

# HEALTH COVERAGE ENROLLMENT REPORT

OCTOBER 1, 2013 - MARCH 31, 2014

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WASHINGTON HEALTH BENEFIT EXCHANGE

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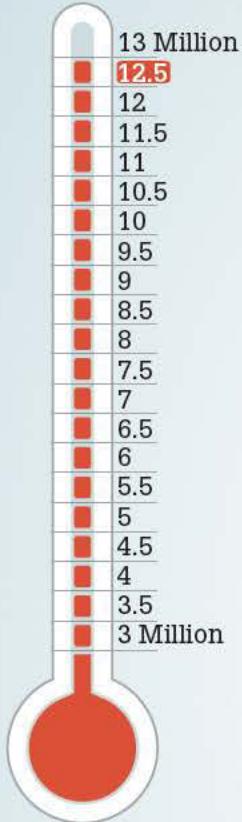


washington  
**healthplanfinder**  
click. compare. covered.

## WEBSITE STATISTICS

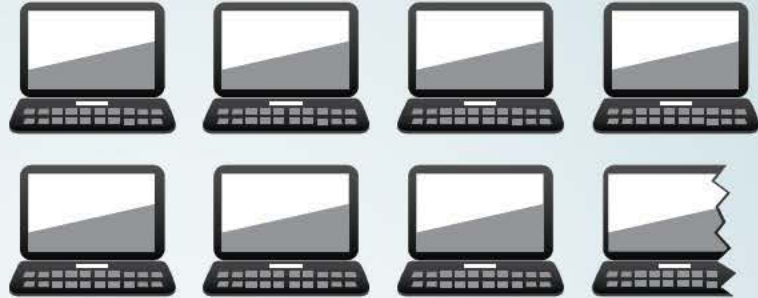
### WEB VISITS

12,384,468



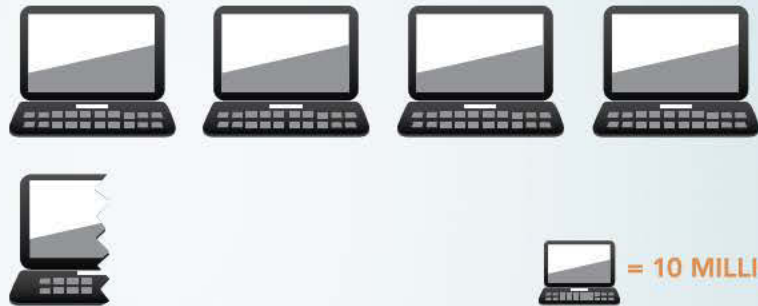
### PAGE VIEWS

78,045,087



### UNIQUE PAGE VIEWS

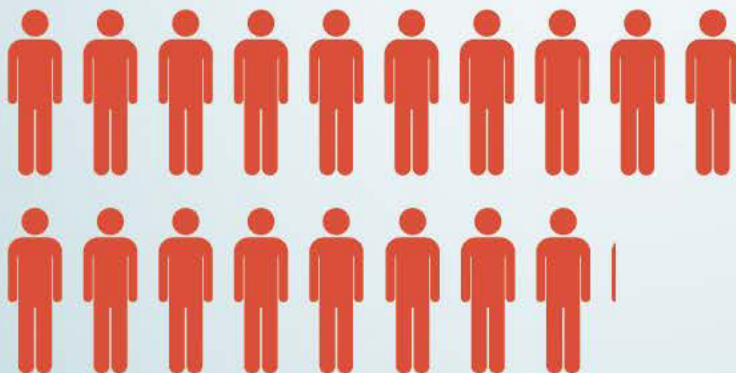
46,678,882



 = 10 MILLION

### UNIQUE VISITORS

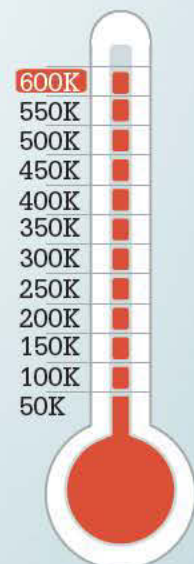
1,803,214



 = 100,000

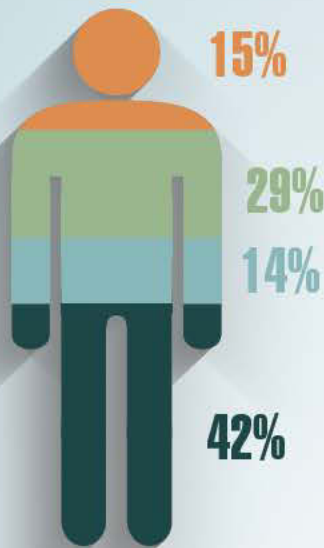
### ACCOUNTS CREATED

597,686





## ENROLLMENT STATUS OF APPLICATIONS



## ENROLLMENTS COMPLETED

Total: 992,810

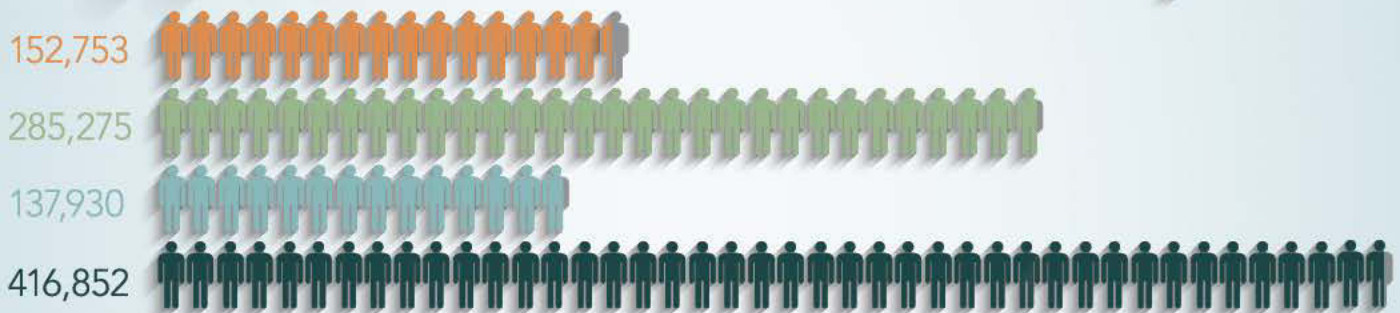
Qualified Health Plans (QHP)

Medicaid Newly Eligible but not Enrolled

Medicaid Previously Eligible but not Enrolled

Medicaid Redeterminations Previously Covered

 = 10,000



**QHP – Tax Credit:** Includes individuals who have purchased a qualified health plan (private health plan) eligible for a tax credit to lower their monthly insurance premiums.

**QHP – No Tax Credit:** Includes individuals who purchased a qualified health plan that either did not qualify for a tax credit or did not apply for financial help.

**Medicaid Newly Eligible Adults:** Includes newly eligible individuals who have qualified and enrolled in a Medicaid plan under the Medicaid expansion and does not include those who have transitioned from other Medicaid programs.

**Medicaid Previously Eligible but not Enrolled:** Includes individuals (children, pregnant women, low-income families) who are newly enrolling but were eligible under old Medicaid eligibility rules.

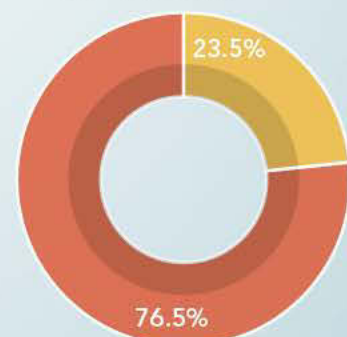
**Medicaid Redeterminations:** Includes individuals who were already enrolled in a Medicaid program and have had their eligibility status converted, re-determined or renewed through Washington Healthplanfinder.

## QHP ENROLLMENTS

Total: 152,753

35,798  QHP - No Tax Credit

116,955  QHP - Tax Credit





## ENROLLMENTS BY COUNTY



### ADAMS

Qualified Health Plans:  
451

Medicaid Redeterminations:  
3,794

Medicaid Newly Covered:  
1,697

% of Total Enrolled:  
0.6%



### ASOTIN

Qualified Health Plans:  
421

Medicaid Redeterminations:  
1,173

Medicaid Newly Covered:  
1,306

% of Total Enrolled:  
0.29%



### BENTON

Qualified Health Plans:  
3,039

Medicaid Redeterminations:  
14,181

Medicaid Newly Covered:  
11,457

% of Total Enrolled:  
2.9%



### CHELAN

Qualified Health Plans:  
2,319

Medicaid Redeterminations:  
6,764

Medicaid Newly Covered:  
5,778

% of Total Enrolled:  
1.5%



### CLALLAM

Qualified Health Plans:  
2,072

Medicaid Redeterminations:  
4,437

Medicaid Newly Covered:  
4,838

% of Total Enrolled:  
1.1%



### CLARK

Qualified Health Plans:  
8,564

Medicaid Redeterminations:  
26,796

Medicaid Newly Covered:  
26,712

% of Total Enrolled:  
6.3%



### COLUMBIA

Qualified Health Plans:  
92

Medicaid Redeterminations:  
279

Medicaid Newly Covered:  
277

% of Total Enrolled:  
0.07%



### COWLITZ

Qualified Health Plans:  
1,551

Medicaid Redeterminations:  
7,765

Medicaid Newly Covered:  
6,912

% of Total Enrolled:  
1.6%



### DOUGLAS

Qualified Health Plans:  
871

Medicaid Redeterminations:  
3,631

Medicaid Newly Covered:  
2,685

% of Total Enrolled:  
0.72%



### FERRY

Qualified Health Plans:  
169

Medicaid Redeterminations:  
489

Medicaid Newly Covered:  
483

% of Total Enrolled:  
0.11%



### FRANKLIN

Qualified Health Plans:  
1,333

Medicaid Redeterminations:  
11,547

Medicaid Newly Covered:  
6,513

% of Total Enrolled:  
2%



### GARFIELD

Qualified Health Plans:  
63

Medicaid Redeterminations:  
131

Medicaid Newly Covered:  
118

% of Total Enrolled:  
0.03%



## ENROLLMENTS BY COUNTY



### GRANT

Qualified Health Plans:  
1,443

Medicaid Redeterminations:  
10,898

Medicaid Newly Covered:  
6,092

% of Total Enrolled:  
1.8%



### GRAYS HARBOR

Qualified Health Plans:  
1,440

Medicaid Redeterminations:  
5,861

Medicaid Newly Covered:  
5,457

% of Total Enrolled:  
1.3%



### ISLAND

Qualified Health Plans:  
2,127

Medicaid Redeterminations:  
2,523

Medicaid Newly Covered:  
3,952

% of Total Enrolled:  
0.87%



### JEFFERSON

Qualified Health Plans:  
1,332

Medicaid Redeterminations:  
1,411

Medicaid Newly Covered:  
2,471

% of Total Enrolled:  
0.53%



### KING

Qualified Health Plans:  
52,640

Medicaid Redeterminations:  
90,494

Medicaid Newly Covered:  
112,413

% of Total Enrolled:  
25.7%



### KITSAP

Qualified Health Plans:  
4,940

Medicaid Redeterminations:  
10,298

Medicaid Newly Covered:  
12,921

% of Total Enrolled:  
2.8%



### KITTITAS

Qualified Health Plans:  
923

Medicaid Redeterminations:  
2,095

Medicaid Newly Covered:  
2,762

% of Total Enrolled:  
0.58%



### KLICKITAT

Qualified Health Plans:  
756

Medicaid Redeterminations:  
1,370

Medicaid Newly Covered:  
1,491

% of Total Enrolled:  
0.36%



### LEWIS

Qualified Health Plans:  
1,538

Medicaid Redeterminations:  
5,933

Medicaid Newly Covered:  
5,225

% of Total Enrolled:  
1.3%



### LINCOLN

Qualified Health Plans:  
225

Medicaid Redeterminations:  
715

Medicaid Newly Covered:  
590

% of Total Enrolled:  
0.15%



### MASON

Qualified Health Plans:  
1,121

Medicaid Redeterminations:  
3,847

Medicaid Newly Covered:  
3,668

% of Total Enrolled:  
0.87%



### OKANOGAN

Qualified Health Plans:  
1,087

Medicaid Redeterminations:  
4,111

Medicaid Newly Covered:  
3,483

% of Total Enrolled:  
0.87%



## ENROLLMENTS BY COUNTY



### PACIFIC

Qualified Health Plans:  
693

Medicaid Redeterminations:  
1,396

Medicaid Newly Covered:  
1,559

% of Total Enrolled:  
0.37%



### PEND OREILLE

Qualified Health Plans:  
255

Medicaid Redeterminations:  
1,012

Medicaid Newly Covered:  
873

% of Total Enrolled:  
0.22%



### PIERCE

Qualified Health Plans:  
12,784

Medicaid Redeterminations:  
46,456

Medicaid Newly Covered:  
46,896

% of Total Enrolled:  
10.7%



### SAN JUAN

Qualified Health Plans:  
1,248

Medicaid Redeterminations:  
778

Medicaid Newly Covered:  
1,386

% of Total Enrolled:  
0.34%



### SKAGIT

Qualified Health Plans:  
2,949

Medicaid Redeterminations:  
8,852

Medicaid Newly Covered:  
7,898

% of Total Enrolled:  
2%



### SKAMANIA

Qualified Health Plans:  
224

Medicaid Redeterminations:  
562

Medicaid Newly Covered:  
530

% of Total Enrolled:  
0.13%



### SNOHOMISH

Qualified Health Plans:  
15,518

Medicaid Redeterminations:  
35,445

Medicaid Newly Covered:  
38,870

% of Total Enrolled:  
9.1%



### SPOKANE

Qualified Health Plans:  
10,027

Medicaid Redeterminations:  
34,677

Medicaid Newly Covered:  
35,312

% of Total Enrolled:  
8.1%



### STEVENS

Qualified Health Plans:  
856

Medicaid Redeterminations:  
3,272

Medicaid Newly Covered:  
2,884

% of Total Enrolled:  
0.71%



### THURSTON

Qualified Health Plans:  
5,057

Medicaid Redeterminations:  
12,642

Medicaid Newly Covered:  
15,332

% of Total Enrolled:  
3.3%



### WAHKIAKUM

Qualified Health Plans:  
113

Medicaid Redeterminations:  
228

Medicaid Newly Covered:  
271

% of Total Enrolled:  
0.06%



### WALLA WALLA

Qualified Health Plans:  
1,132

Medicaid Redeterminations:  
4,284

Medicaid Newly Covered:  
3,565

% of Total Enrolled:  
0.9%



## ENROLLMENTS BY COUNTY



### WHATCOM

Qualified Health Plans:  
6,744

Medicaid Redeterminations:  
11,607

Medicaid Newly Covered:  
14,165

% of Total Enrolled:  
3.3%



### WHITMAN

Qualified Health Plans:  
541

Medicaid Redeterminations:  
1,396

Medicaid Newly Covered:  
2,108

% of Total Enrolled:  
0.41%



### YAKIMA

Qualified Health Plans:  
4,068

Medicaid Redeterminations:  
33,597

Medicaid Newly Covered:  
22,077

% of Total Enrolled:  
6%



\*Qualified Health Plans enrollment includes 27 additional enrollees in "Unknown" County.



\*Medicaid Redeterminations enrollment includes 135 that did not map to Washington counties.



\*Medicaid Previously Eligible enrollment includes 194 that did not map to Washington counties.

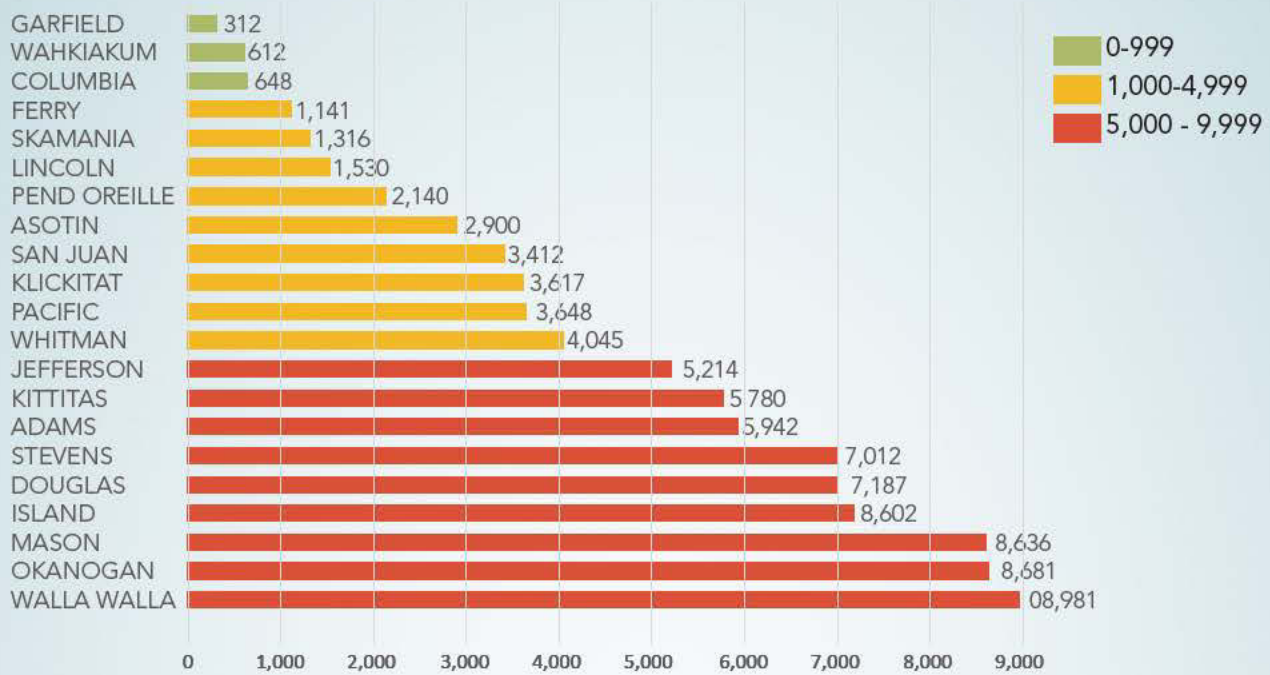
## PERCENT OF TOTAL ENROLLMENT BY COUNTY



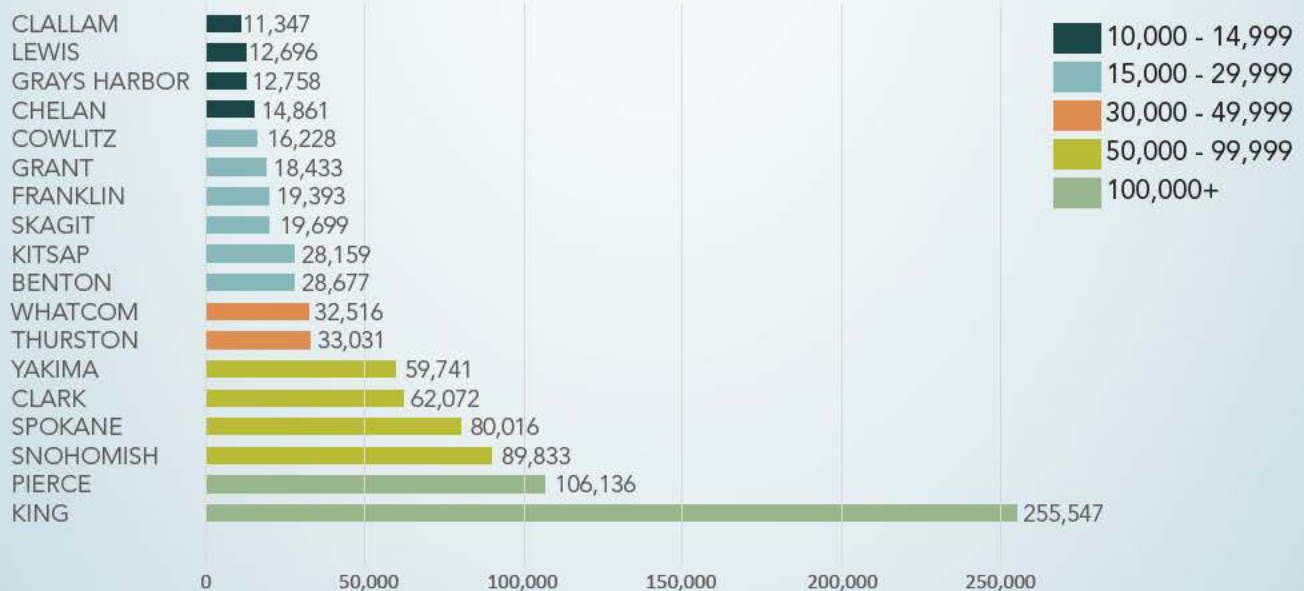


## ENROLLMENTS BY COUNTY

### COUNTIES WITH LESS THAN 10,000 ENROLLED



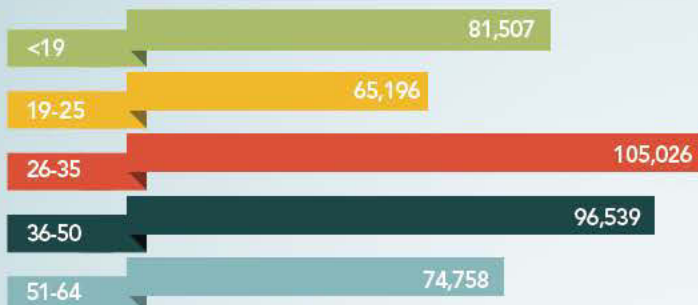
### COUNTIES WITH MORE THAN 10,000 ENROLLED



## MEDICAID ENROLLMENT BY AGE

### MEDICAID NEWLY COVERED

Total: 423,221



Note: 64 years and over enrollment total is 195

**Medicaid Newly Covered:** Includes Medicaid Newly Eligible Adults who have qualified and enrolled in a Medicaid plan under the Medicaid expansion and does not include those who have transitioned from other Medicaid programs. This number also includes Medicaid Previously Eligible but not Enrolled adults (children, pregnant women, low-income families) who are newly enrolling but were eligible under old Medicaid eligibility rules.



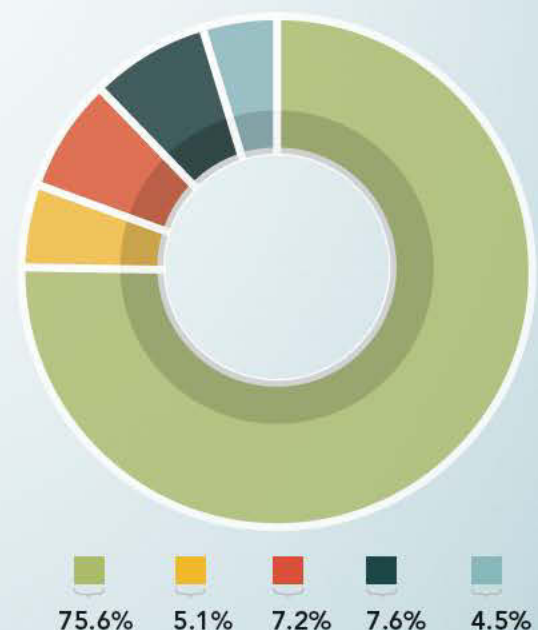
### MEDICAID REDETERMINATIONS:

Total: 416,882



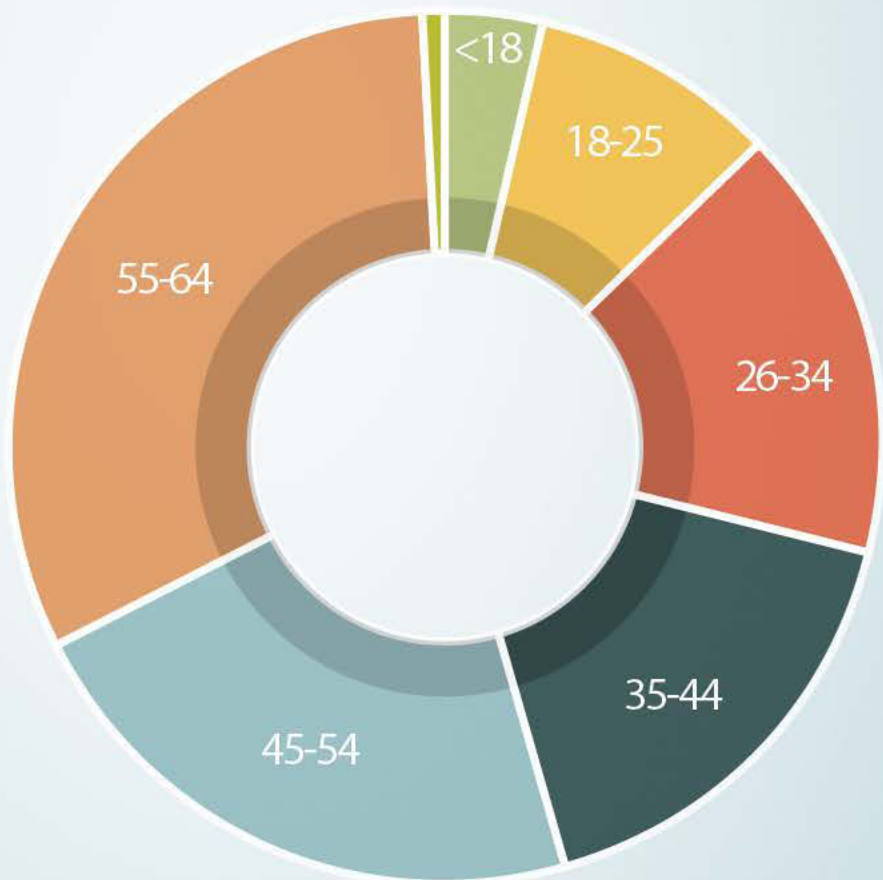
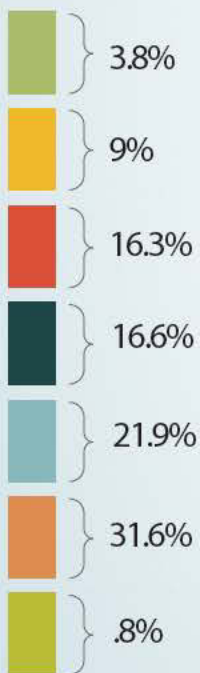
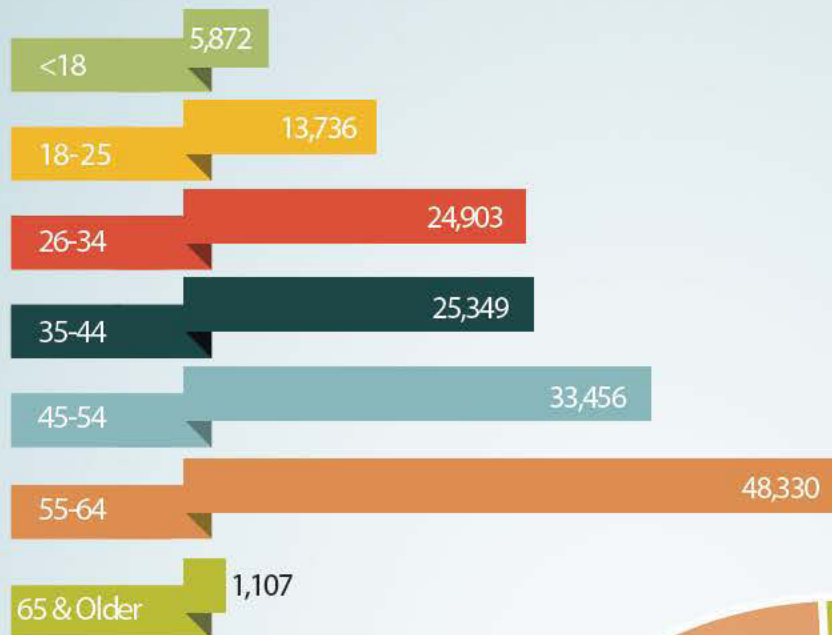
Note: 64 years and older enrollment total is 88

**Medicaid Redeterminations:** Includes individuals who were already enrolled in a Medicaid program and have had their eligibility status converted, re-determined or renewed through Washington Healthplanfinder as opposed to newly determined.



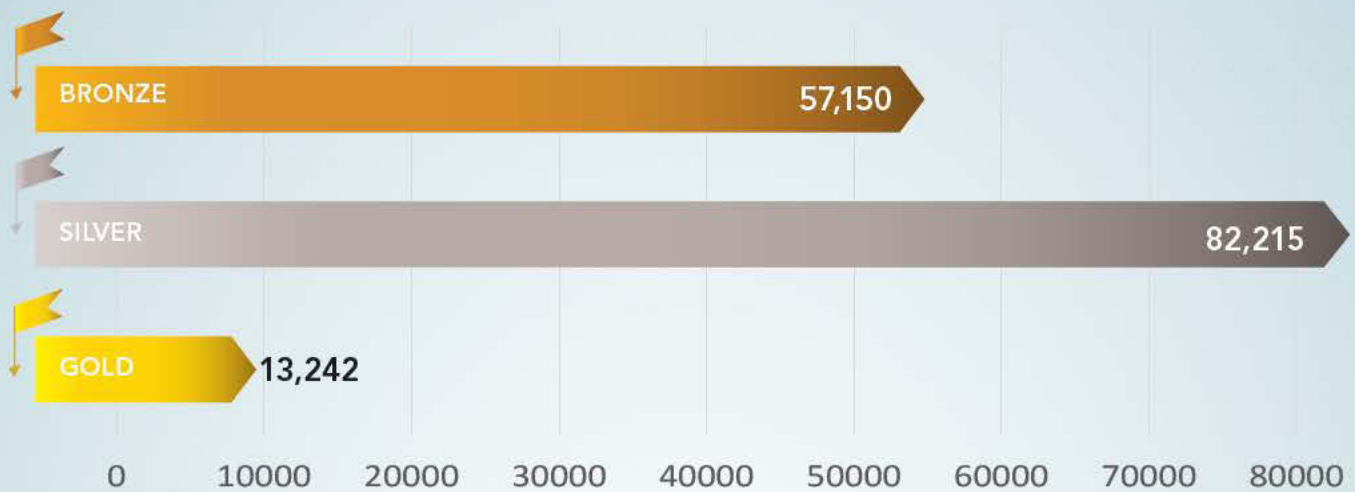


## QHP ENROLLMENT BY AGE



**Note:** Individuals who are eligible for Medicare are not eligible to enroll in health insurance coverage through Washington Healthplanfinder. Some individuals over the age of 65 may enroll through Washington Healthplanfinder if they are not eligible for Medicare.

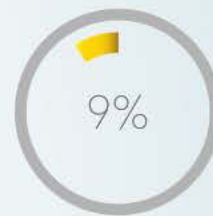
## ENROLLMENT BY METAL LEVEL



BRONZE



SILVER



GOLD



**Gold Plans:** Cover 80 percent of the cost of essential health benefits, while the patient pays 20 percent.



**Silver Plans:** Cover 70 percent of the cost of essential health benefits, while the patient pays 30 percent.



**Bronze Plans:** Cover 60 percent of the cost of essential health benefits, while the patient pays 40 percent.



**Catastrophic Plans:** Total enrollment for Catastrophic Plans through Washington Healthplanfinder was 147 during the Oct. 31, 2013 through March 31, 2014 open enrollment period.



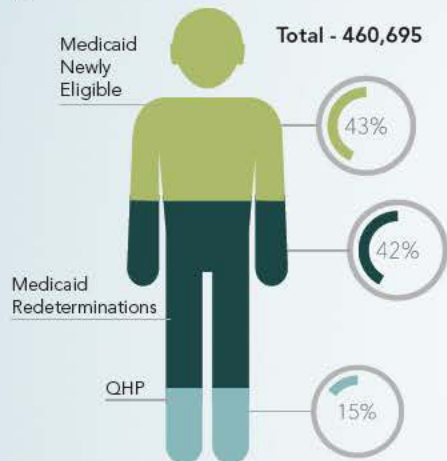
**Note:** Health insurance carriers in Washington did not submit any "Platinum" plans for regulatory approval to be offered in Washington Healthplanfinder.



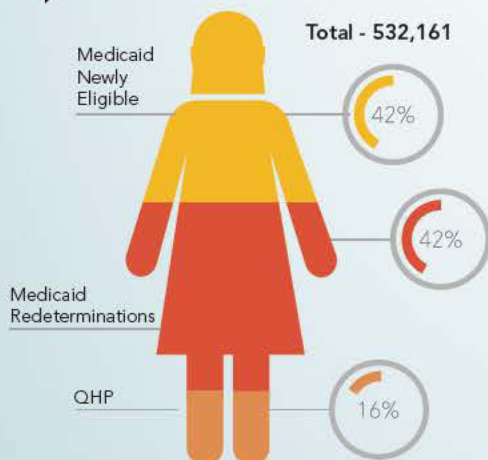
## ENROLLMENT BY GENDER



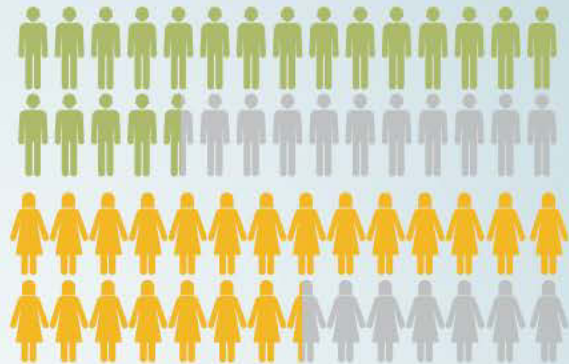
### TOTAL MALE ENROLLMENT



### TOTAL FEMALE ENROLLMENT

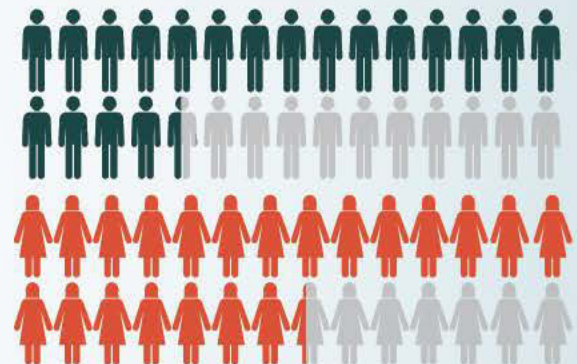


### MEDICAID NEWLY ELIGIBLE



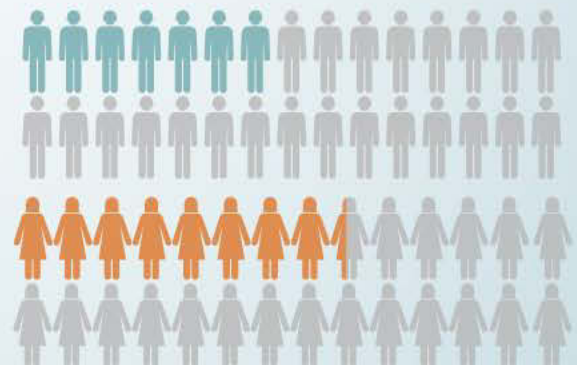
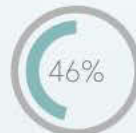
Male - 196,511 Female - 226,710

### MEDICAID REDETERMINATIONS



Male - 194,043 Female - 222,839

### QUALIFIED HEALTH PLANS

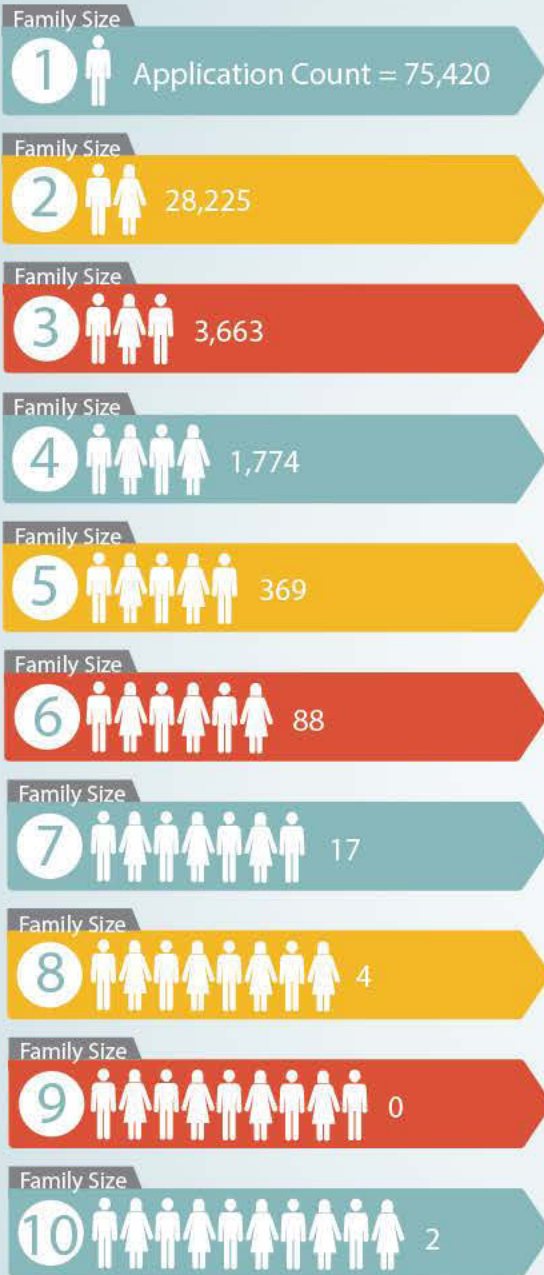


Male - 70,141 Female - 82,612

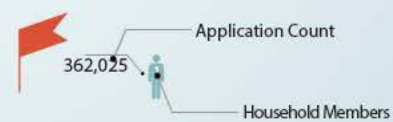
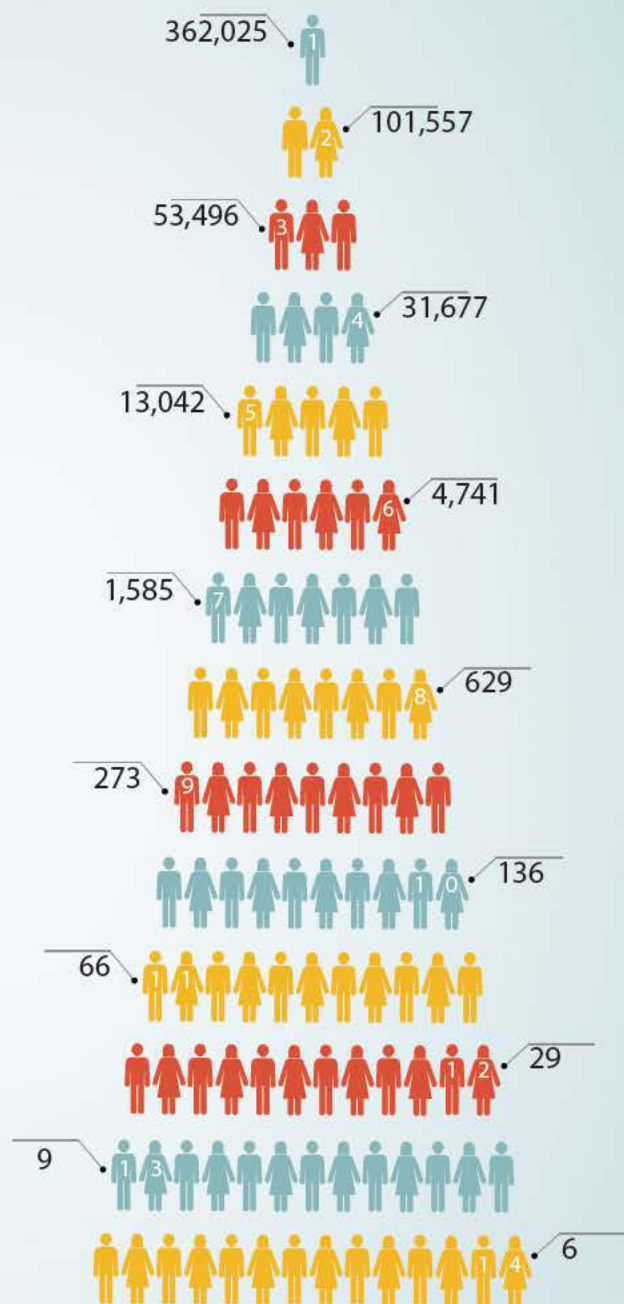
10,000 10,000

## FAMILY SIZE ON APPLICATIONS

### QHP FAMILY SIZE



### ALL ENROLLMENTS FAMILY SIZE

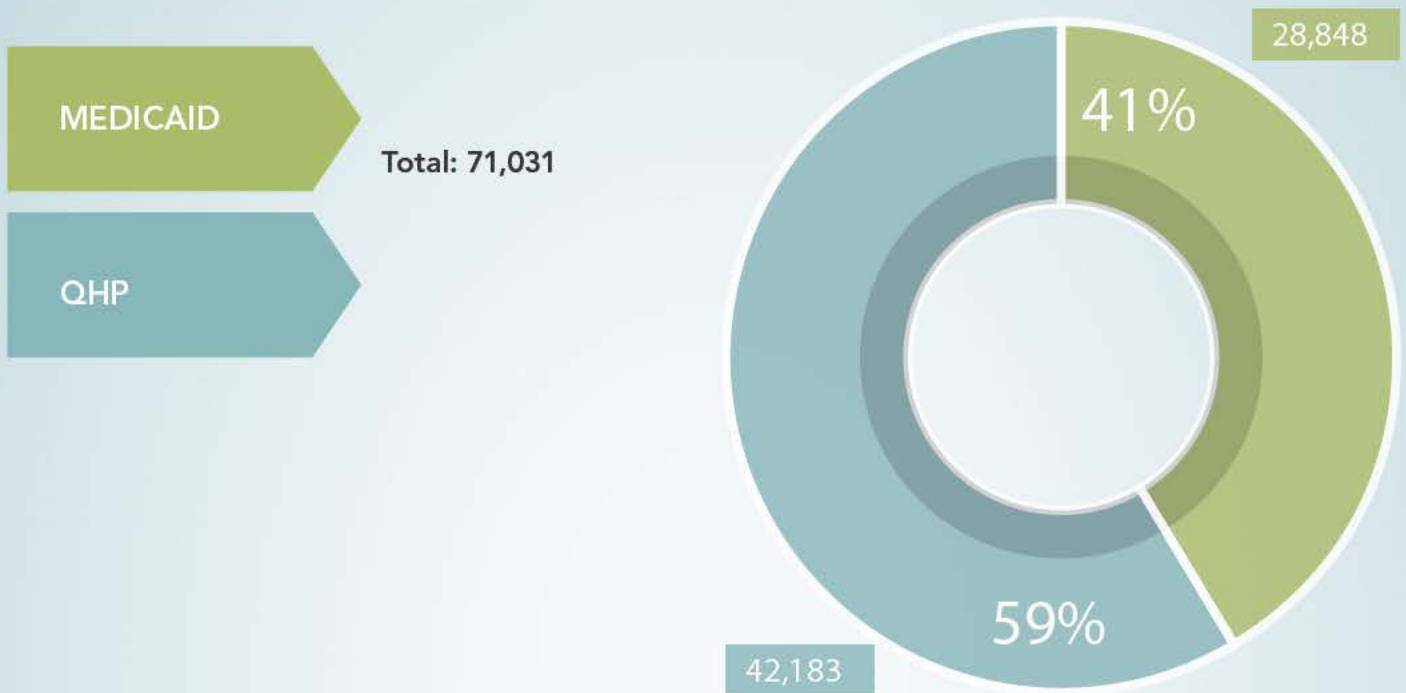


The total applications on this chart includes applications for individuals who are fully enrolled.

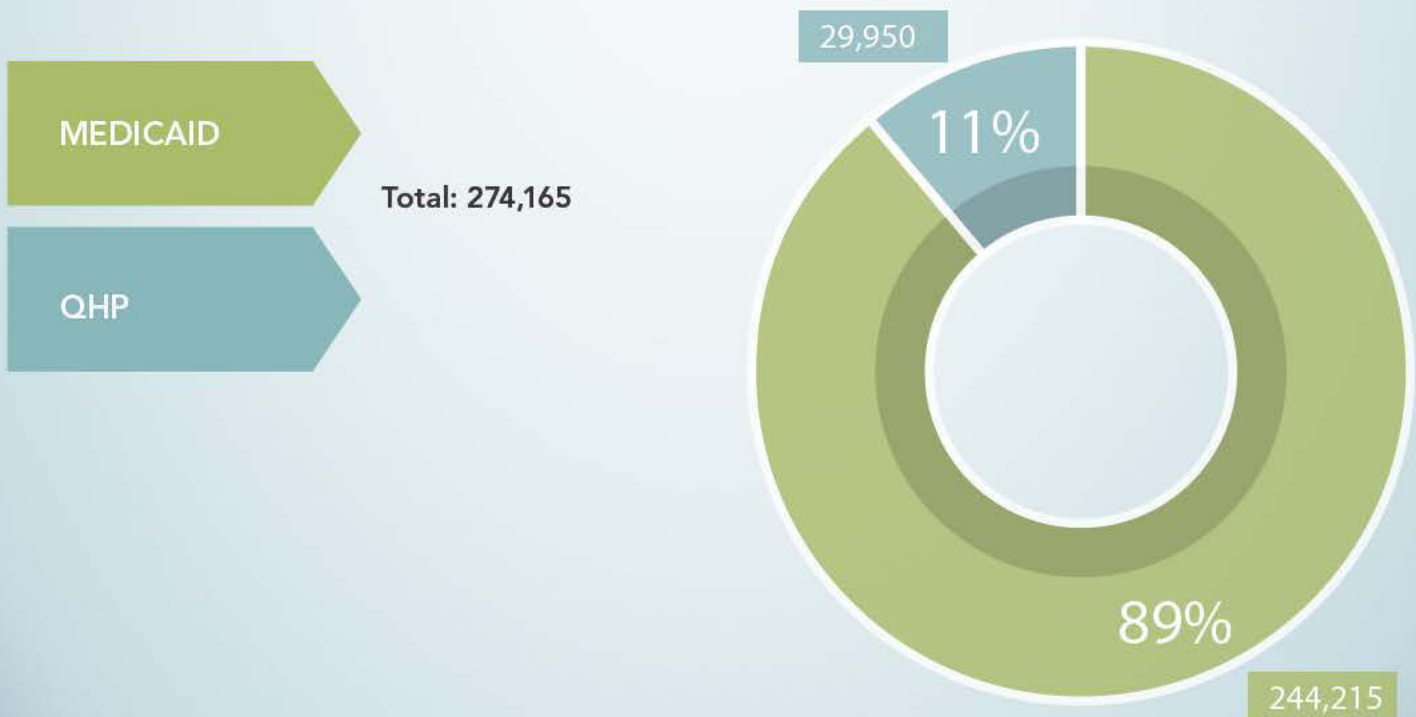


## ASSISTED ENROLLMENT

### BROKER ASSISTED ENROLLMENT

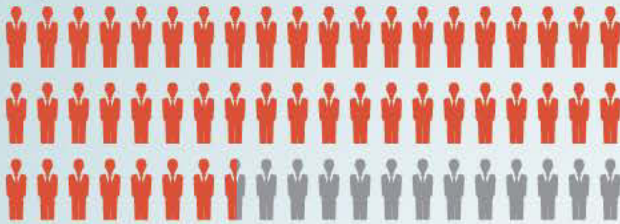


### IPA ASSISTED ENROLLMENT



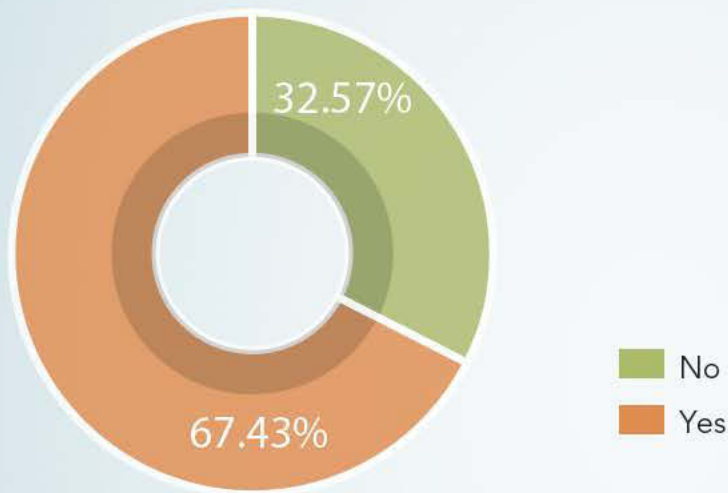
## TOTAL SHOP EMPLOYER ACCOUNTS

### TOTAL EMPLOYER ACCOUNTS



Note: Washington Healthplanfinder Business is currently only available in Clark and Cowlitz counties. Total Employer Accounts Created refers to small businesses statewide who showed an interest in small business offerings by creating an account, regardless of whether plans were offered in their counties.

## APPLICATION ENROLLMENT CONVERSION



Rate of applicants (applicants on applications) that eventually enroll

## TAX CREDIT PREMIUM BREAKDOWN

APTC Premiums - \$48,278,251.57

Average tax credit amount - \$276.38

Average cost of a plan on the exchange with financial help - \$106.86

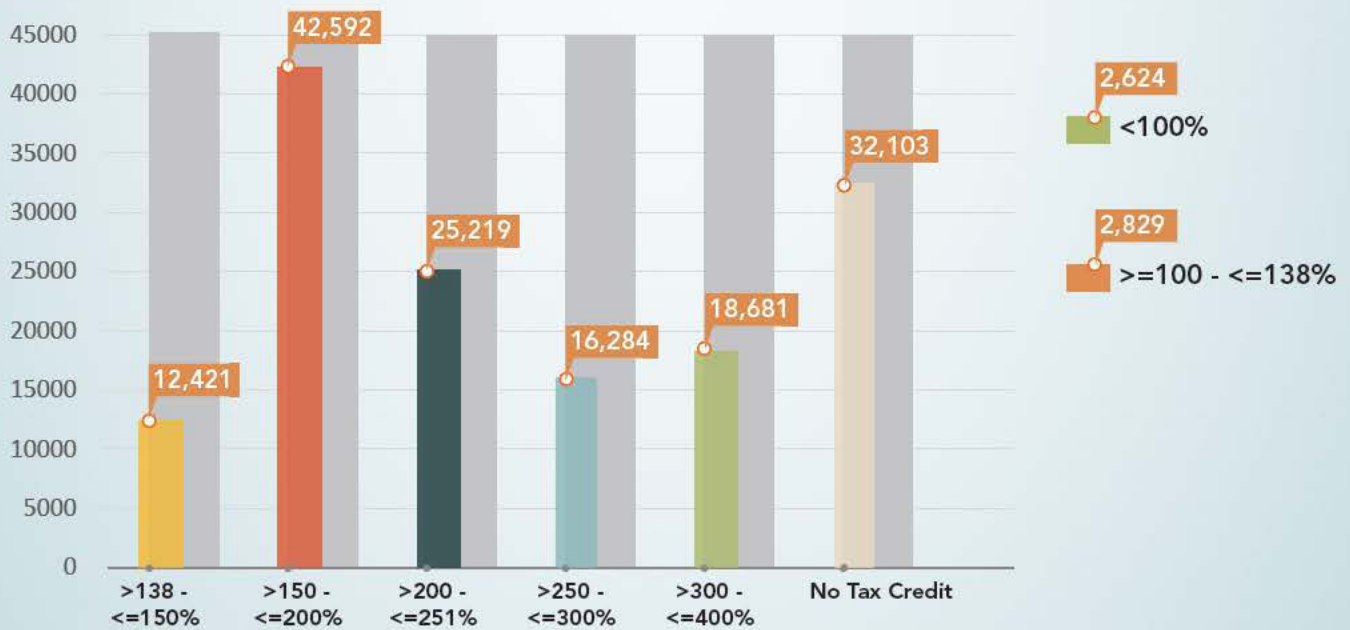
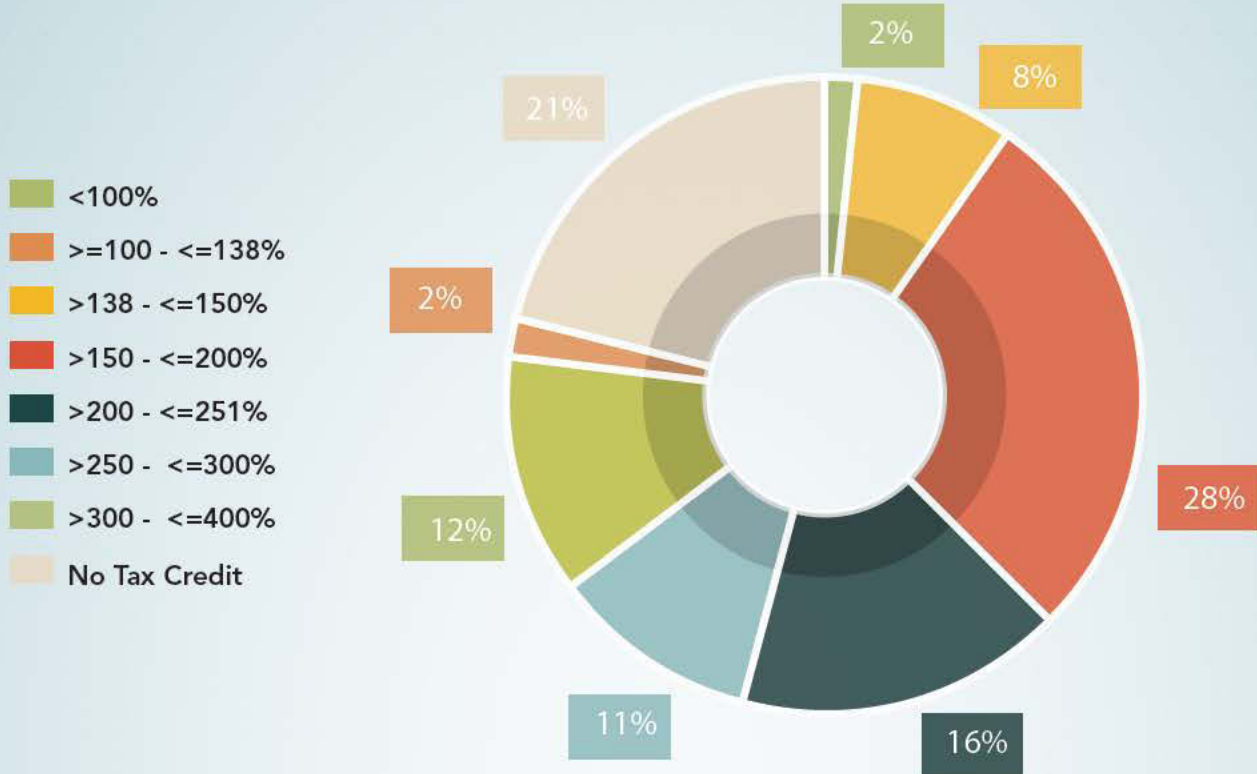
Total value (or amount) of tax credits to the state - \$34,816,532

Percent who qualified for financial help - 78.5%

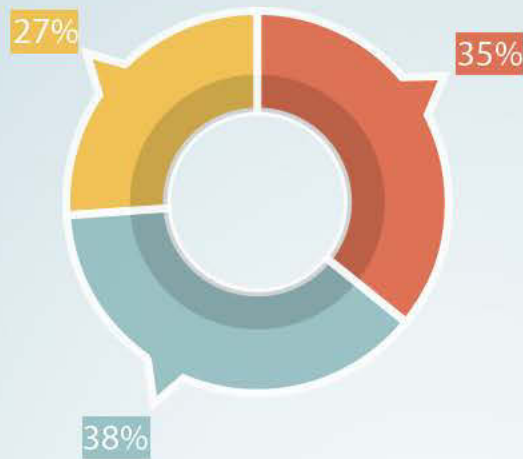
Note: This represents data for Qualified Health Plans with a tax credit.



## QHP ENROLLMENTS BY FEDERAL POVERTY LEVEL



## QHP ENROLLMENTS BY FEDERAL POVERTY LEVEL - METAL LEVELS



Bronze Total = 57,150

Greater than 250% = 19,926

Less than 250% = 21,703

No Tax Credit = 15,521



Silver Total = 82,215

Greater than 250% = 11,242

Less than 250% = 59,848

No Tax Credit = 11,125



Gold Total = 13,242

Greater than 250% = 3,747

Less than 250% = 4,134

No Tax Credit = 5,361





## ENROLLMENT BY ETHNICITY

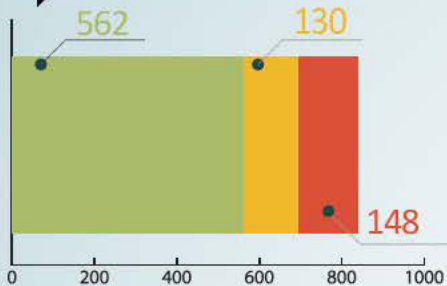
### MEDICAID ENROLLMENT BY RACE

NOT HISPANIC

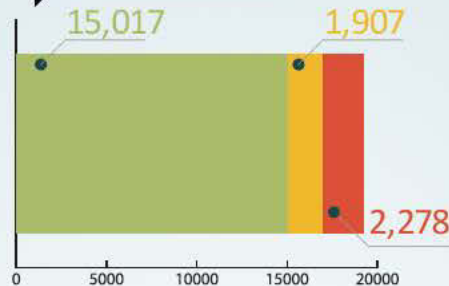
HISPANIC

NOT DECLARED

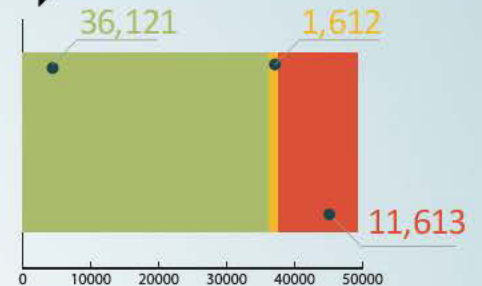
#### ALASKAN NATIVE



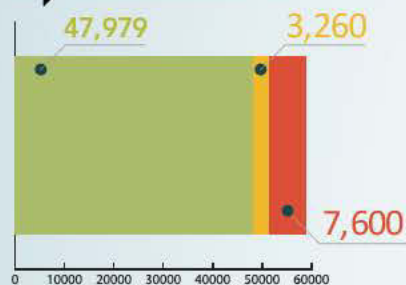
#### AMERICAN INDIAN



#### ASIAN

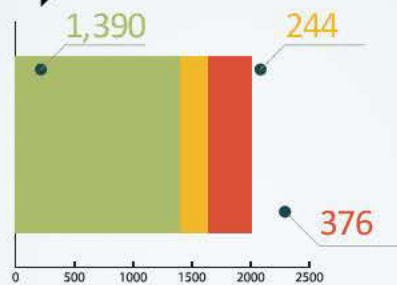


#### BLACK

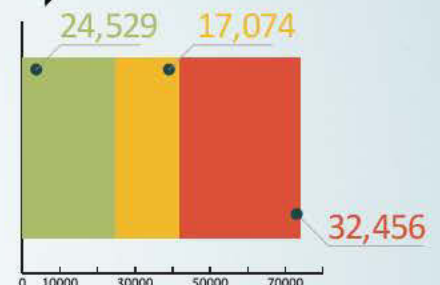


200000

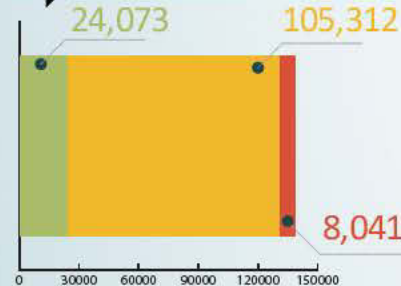
#### HAWAIIAN



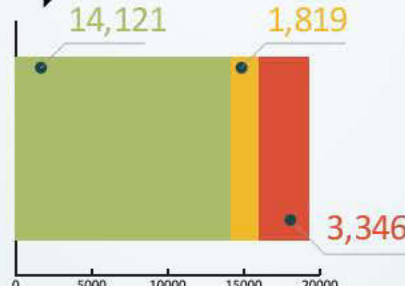
#### NOT PROVIDED



#### OTHER



#### PACIFIC ISLANDER



#### WHITE



### QHP ENROLLMENT BY RACE

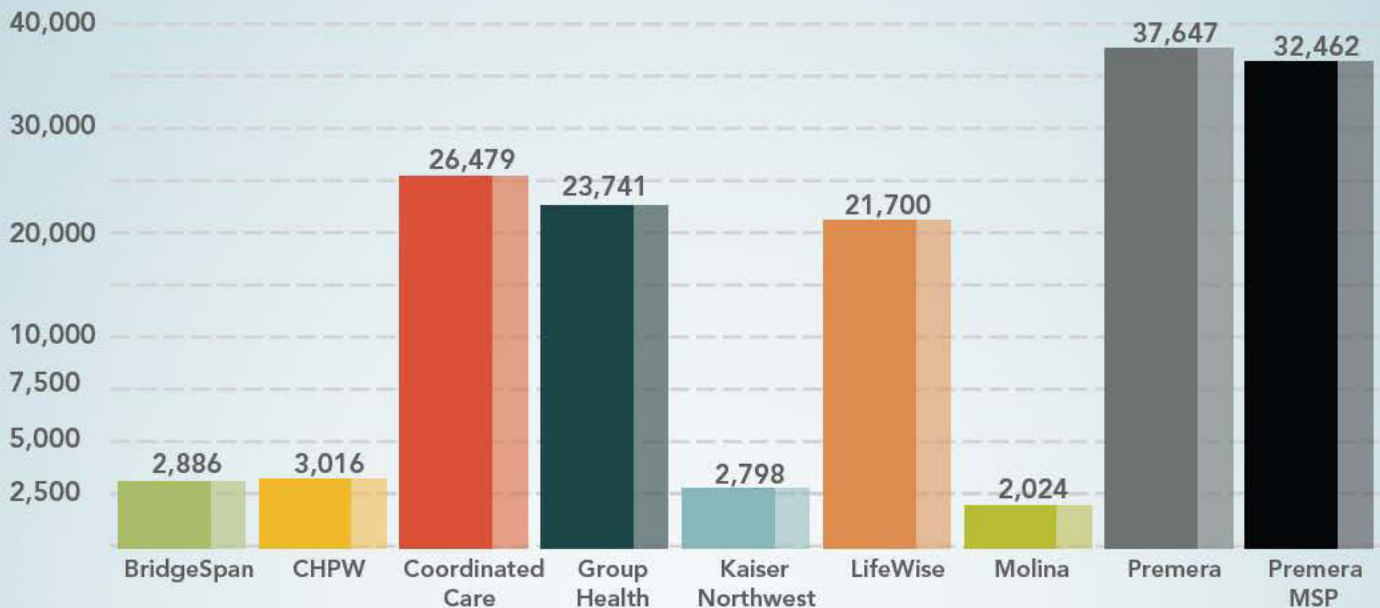


Race	Enrollment	%
American Indian	908	0.6%
Asian	15,809	10.3%
Black	3,798	2.5%
Not Provided	32,487	21.3%
Other	5,266	3.4%
Pacific Islander	2,525	1.7%
White	91,672	60.0%
Alaskan Indian Native	129	0.1%
Hawaiian	159	0.1%

### QHP ENROLLMENT BY ETHNICITY

Ethnicity	Enrollment
Not Hispanic	41438
Hispanic	10422
Not Declared	100893

## QUALIFIED HEALTH PLANS BY CARRIER



Please note that not all health insurance plans are available in all counties.  
Please see health insurance plans by county below

PEDIATRIC DENTAL  
ENROLLEES

TOTAL = 5,860

### Health Insurance Companies by County

**BridgeSpan** – King, Kitsap, Pierce, Skagit, Snohomish, Thurston, and Spokane

**Community Health Plan of Washington** – Adams, Benton, Chelan, Clark, Cowlitz, Douglas, Ferry, Franklin, Grant, Grays Harbor, King, Kitsap, Lewis, Okanogan, Pacific, Pend Oreille, Pierce, Skagit, Snohomish, Spokane, Stevens, Thurston, Wahkiakum, Walla Walla, Whatcom, Yakima

**Coordinated Care** – Adams, Benton, Chelan, Douglas, Franklin, Grant, Grays Harbor, King, Skagit, Snohomish, Spokane, Thurston, Walla Walla, Yakima

**Group Health Cooperative** – Benton, Columbia, Franklin, Island, King, Kitsap, Kittitas, Lewis, Mason, Pierce, San Juan, Skagit, Snohomish, Spokane, Thurston, Walla Walla, Whatcom, Whitman, and Yakima

**LifeWise Health Plan of Washington** – All 39 counties

**Molina Health Care of Washington** – King, Pierce and Spokane

**Premera Blue Cross** – All counties except Clark

**Kaiser Foundation Health Plan of the Northwest**– Clark and Cowlitz (Small Business and Individual Market)

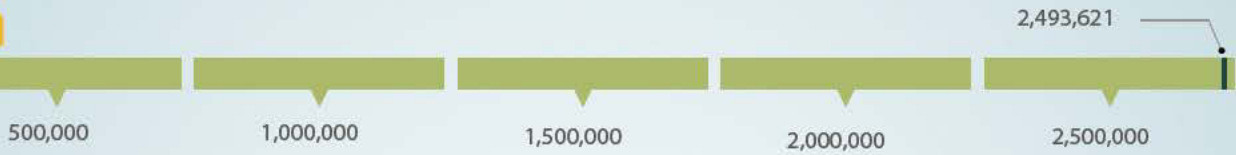
**Delta Dental of Washington, Kaiser Foundation Health Plan of the Northwest, LifeWise, Premera Blue Cross** – All 39 counties (Pediatric Dental Only)

**Dental Health Services** – Benton, Chelan, Clark, Cowlitz, Douglas, Franklin, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Lewis, Mason, Pierce, San Juan, Skagit, Snohomish, Spokane, Thurston, Wahkiakum, Whatcom, Yakima



## CALL CENTER DATA

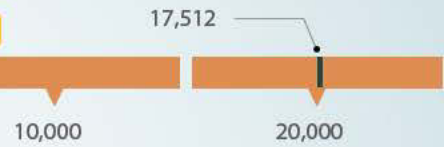
### TOTAL CALLS



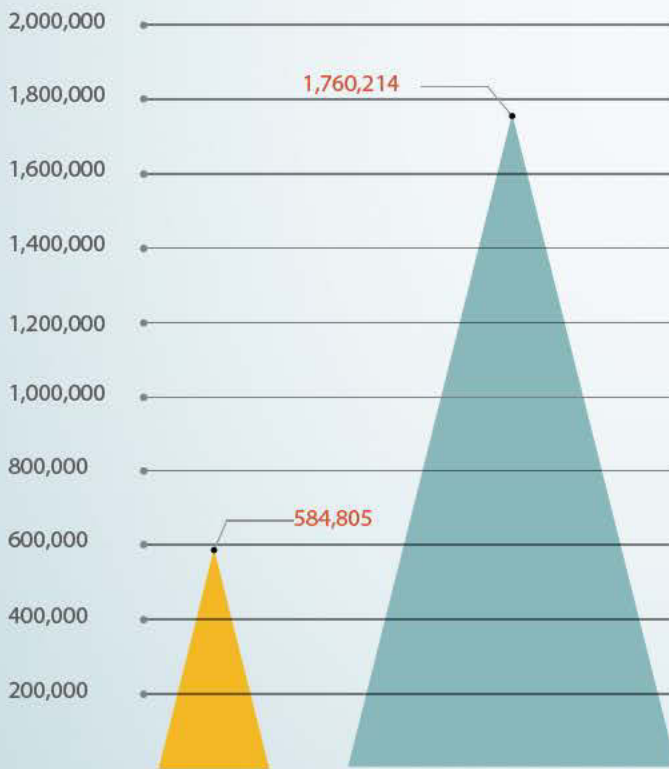
### SPANISH CALLS



### OTHER LANGUAGES



### HANDLED CALLS



### DEFERRED CALLS



1,760,214

### OVERALL INITIAL WAIT TIME AVG.



5 Minutes

### WAIT TIMES AVG. INTERNAL QUEUES



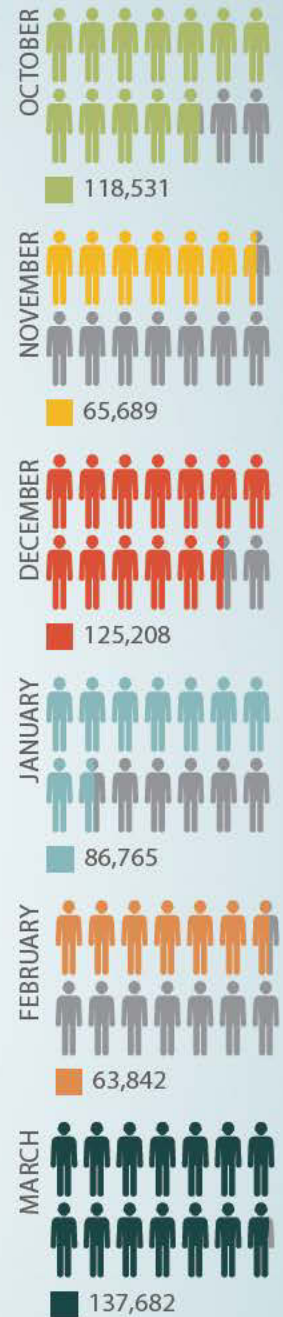
52 Minutes

## MONTHLY WEB STATISTICS

### WEB VISITS



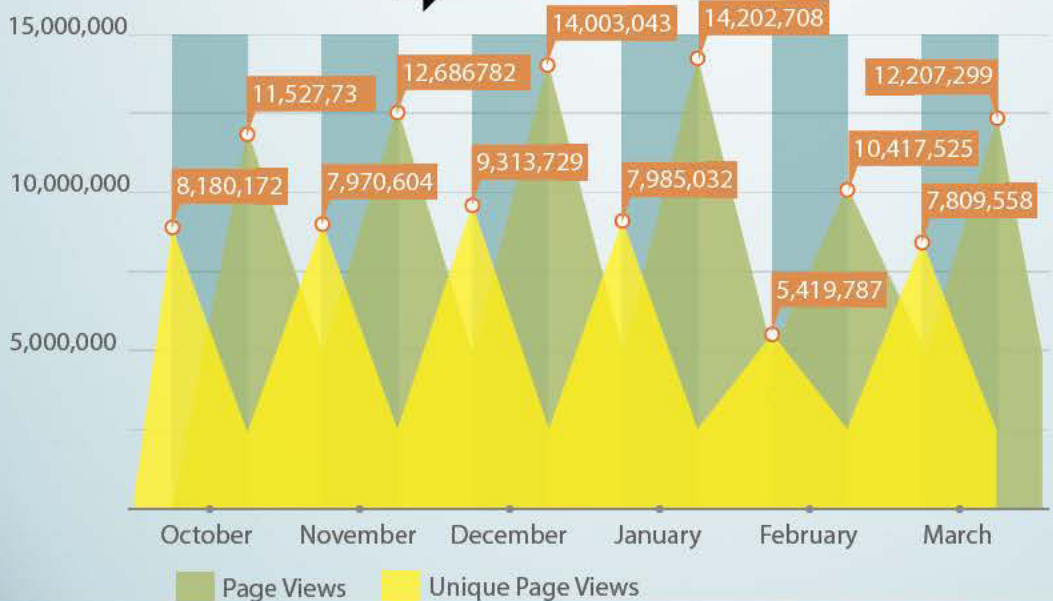
### ACCOUNTS CREATED



### UNIQUE VISITORS



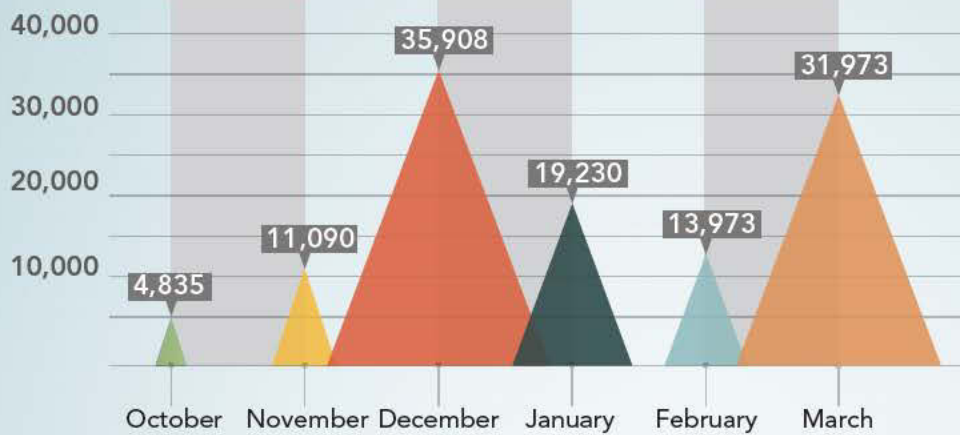
### PAGE VIEWS/UNIQUE PAGE VIEWS



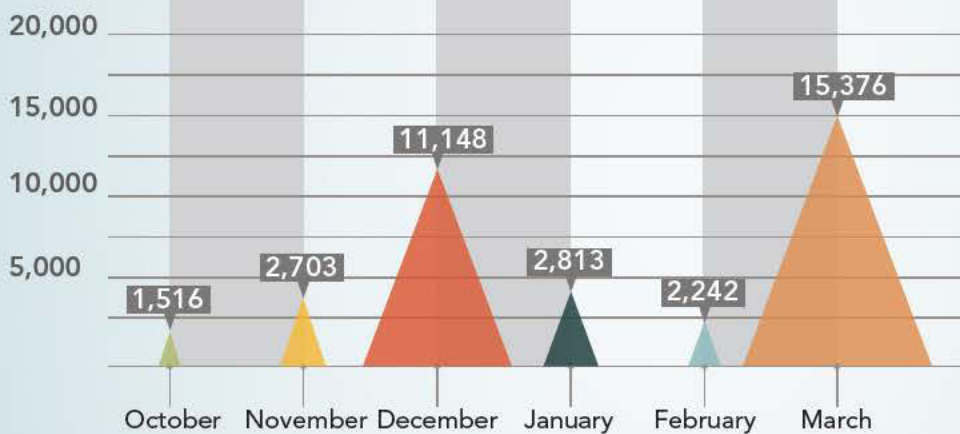


## MONTHLY QHP ENROLLMENT

### QHP (TAX CREDIT)



### QHP (NO TAX CREDIT)



**QHP – Tax Credit:** Includes individuals who have purchased a qualified health plan (private health plan) that qualified for a tax credit to lower their monthly insurance premiums.

**QHP – No Tax Credit:** Includes individuals who purchased a qualified health plan that either did not qualify for a tax credit or did not apply for financial help.



### TAX CREDIT PERCENTAGE

Below is the month-to-month percentage of QHPs which received tax credits



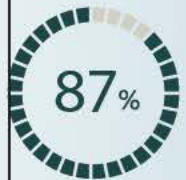
October



November



December



January



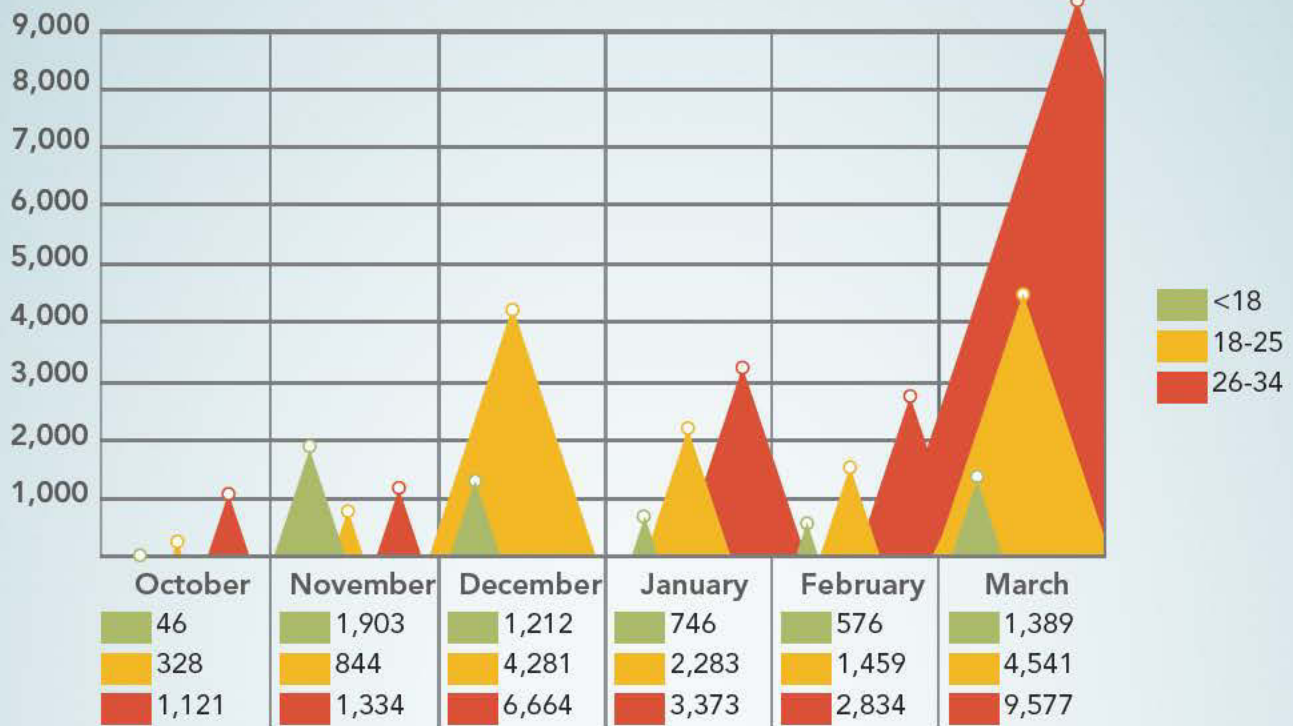
February



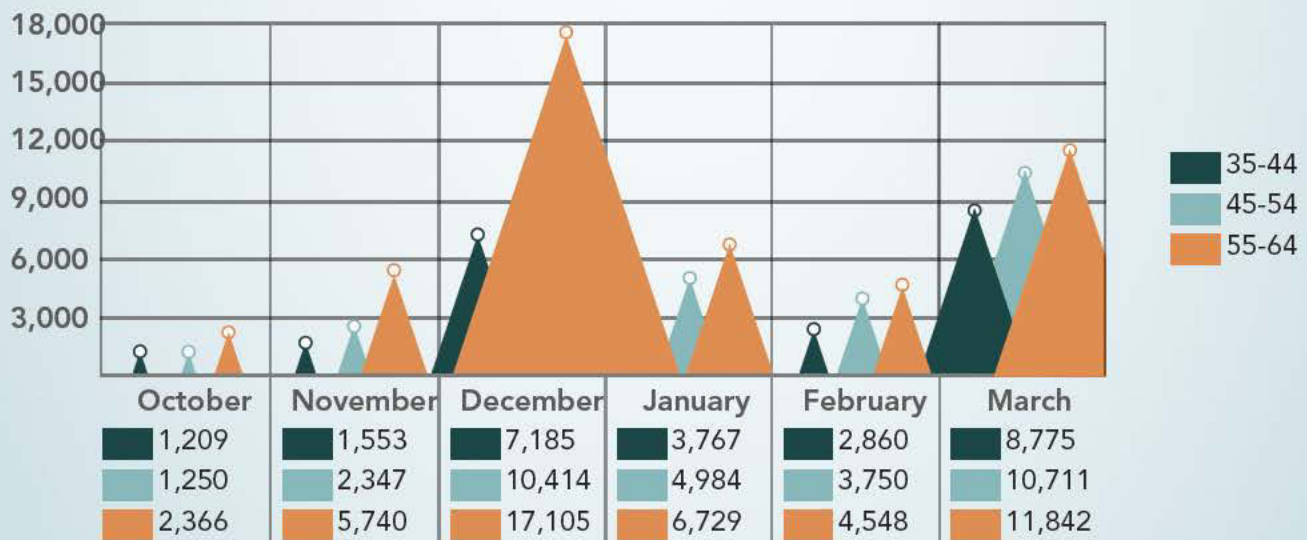
March

## MONTHLY QHP ENROLLMENT BY AGE

<18 to 34



35 to 65



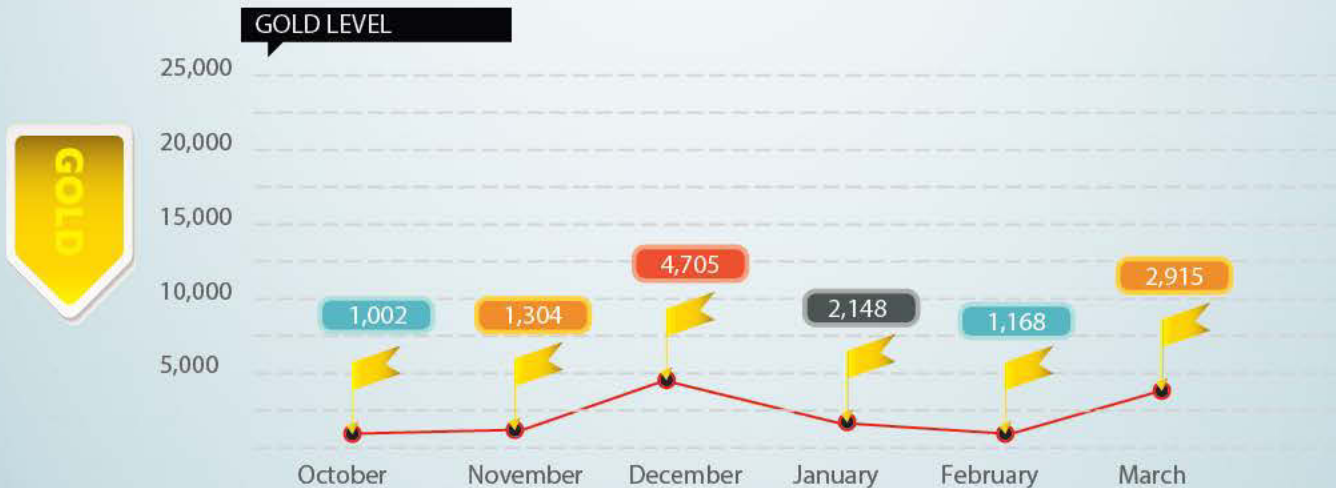
65 and Older

October - 31  
November - 72  
December - 193

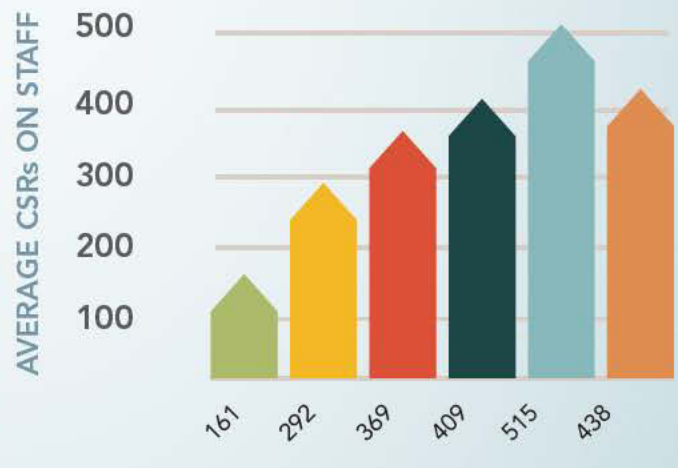
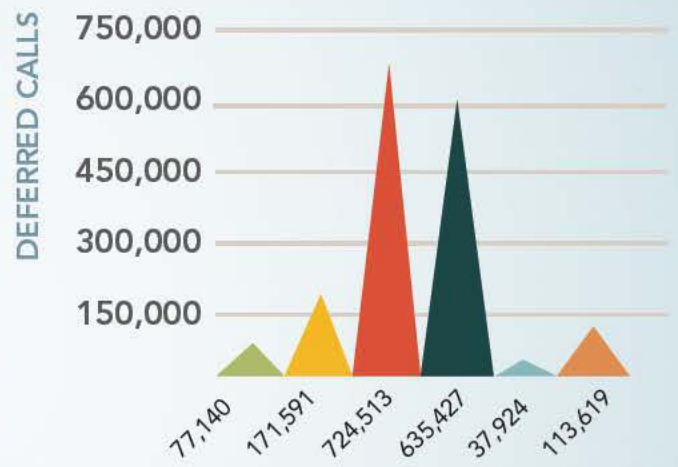
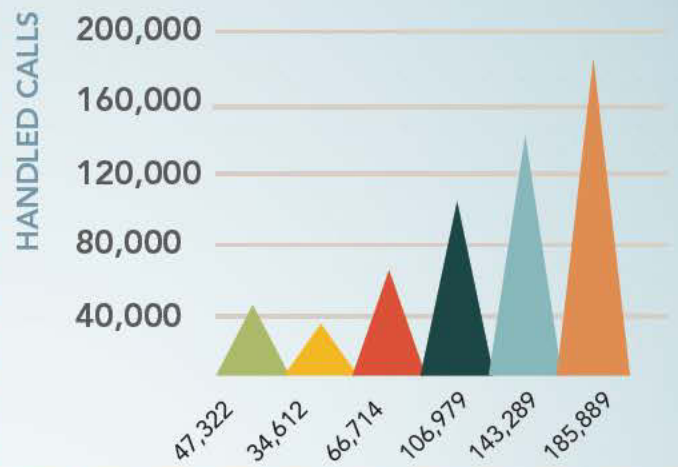
January - 163  
February - 134  
March - 514



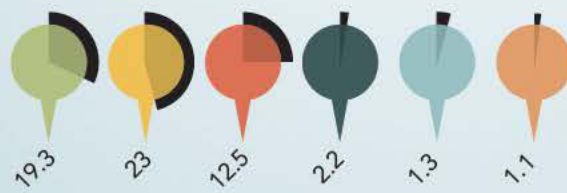
## MONTHLY ENROLLMENT BY METAL LEVEL



## MONTHLY CALL CENTER DATA



### Overall Initial Wait Time Average\*



### Wait Time Average Internal Queues\*



\*average minutes



