



Washington Health Benefit Exchange

Annual Health Care Conference
Washington Policy Center
May 13, 2014

Enrollment Highlights

- More than 1 million people in WA have accessed health insurance through *Washington Healthplanfinder*
 - Enrollments in Qualified Health Plans (QHPs) grew quickly from 67,198 in 2013 to more than 164,062 by March 31
- Average cost of a health plan after a tax credit was about \$100, with an average tax credit of \$276
 - In total, Washington residents receive \$34.8 million in tax credits per month to lower their monthly insurance premiums
- Young adults ages 18-34 made up 25 percent of total QHP enrollments
 - Young adults made up 29 percent of enrollments in the month of March alone



Customer Support Network

- 43% of QHP enrollments were assisted by navigators or producers (agents/brokers)
- The Customer Support Network included:
 - 200 community organizations
 - 1,900 certified navigators or in-person assisters
 - 2,000 registered insurance agents/brokers
 - 600 employees at the customer support center
 - 101 tribal assisters
 - 1,200 community assisters through the Health Care Authority



Continuing Challenges

- Resolving those in the “stuck applications” pool
- Transferring data to carriers
- Analysis and resolution of invoice issues
- Implementing special enrollment



Beginning April 1 - Special Enrollments

- QHP enrollees may qualify for a special enrollment
- May qualify for a special enrollment outside the standard open enrollment period if:
 - Experience a life event (such as getting married or having a baby)
 - Were unable to complete an application due to technical reasons or experienced other barriers to enrollment



Premium Aggregation

- Support from carriers and consumer groups when implemented
- Allows Exchange to understand true enrollments (consumers have paid)
- Can collect third party payments (premium sponsorship) on behalf of organizations
- Already built into system



On the Horizon

- Follow enrollees in grace period – how many are disenrolled
- Ongoing special enrollments
- Who'd we miss?
- Planning for the next open-enrollment
 - Nov. 15, 2014 – Feb. 15, 2015
 - Note: ongoing enrollment for Medicaid and special populations (AI/AN)

