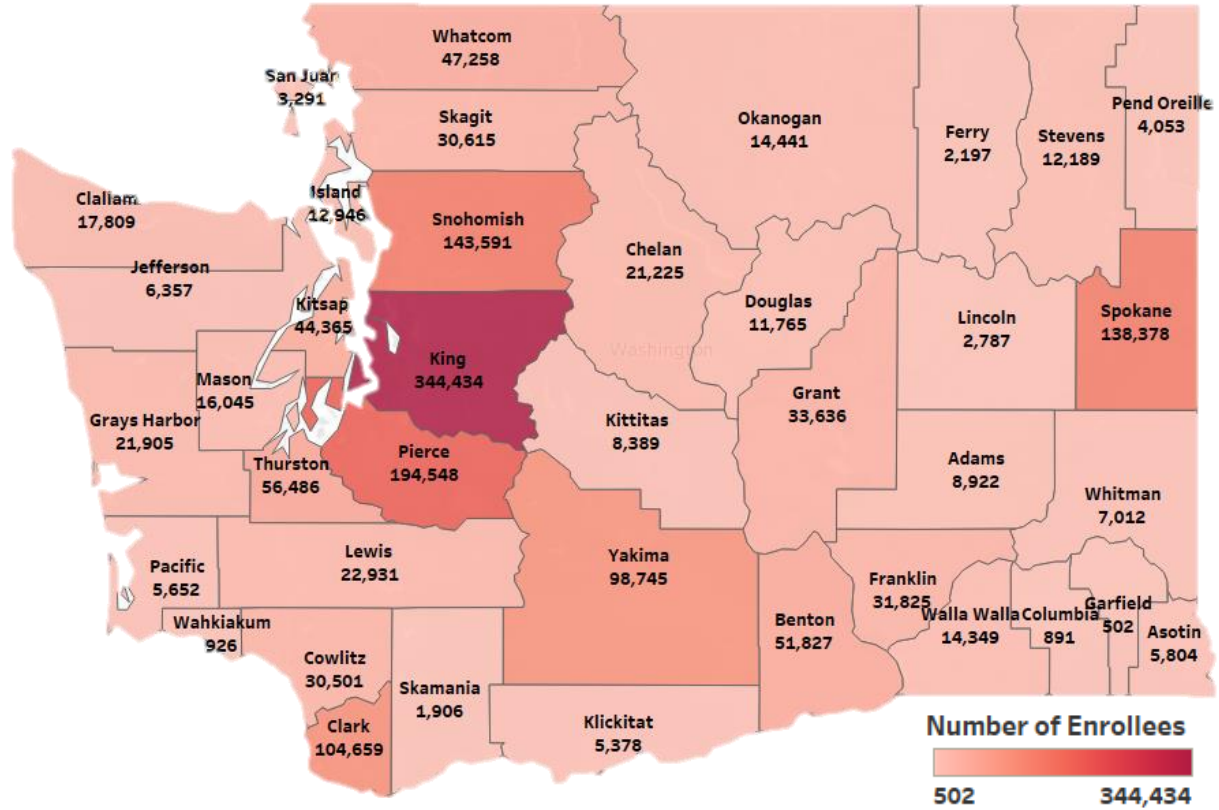
## By Age



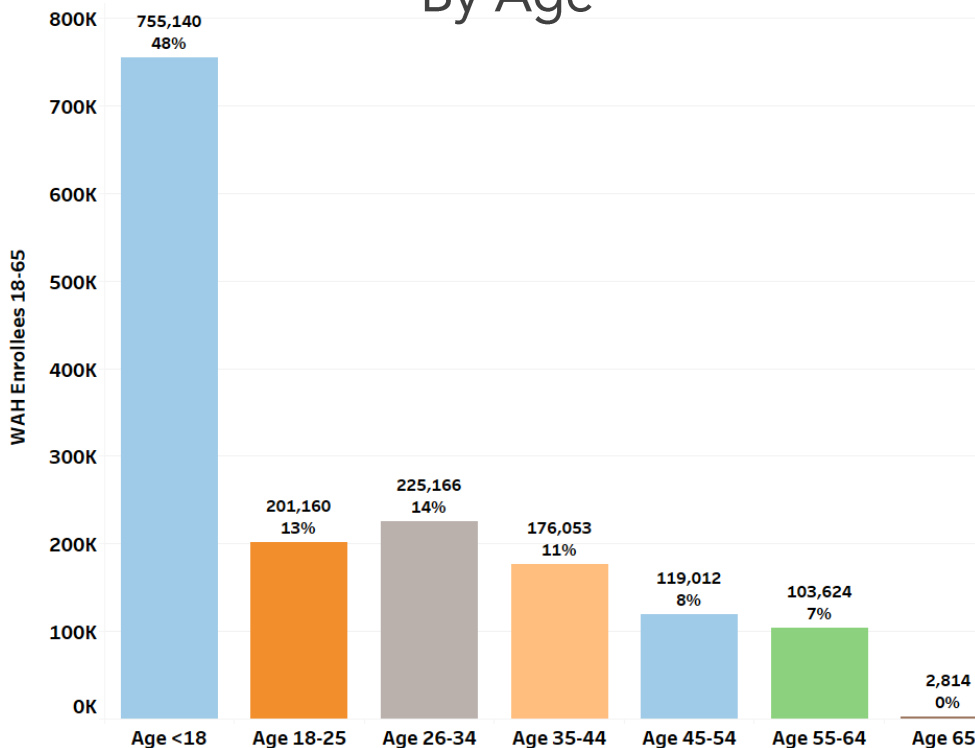
# Washington Apple Health (WAH) Enrollees

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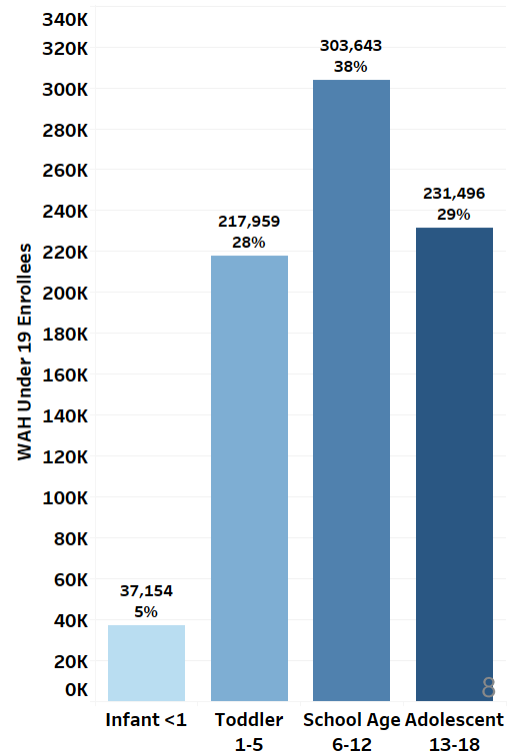
## By County



## By Age



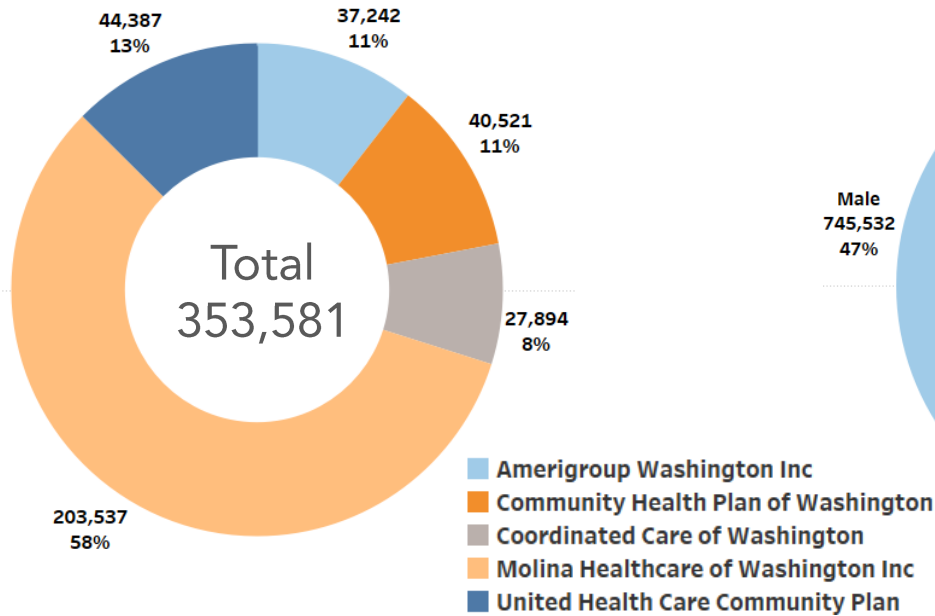
## Under 19



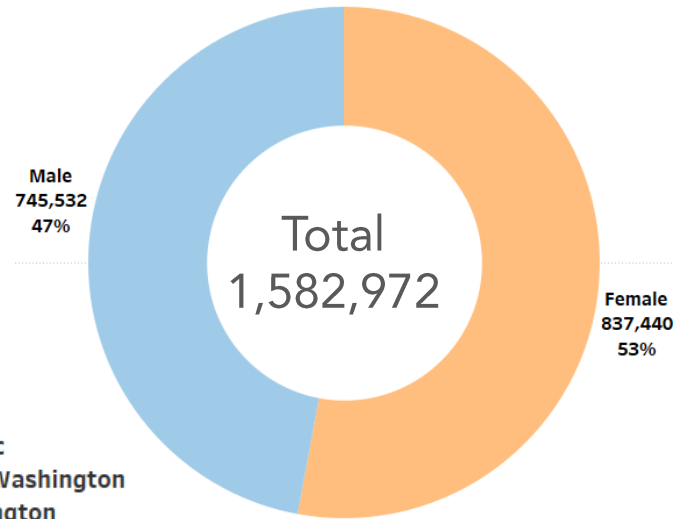
# Washington Apple Health (WAH) Enrollees

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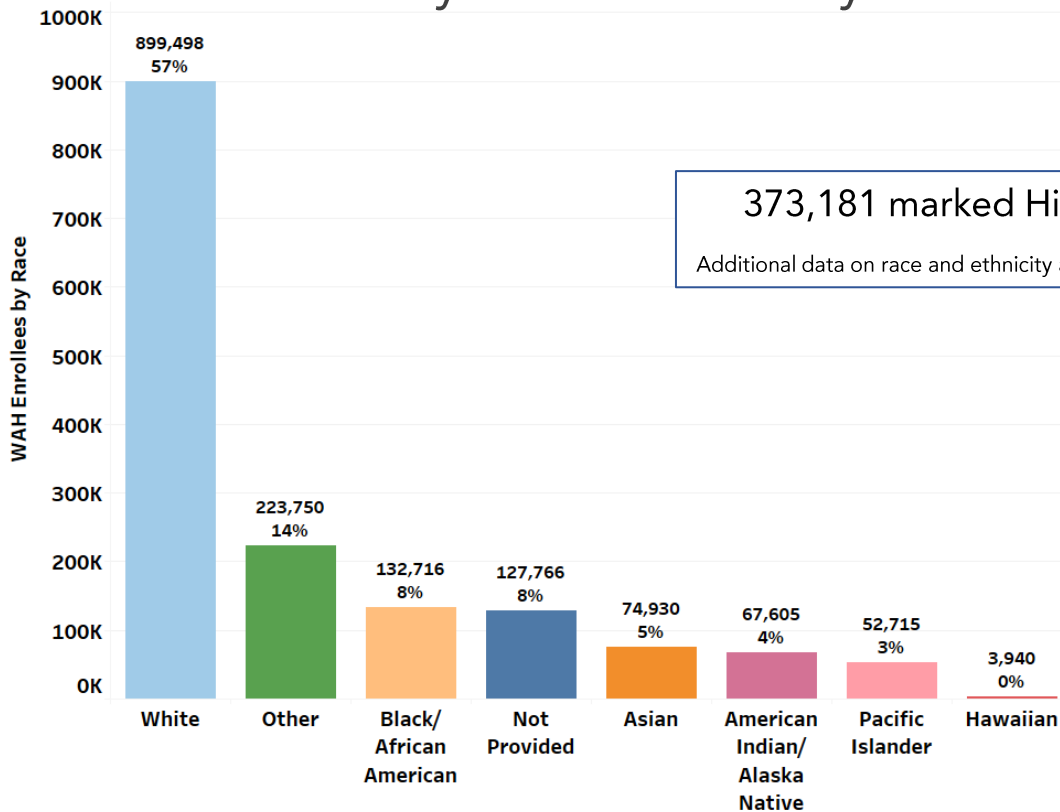
## By Medicaid Plan Selection (Sept. 2020)



## By Sex

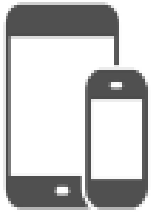


## By Race & Ethnicity



# CUSTOMER EXPERIENCE

## Accessing *Washington Healthplanfinder*



47% mobile/tablet



53% desktop



221,632  
WAPlanfinder mobile app  
downloads

## Engagement Strategy for Open Enrollment 8

# More to Live Well.



Provide audience with

**MORE**



Education and  
resources within  
various ad units

Seamless user  
journey from ad to  
information


Provide a value  
exchange when  
possible

This overarching message connects with the audience through the moment we're all living through, the importance of keeping our health managed, and the extended benefits of the Exchange in 2020.


For OE8, *Washington Healthplanfinder* provides:

- MORE options and benefit levels to choose from
- MORE personalized forms of support
- MORE assurance you are finding the best qualified health coverage plan for how you're living, now.

## Ways to Connect During the Pandemic

 Online Scheduling with Enrollment Centers

 Virtual enrollment assistance using video conferencing

 Over-the-phone Enrollment

- Virtual enrollment events
- Drive-thru enrollment events
- Outdoor events with safety precautions

## In-Person Assistance Still Available



Social distancing



Masks required



Revamping physical spaces

## Partnered Households

### QHP Households



Broker  
50,263



Navigator  
12,517

### WAH Households



Broker  
54,385



Navigator  
173,439

Household account partnered to a Navigator and/or Broker in *Washington Healthplanfinder*

## Lead Organizations and Enrollment Centers



## Lead Organizations

- |  |  |
|--|--|
| <p><b>Better Health Together</b><br/>Phone: 1-509-381-5566<br/>Phone: 1-509-444-8200<br/>Email: bhtnavigatorstaff@BetterHealthTogether.org</p> | <p><b>Public Health Seattle-King County</b><br/>Phone: 1-800-756-5437<br/>Email: CHAP@kingcounty.gov</p>   |
| <p><b>CHOICE Regional Health Network</b><br/>Phone: 1-360-539-7576<br/>Email: navigator@crhn.org</p>   | <p><b>SeaMar Community Health Clinics</b><br/>Phone: 1-855-289-4503<br/>Email: seamaripa@seamarchc.org</p> |
| <p><b>Confluence Health/Wenatchee Valley Hospital</b><br/>Phone: 1-509-433-3383<br/>Email: SM_CH_Lead_Org@ConfluenceHealth.org</p>             | <p><b>Tri-Cities Community Health</b><br/>Phone: 1-509-543-1952<br/>Email: EnrollmentHBE@mytcch.org</p>    |
| <p><b>Peninsula Community Health Services</b><br/>Phone: 1-360-377-3776<br/>Email: eligibility@pchswb.org</p>                                  | <p><b>Yakima Neighborhood Health Services</b><br/>Phone: 1-509-853-2377<br/>Email: navigators@ynhs.org</p> |



## Enrollment Centers

- ★ **Bellingham**  
Rice Insurance  
1400 Broadway Street  
Bellingham, WA 98225  
1-360-734-1161 keith@riceinsurance.com
- ★ **Everett**  
Health Insurance Solutions NW, LLC  
7100 Evergreen Way Ste F  
Everett, WA 98203  
1-425-252-5105  
neil@his-nw.com
- ★ **Federal Way**  
Public Health Seattle & King County 1640  
S 318th Pl.  
Federal Way, WA 98003  
1-800-756-5437  
daphne.pie@kingcounty.gov
- ★ **Kennewick**  
The Advisor Benefits Group  
5101 W. Clearwater Ave, Ste. 100  
Kennewick, WA 99336  
1-509-582-3074  
kevin@advisorbenefits.com
- ★ **Olympia**  
GHB Insurance  
556 Lilly Road SE  
Olympia, WA 98501  
1-360-943-4500  
ron@ghbinsurance.com
- ★ **Seattle**  
Financial Designs  
2723 California Avenue SW  
Seattle, WA 98116  
1-425-392-7390  
cmclure@financialdesignsinsurance.com
- ★ **Spokane**  
Better Health Together  
1209 W. First Ave  
Spokane, WA 99201  
1-509-381-5566  
bhnavigatorstaff@BetterHealthTogether.org
- ★ **Tacoma**  
FND Insurance & Financial Services, LLC  
555 Steilacoom Blvd SW, Ste 120  
Lakewood, WA 98499  
1-253-302-5579  
teamfnd@fndinsurance.com
- ★ **Vancouver**  
Applied Team Insurance  
7720 NE Vancouver Mall Drive, Ste. 110  
Vancouver, WA 98662  
1-360-726-6092  
marlena@appliedteamins.com
- ★ **Wenatchee**  
Suzie Health Insurance  
1630 N. Wenatchee Ave., Ste. 18  
Wenatchee, WA 98801  
1-509-293-9051  
info@wahbroker.org
- ★ **Yakima**  
Yakima Neighborhood Health Services  
610 Yakima East Avenue  
Yakima, WA 98901  
1-509-853-2377  
rhonda.hauff@ynhs.org

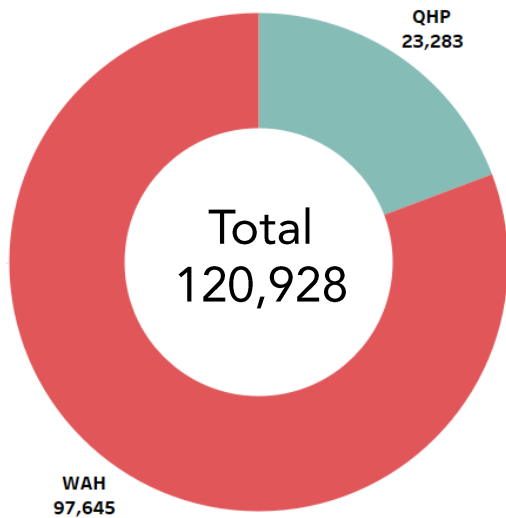
## By Customer Support Center Assistance

**Calls Answered**  
**181,530**

**Average Wait Times**  
**1:36 minutes**

Data from June-2020 to Sep 2020. Customer Support Center is in Spokane Valley, WA and employs up to 340 representatives during open enrollment.

### Limited English Proficient Applicants



Includes applicants who indicated in Washington Healthplanfinder that they do not speak and/or read English.

### Non-English Calls Answered

|                 |        |
|-----------------|--------|
| Korean.....     | 131    |
| Mandarin.....   | 478    |
| Russian.....    | 2,168  |
| Spanish.....    | 14,507 |
| Vietnamese..... | 2,873  |

Includes calls answered by bilingual and multilingual Customer Service Representatives at *Washington Healthplanfinder* Support Center from April through August 2020. Additional language data provided online.

## Top Language Requests by *Washington Healthplanfinder* Applicants

- Arabic
- Chinese
- Korean
- Russian
- Spanish
- Vietnamese

Additional language access information for QHP and WAH enrollees available online.

