



# Washington Health Benefit Exchange

Future of Healthcare in Washington

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- Created as a “public private partnership separate and distinct from the state” in legislation in 2011
- Governed by 11 member, bipartisan Board
- Entry point for Medicaid, Qualified Health Plans
- Deloitte is system integrator, Faneuil call center contractor
- 17 critical system interfaces (carriers, state agencies, HUB)
- Blended funding source beginning 2015; Legislative appropriation for spending authority



# Successes and Challenges

## Successes

- Enrollment in QHPs and Medicaid
- Stabilizing system performance
- Stakeholder engagement and support
- Infrastructure development, clean financial audit

## Challenges

- Projecting and managing volume, e.g., at call center
- Complex applications, managing multiple changes
- Reconciling financial, enrollment reports to carriers
- Improving system performance, enhancing user experience
- SHOP exchange



# Most Recent Key Metrics (as of March 31)

## Website traffic and call center

- Unique visitors: 1,765,306
- Accounts created: 597,717
- Call center volume (through March 31): 194,213
- Average call center wait time (through March 23)\*: 73 minutes

## Enrollments

- QHP enrollments: 146,497
- Total new enrollments (including Medicaid): 550,349
- Medicaid renewals: 408,086
- New & renewals: 958,435



\* after initial triage, 3 min for triage; Medicaid enrollment numbers as of March 27



# Enrollment Summary

Through February enrollments:

- About 20% of QHP enrollments are not receiving any tax credits
- 23% of enrollments ages 18-34
- 35% of enrollments age 55-64
- 54% of enrollees choosing silver plans
  - 74% of them are under 250% of FPL
- 36% of enrollees choosing bronze plan; 10% choose gold
- 37% of enrollees between 138% and 200% of FPL
- Largest carrier with 68% of market (three Premera plans)
- New MAGI eligible Medicaid enrollment exceeds target, for January, 2018!



# Keys to success

- Early, strong, bipartisan support from elected officials
- Collaboration and coordination of key state agencies, clear governance
- Key stakeholder engagement
- Public private partnership, bipartisan Board
- Key system issues
  - Good vendor partnerships
  - Strong independent QA and IV&V
  - Scope management
- Go Live and operational SWAT teams
- Strong marketing and outreach, engaged community partners



# Lessons Learned

- Managing scope and governance is critical
- Testing the system: limited time, real world environment
- Balancing system fixes with stabilization
- Understanding/projecting volume (call center, renewals)
- Frequency of updates and communications
- We didn't know what we didn't know
- What does steady state look like?
- Continuous learning and improvement
- Paving new trails



# Moving Forward – Operational Excellence

Going from a development to operational environment

## Technical & Operational

- ✓ Cadence and runway of upcoming releases
- ✓ Optimizing the customer experience
- ✓ What's "normal", i.e., staffing to meet business/operational needs
- ✓ Healthplanfinder Business
- ✓ Preparing for 2015 plan year

## Policy & Governance

- ✓ Preparing for financial sustainability in 2015
- ✓ Continued coordination with state agencies, and future federal relationship
- ✓ Rotation of Board, including Board chair
- ✓ Future strategic planning of Board





# Resources

[www.wahealthplanfinder.org](http://www.wahealthplanfinder.org)

[www.wahbexchange.org](http://www.wahbexchange.org)

1-855-WAFINDER (1-855-923-4633)

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