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# DC Health Benefit Exchange Authority

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HBX Staff Proposed Budget FY19

November 8, 2017



## DRAFT STAFF PROPOSED BUDGET- FY19

- PROCESS: Staff, Board Finance Committee, Standing Advisory Board (diverse stakeholders) & HBX Executive Board
- Organized to Reflect Function Areas
- Efficiency: Leverage DC gov't agencies; phase-out consultants and transition to FTEs, and reduce operational costs through partnership with the Massachusetts Health Connector
  - \$1.08M savings with MA partnership
- FY 2019 STAFF PROPOSED BUDGET \$30,866,138, with a \$29,518,469 PROPOSED ASSESSMENT BASED BUDGET
- Funded through an assessment on health carriers (.90%) reduced from 1% assessment for FY2018



## BUDGET COMPARISON: FY18 & FY19

	FY18 APPROVED BUDGET	FY19 PROPOSED BUDGET	\$ CHANGE	% CHANGE
MARKETPLACE INNOVATION POLICY AND OPERATIONS (Marketplace Operations)	\$9,343,621	\$10,039,977	\$696,356	7.45%
CONSUMER EDUCATION AND OUTREACH	\$2,373,440	\$2,958,536	\$585,096	24.65%
IT (DCHealthLink.com)	\$10,458,460	\$11,470,393	\$1,011,093	9.68%
AGENCY MANAGEMENT PROGRAM	\$5,308,378	\$5,708,804	\$400,426	7.54%
AGENCY FINANCIAL OPERATIONS	\$658,840	\$688,428	\$29,588	4.49%
<b>TOTAL BUDGET</b>	<b>\$28,142,739</b>	<b>\$30,866,138*</b>	<b>\$2,723,400</b>	<b>9.68%</b>

**\*FY 19 BUDGET FOR ASSESSMENT: \$29,518,469**



## BUDGET COMPARISON: FY18 & FY19 FTEs

	<b>FY18 APPROVED FTE</b>	<b>FY19 PROPOSED FTE</b>	<b>DIFFERENCE</b>
MARKETPLACE INNOVATION, POLICY AND OPERATIONS (Marketplace Operations)	41.0	44.0	3.0
CONSUMER EDUCATION AND OUTREACH	5.0	5.0	0.0
IT (DCHealthLink.com)	25.0	31.0	6.0
AGENCY MANAGEMENT PROGRAM	18.0	18.0	0.0
AGENCY FINANCIAL OPERATIONS	3.0	3.0	0.0
<b>TOTAL FTE</b>	<b>92.0</b>	<b>101.0*</b>	<b>9.0*</b>

**\*5 FTEs FUNDED THROUGH AGREEMENT WITH MASSACHUSETTS HEALTH CONNECTOR**



# SUMMARY PROPOSED FY19 BUDGET

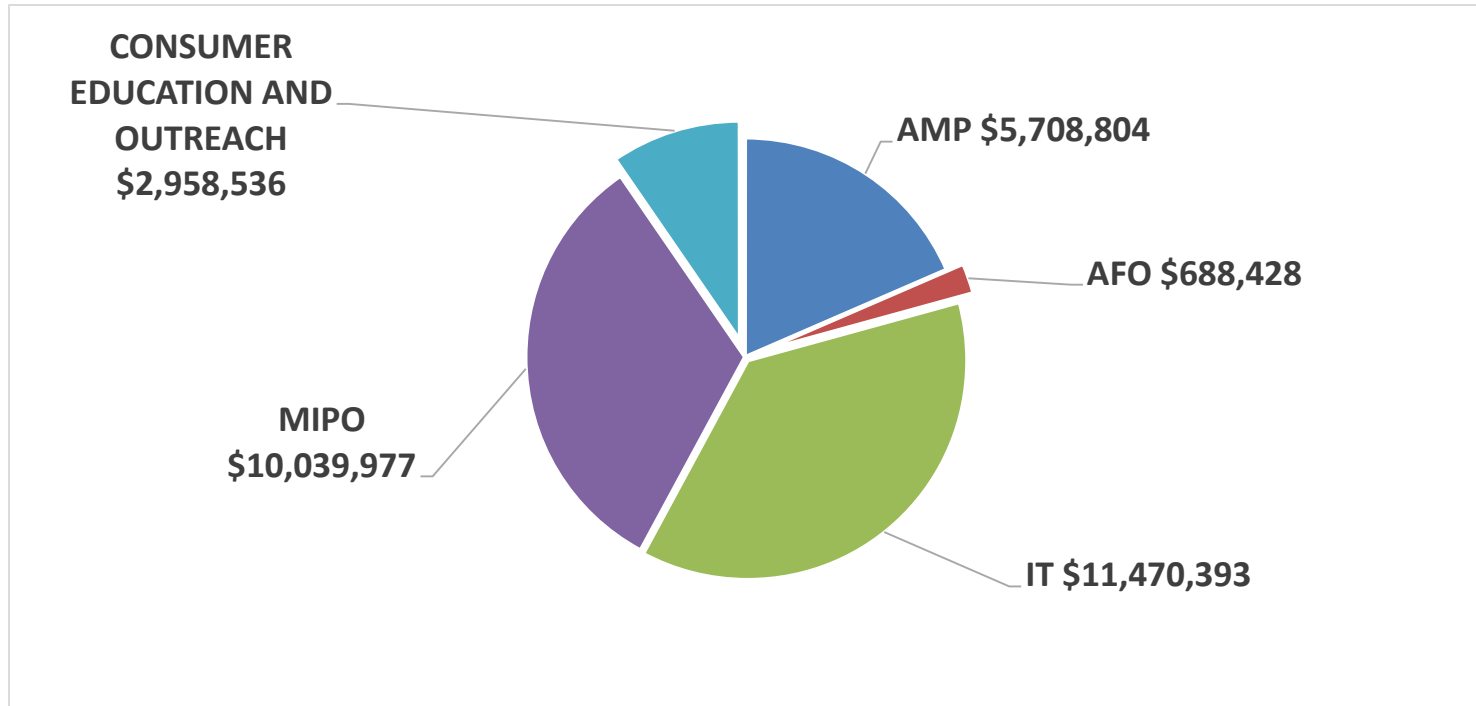
	FY19 PROPOSED BUDGET	FTEs
MARKETPLACE INNOVATION POLICY AND OPERATIONS (Marketplace Operations)	\$10,039,977	44
CONSUMER EDUCATION AND OUTREACH	\$2,958,536	5
IT (DCHealthLink.com)	\$11,470,393	31
AGENCY MANAGEMENT PROGRAM	\$5,708,804	18
AGENCY FINANCIAL OPERATIONS	\$688,428	3
<b>TOTAL BUDGET</b>	<b>\$30,866,138*</b>	<b>101**</b>

**\*FY 19 ASSESSMENT BASED BUDGET IS \$29,518,469**

**\*\*5 FTEs FUNDED THROUGH AGREEMENT WITH MASSACHUSETTS HEALTH CONNECTOR**



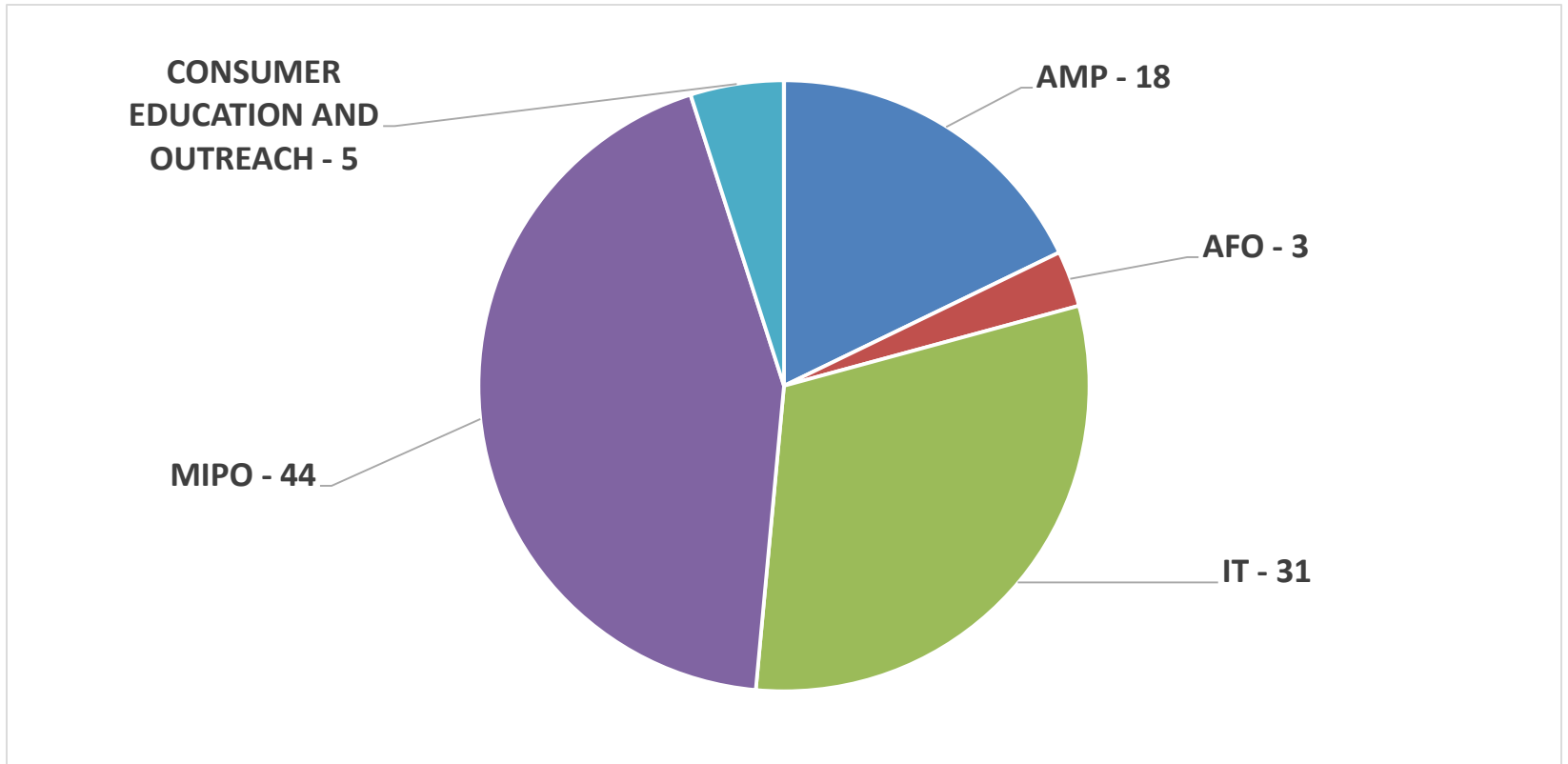
## FY19 BUDGET BY PROGRAM



**FY 19 ASSESSMENT BASED BUDGET IS \$29,518,469**



## FY19 FTEs BY PROGRAM





## **MARKETPLACE INNOVATION, POLICY AND OPERATIONS (MIPO)**

PROPOSED FY19 BUDGET = \$10,039,977

(FY18 BUDGET = \$9,343,621)

- FY19 PERSONNEL SERVICES BUDGET FOR 44 FTEs (including Overtime) = \$5,140,681
- NON-PERSONNEL SERVICES = \$4,899,296



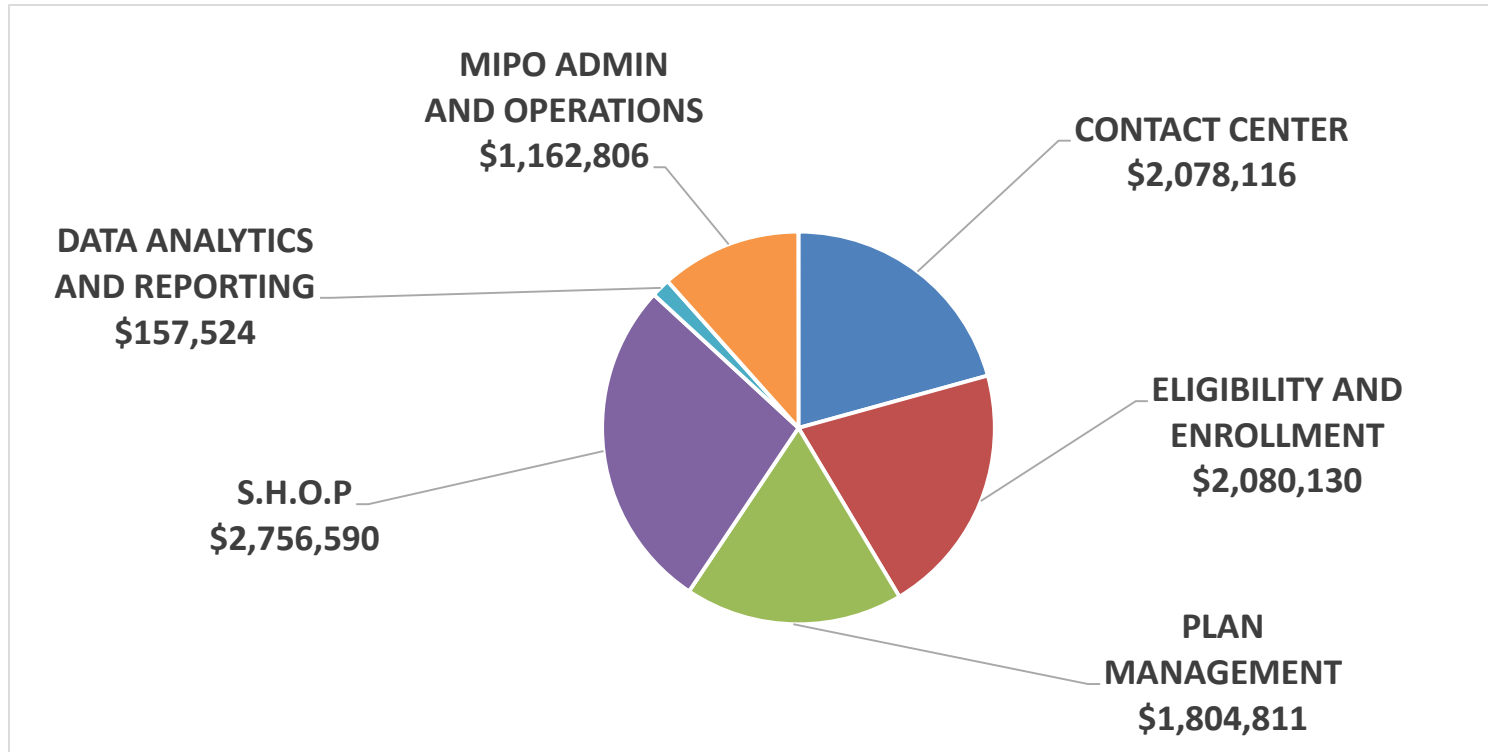


## MIPO BUDGET BY FUNCTION AREAS

- CONTACT CENTER: \$2,078,116
- ELIGIBILITY AND ENROLLMENT: \$2,080,130
- PLAN MANAGEMENT: \$1,804,811
- S.H.O.P.: \$2,756,590
- DATA AND REPORTING: \$157,524
- MIPO ADMINISTRATION AND OPERATIONS (SOFTWARE, SUPPLIES, SALARIES NOT INCLUDED IN CATEGORIES ABOVE & TRAINING): \$1,162,806



## MIPO BUDGET BY FUNCTION AREAS





## **MIPO: CONTACT CENTER** **(ASSUMES 74/26 COST ALLOCATION W/MEDICAID)**

**CONTACT CENTER FY19 BUDGET = \$2,078,116\*\***

- **NON-PERSONNEL SERVICES = \$2,078,116:**
  - CONTACT CENTER SERVICE CONTRACT: \$1,100,000
  - CALL CENTER SALESFORCE LICENSES: \$32,000
  - ADMIN: \$12,095
  - RENT: \$854,947 (L'ENFANT PLAZA)\*
  - LANGUAGE LINE: \$78,574\*

\*FULL COST BILLED TO HBX. REDUCED SUBJECT TO COST ALLOCATION AGREEMENT

\*\* REFLECTS SAVINGS OF \$115,647 FROM MA HEALTH CONNECTOR PARTNERSHIP



# **MIPO: ELIGIBILITY AND ENROLLMENT**

## **(INDIVIDUAL MARKETPLACE)**

**FY19 BUDGET = \$2,080,130**

- **PERSONNEL SERVICES BUDGET = \$1,313,630**
  - Includes member services staff
- **NON-PERSONNEL SERVICES = \$766,500**



## **MIPO: ELIGIBILITY AND ENROLLMENT (CONT.)**

- NON-PERSONNEL SERVICES = \$766,500
  - MOA WITH DHS FOR ESA: \$100,000
  - MOA WITH OAH FOR ELIGIBILITY APPEALS: \$15,000
  - MOA WITH OFFICE OF DISABILITY RIGHTS FOR SIGN LANGUAGE INTERPRETATION: \$1,500
  - NOTICE PRINTING/MAILING: \$330,000
  - AMHARIC/SPANISH TRANSLATION OF NOTICES: \$70,000
  - CONSULTING SERVICES: \$250,000



## MIPO: PLAN MANAGEMENT

PLAN MANAGEMENT FY19 BUDGET = \$1,804,811

- PERSONNEL SERVICES BUDGET = \$664,811
- NON-PERSONNEL SERVICES = \$1,140,000
  - ACTUARIAL SERVICES: \$250,000
  - NATIONWIDE DOCTOR DIRECTORY, PLAN MATCH & PRESCRIPTION DRUG FORMULARY LOOKUP TOOL: \$890,000



## MIPO: S.H.O.P.

S.H.O.P FY19 BUDGET = \$2,756,590

- PERSONNEL SERVICES BUDGET = \$2,006,590
- NON-PERSONNEL SERVICES = \$750,000:
  - PREMIUM AGGREGATION: \$500,000\*
  - CONSULTING SERVICES: \$250,000

\*REFLECTS SAVINGS OF \$364,997 FROM MA HEALTH CONNECTOR PARTNERSHIP



## MIPO: DATA AND REPORTING

**DATA AND REPORTING FY19 BUDGET = \$157,524**

- PERSONNEL SERVICES BUDGET = \$153,884
- NON PERSONNEL SERVICES = \$3,640
  - INTERNAL SURVEY TOOL SOFTWARE: \$3,540
  - MAIL MERGE SOFTWARE: \$100





## **MIPO: ADMIN AND OPERATIONS**

- **MIPO ADMIN AND OPERATIONS FY19 BUDGET:  
\$1,162,806**
  - **PERSONNEL SERVICES: \$956,766**
  - **OVERTIME: \$45,000**
  - **NON PERSONNEL COSTS (INCLUDING COMPUTER REFRESH, SUPPLIES, TRAINING, NAHU, ETC.): \$161,040**



## CONSUMER EDUCATION AND OUTREACH

CONSUMER EDUCATION AND OUTREACH FY19 BUDGET = \$2,958,536 (FY18 BUDGET = \$2,373,440)

- PERSONNEL SERVICES FOR 5 FTEs = \$727,036
- NON-PERSONNEL SERVICES = \$2,231,500:
  - OUTREACH AND ENROLLMENT (DCCC, GWHCC, RAMW) AND NAVIGATORS/ASSISTERS: \$950,000
  - OUTREACH AND MARKETING: \$1,131,500
  - HEALTH INSURANCE LITERACY CAMPAIGN: \$125,000
  - OUTREACH DATA RESOURCE: \$20,000
  - ADMIN COSTS: \$5,000



## **IT (DCHealthLink.com)**

**IT FY19 BUDGET= \$11,470,393 (FY18 BUDGET = \$10,458,460)**

- **PERSONNEL SERVICES FOR 31 FTEs = \$4,224,274 (CONVERSION OF IT CONSULTANTS TO FTEs)**
- **NON-PERSONNEL SERVICES BUDGET = \$7,246,119**
  - **IT CONSULTANTS: \$4,942,080**
  - **SOFTWARE COSTS: \$1,717,918**
  - **SALESFORCE LICENSE: \$38,170**
  - **OCTO IT ASSESSMENT: \$111,084**
  - **ADMIN COSTS: \$67,093**
  - **FIXED COST (RENT & SUPPLEMENTAL HVAC): \$359,774**



## AGENCY MANAGEMENT PROGRAM(AMP)

AMP FY19 BUDGET= \$5,708,804 (FY18 BUDGET = \$5,308,378)

- PERSONNEL SERVICES FOR 18 FTEs = \$3,211,251
- NON-PERSONNEL SERVICES BUDGET = \$2,497,553
  - FIXED COST: \$1,925,791 (INCLUDES RENT, TELEPHONE & SUPPLEMENTAL HVAC)
  - MOA WITH DCHR FOR HR SUPPORT SERVICES: \$100,250
  - MOA WITH DISB FOR ASSESSMENT SERVICES: \$85,000
  - MOA WITH CONTRACT APPEALS BOARD: \$25,000
  - LEGAL EXPENSES (CONSULTANTS, SUBSCRIPTIONS): \$59,000
  - EMPLOYEE TRAINING: \$40,000
  - TEMPORARY STAFFING AGENCY: \$15,000
  - MEMBERSHIP (INCLUDING NASHP): \$19,000
  - ADMIN COSTS : \$228,512 (COMPUTERS, TRAVEL, OFFICE SUPPLIES, BOARD EXPENSES, ETC.)



## AGENCY FINANCIAL OPERATIONS (AFO)

AFO FY19 BUDGET = \$688,428 (FY18 BUDGET = \$658,840)

- PERSONNEL SERVICES FOR 3 FTEs = \$529,328
- NON-PERSONNEL SERVICES = \$159,100
  - AUDITING SERVICES (INCLUDING CAFR, SINGLE AUDIT, SMART AUDIT): \$150,000
  - ADMIN: \$9,100



## SUMMARY OF CHANGES

FY19 Budget = \$30,866,138 (\$2.7M increase from FY 18)

- 9 new FTEs
- Salary step increases
- Change in cost allocation with Medicaid for call center operations



## FY 19 REDUCTION IN HBX OPERATIONS COSTS THROUGH MA HEALTH CONNECTOR PARTNERSHIP

Category	FY19 Budget
Personnel - 5 FTEs	439,000
Admin Fees Collected	162,173
Premium Aggregation*	364,997
Contact Center*	115,647
<b>Total</b>	<b>\$1,081,817</b>

\* SAVINGS ALREADY REFLECTED IN FY19 STAFF PROPOSED BUDGET



# HBX STAFF PROPOSED BUDGET RECONCILIATION TO ASSESSMENT BASED BUDGET

<b>FY19 Staff Proposed Budget</b>	<b>30,866,138</b>
<b>Less:</b>	
5 FTEs budgeted for MA Health Connector	-439,000
Estimated Admin Fees budgeted for MA Health Connector	-162,173
Cost Allocation for Language Line	-59,716
Cost Allocated Rent for Call Center	-649,780
Interest and Other Fees	-37,000
<b>Net FY19 Budget for Assessment Calculation</b>	<b>29,518,469</b>