Private-public partnership (private Executive Board)

Last state to start IT build, 1 of 4 state marketplaces opened for business on time (& stayed open) Oct 1, 2013

Small group & individual market through DC Health Link:
- 100,000 covered lives with private health insurance: 80,000+ people in SHOP (5,300 District small businesses; 11,000 Congress -- Members and designated staff in district offices and on the Hill); 15,000 - 20,000 residents (individual market paid covered lives)

Responsible for over $620 million in annual premiums

Cut uninsured rate in half since DC Health Link opened for business. Near universal coverage with more than 96% of DC residents covered
- DC ranks #2 in U.S. for lowest uninsured
2022 HEALTH INSURANCE OPTIONS THROUGH DC HEALTH LINK

Plans:

- **157** Small Group Plans
  - 36 plans with lower premiums than in 2021
- **27** Individual Plans (includes 2 catastrophic)
  - 6 plans with lower premiums than in 2021

*HBX: Advocate for lowest possible premiums for all customers*

Insurers:

- 3 UnitedHealthcare Companies (group only);
- 2 Aetna Companies (group only);
- CareFirst Blue Cross Blue Shield; and
- Kaiser Permanente.
State-Based Marketplace Advantage

- **Standard Plans:** No deductibles for primary care, specialists, mental and behavioral health, urgent care and generic Rx.
  - Design: copays (not coinsurance) for easier comparison; 2022 insulin and diabetic supplies covered at no cost to patient
- **All plans** cover diagnosis, testing & treatment for COVID-19.
- **More residents qualify for lower monthly premiums** because of new federal law, American Rescue Plan.
  - Of the 20,000 residents with individual coverage, 16% qualify for lower premiums (APTC)
  - Premiums as low as $11/month
ACA (red line) caps premiums for people with incomes up to 400% of federal poverty level. The ARP (blue line) caps premiums for people at all income levels.
American Rescue Plan (ARP)

- Quickly updated DCHealthLink.com for all new benefits (March 29, 2021) for new and existing customers: Two weeks after legislation was signed by President Biden, launched all new benefits on DCHealthLink.com.
- ARP lowered health insurance premiums through 2022.
- Approximately $36 MILLION per year in lower premiums for District residents with individual marketplace coverage through DC Health Link.
- **Premiums as low as $11/month** for quality health through DC Health Link.
- Uninsured? Get covered now at DCHealthLink.com
American Rescue Plan (ARP)
Lower Premiums End December 2022

Lower premiums under ARP end on December 31, 2022. If Congress does not extend APTC expansion, millions of Americans will become uninsured and millions will lose low monthly premiums.

- DC residents currently getting lower premiums will pay 48% more on average (plus annual premium increases if premiums rise); and
- More than 1,600 DC residents will lose their individual marketplace health insurance.

If Congress makes APTC expansion permanent:

- 4.1 million people will become newly insured;
- an additional 8.3 million people will get lower monthly premiums nationally;
- premiums will decrease by 10% due to a younger risk pool. (Source Oliver Wyman Aug 2021 Analysis)
Using funds the ARP provided to DC, Mayor Bowser established a $15 million Emergency COVID Relief fund through HBX to help District employers and residents stay insured. This paid for DC Health Link health insurance premiums that were overdue (in arrears).

Councilmember Gray prioritized this Supplemental FY21 Budget request and DC Council approved the funding in June 2021.

Health Plans wrote-off an additional estimated $1.4 million for DC Health Link customers in arrears who did not qualify for COVID relief arrears program.

Emergency relief program had significant impact: approx. 500 District employers covering 5,000 people with small group coverage and 1,800 residents with individual health insurance were able to stay insured during the pandemic and have a fresh start with premiums.

Continuing to help employers with economic recovery, Mayor Bowser included an additional $3.75 million in the FY2022 Revised Budget Act. If Council approves, this will total nearly $19 million for FY21 and FY22 -- providing relief, keeping employers and their workers insured, and helping District employers to recover from COVID’s devastating economic impact.
PROCESS: Staff, Board Finance Committee, Standing Advisory Board (diverse stakeholders) & HBX Executive Board (November 2021).

Efficiency: Leverage DC gov’t agencies; phase-out consultants and transition to FTEs and reduce operational costs through partnership with the Massachusetts Health Connector.

$1,257,000 savings with MA partnership

FY23 PROPOSED BUDGET $35,684,055 with a $34,327,055 PROPOSED BUDGET FOR ASSESSMENT.

Increase from FY22 reflects call center cost allocation changes

Funded through an assessment on health carriers (0.90%).
ANNUAL ASSESSMENT ON HEALTH CARRIERS

- Projected assessment collection at 0.90% assessment rate for FY23 is $34,608,151

<table>
<thead>
<tr>
<th>To fund (FY)</th>
<th>Assessment Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY23</td>
<td>0.900%</td>
</tr>
<tr>
<td>FY22</td>
<td>0.825%</td>
</tr>
<tr>
<td>FY19, FY20, FY21</td>
<td>0.900%</td>
</tr>
<tr>
<td>FY15, FY16, FY17, FY18</td>
<td>1.000%</td>
</tr>
</tbody>
</table>
## BUDGET COMPARISON: FY22 & FY23

<table>
<thead>
<tr>
<th>Category</th>
<th>FY22 Approved Budget</th>
<th>FY23 Proposed Budget</th>
<th>$ Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>MARKETPLACE INNOVATION POLICY AND OPERATIONS (Marketplace Operations)</td>
<td>$11,728,423</td>
<td>$13,325,626</td>
<td>$1,597,203</td>
<td>13.62%</td>
</tr>
<tr>
<td>CONSUMER EDUCATION AND OUTREACH</td>
<td>$2,995,798</td>
<td>$3,231,707</td>
<td>$235,908</td>
<td>7.87%</td>
</tr>
<tr>
<td>IT (DCHealthLink.com)</td>
<td>$11,534,130</td>
<td>$12,346,018</td>
<td>$811,888</td>
<td>7.04%</td>
</tr>
<tr>
<td>AGENCY MANAGEMENT PROGRAM</td>
<td>$5,810,791</td>
<td>$5,974,210</td>
<td>$163,419</td>
<td>2.81%</td>
</tr>
<tr>
<td>AGENCY FINANCIAL OPERATIONS</td>
<td>$772,837</td>
<td>$806,495</td>
<td>$33,658</td>
<td>4.36%</td>
</tr>
<tr>
<td><strong>TOTAL BUDGET</strong></td>
<td><strong>$32,841,979</strong></td>
<td><strong>$35,684,055</strong></td>
<td><strong>$2,842,077</strong></td>
<td><strong>8.65%</strong></td>
</tr>
</tbody>
</table>

*FY23 BUDGET FOR ASSESSMENT: $34,327,055
<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY23 Proposed Budget</td>
<td>$35,684,055</td>
</tr>
<tr>
<td>Less:</td>
<td></td>
</tr>
<tr>
<td>6.0 FTEs Budgeted for MA Health Connector</td>
<td>(800,000)</td>
</tr>
<tr>
<td>Admin Fees Budgeted for MA Health Connector</td>
<td>(237,000)</td>
</tr>
<tr>
<td>Contact Center Costs Budgeted for MA Health Connector</td>
<td>(180,000)</td>
</tr>
<tr>
<td>Mailing and Postage Fees Budgeted for MA Health Connector</td>
<td>(40,000)</td>
</tr>
<tr>
<td>FY23 Investment and Interest Earnings</td>
<td>(100,000)</td>
</tr>
<tr>
<td>Net FY23 Budget for Assessment Calculation</td>
<td>$34,327,055</td>
</tr>
</tbody>
</table>
### FY23 REDUCTION IN HBX OPERATING COSTS THROUGH MA HEALTH CONNECTOR PARTNERSHIP

<table>
<thead>
<tr>
<th>Category</th>
<th>FY23 Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel – 6.0 FTEs</td>
<td>800,000</td>
</tr>
<tr>
<td>Admin Fees</td>
<td>237,000</td>
</tr>
<tr>
<td>Premium Aggregation*</td>
<td>317,544</td>
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<tr>
<td>Contact Center Fees</td>
<td>180,000</td>
</tr>
<tr>
<td>Mailing and Postage</td>
<td>40,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,574,544</strong></td>
</tr>
</tbody>
</table>

*SAVINGS ALREADY REFLECTED IN FY23 PROPOSED BUDGET*
PROPOSED FY23 BUDGET BY AREA

- **AMP**: $5,974,210
- **CFO**: $806,495
- **CONSUMER EDUCATION AND OUTREACH**: $3,231,707
- **MARKETPLACE INNOVATION, POLICY, AND OPERATIONS**: $13,325,626
- **IT**: $12,346,018

FY23 BUDGET FOR ASSESSMENT: $34,327,055
MARKETPLACE INNOVATION, POLICY AND OPERATIONS (MIPO)

PROPOSED FY23 BUDGET: $13,325,626 (FY22 BUDGET $11,728,423)

- FY23 PERSONNEL SERVICES BUDGET FOR 54 FTEs: $6,726,701
- NON-PERSONNEL SERVICES (NPS): $6,598,925
MIPO: CONTACT CENTER

CONTACT CENTER PROPOSED NPS FY23 BUDGET: $4,220,103
(FY22 BUDGET $3,332,546)

• CONTACT CENTER SERVICE CONTRACT: $3,871,341
• SALESFORCE LICENSES: $164,782
• SALESFORCE DEVELOPMENT AND MAINTENANCE: $74,880
• MICROSOFT 365 LICENSES: $15,000
• ADMIN (courier service, equipment, computer refresh): $31,700
• LANGUAGE LINE: $62,400
ELIGIBILITY AND ENROLLMENT PROPOSED NPS FY23

BUDGET:  $467,000 (FY22 $512,000)

- MOA WITH OFFICE OF ADMINISTRATIVE HEARINGS FOR ELIGIBILITY APPEALS: $10,000
- NOTICE PRINTING/MAILING: $180,000
- AMHARIC/SPANISH TRANSLATION OF NOTICES: $27,000
- CONSULTING SERVICES: $250,000
MIPO: PLAN MANAGEMENT

PLAN MANAGEMENT PROPOSED NPS FY23 BUDGET:
$835,000 (FY22 $845,000)

– ACTUARIAL SERVICES: $175,000

– PLAN MATCH (ANONYMOUS SHOPPING); DOCTOR DIRECTORY, HEALTH PLAN MATCH, PRESCRIPTION DRUG FORMULARY LOOKUP TOOL, DENTAL PLAN MATCH: $660,000
MIPO: SMALL BUSINESS MARKETPLACE

PROPOSED NPS FY23 BUDGET: $899,822 (FY22 $873,000)

– PREMIUM AGGREGATION: $504,822*
– CONSULTING SERVICES: $250,000
– MAILING AND POSTAGE: $120,000**
– TRANSLATION: $25,000

*REFLECTS SAVINGS OF $317,544 FROM MA HEALTH CONNECTOR PARTNERSHIP
**INCLUDES $40,000 TO BE REIMBURSED BY THE MA HEALTH CONNECTOR
MIPO: PERFORMANCE MANAGEMENT

PERFORMANCE MANAGEMENT PROPOSED NPS FY23
BUDGET: $177,000 (FY22 $151,500)

– COMPUTER REFRESH, SUPPLIES, TRAINING, NAHU, POSTAGE AND SHREDDING; SURVEY TOOL: $142,000
– EMMA EMAIL TOOL: $35,000
CONSUMER EDUCATION AND OUTREACH

CONSUMER EDUCATION AND OUTREACH PROPOSED FY23 BUDGET: $3,231,707 (FY22 BUDGET $2,995,799)

- PERSONNEL SERVICES FOR 7 FTEs: $1,017,657
- NON-PERSONNEL SERVICES: $2,214,050
  - OUTREACH AND ENROLLMENT (DCCC, GWHCC, RAMW) AND NAVIGATORS/ASSISTERS: $1,000,000
  - OUTREACH AND MARKETING: $1,092,050
  - HEALTH INSURANCE LITERACY CAMPAIGN: $90,000
  - DATA RESOURCES: $25,000
  - ADMIN: $7,000
IT PROPOSED FY23 BUDGET: $12,346,018 (FY22 BUDGET $11,534,130)

• PERSONNEL SERVICES FOR 34 FTEs: $5,246,120
• NON-PERSONNEL SERVICES BUDGET: $7,099,898 (FY22 BUDGET $6,678,361)
  – IT CONSULTANTS: $5,525,549
  – SOFTWARE: $1,401,980
  – MICROSOFT 365 LICENSES: $35,000
  – OCTO: $86,369
  – ADMIN: $51,000 (computer refresh, copier, supplies, training)
AGENCY MANAGEMENT PROGRAM (AMP)

AMP PROPOSED FY23 BUDGET: $5,974,210 (FY22 BUDGET $5,810,791)

- PERSONNEL SERVICES FOR 19 FTEs: $3,555,230
- NON-PERSONNEL SERVICES BUDGET: $2,418,980
  - FIXED COST (INCLUDES RENT, TELEPHONE): $1,827,383
  - MOA WITH DCHR FOR HR SUPPORT SERVICES: $107,250
  - MOA WITH DCHR FOR CAPITAL CITY FELLOWS: $83,522
  - MOA WITH DISB FOR ASSESSMENT SERVICES: $50,000
  - MOA WITH CONTRACT APPEALS BOARD: $1,000
  - MOA WITH DSLBD FOR LICENCES: $225
  - LEGAL EXPENSES (CONSULTANTS, WESTLAW, ETC): $43,500
  - EMPLOYEE TRAINING (INCLUDING SOCIAL JUSTICE INITIATIVE TRAINING): $150,000
  - MEMBERSHIPS & SUBSCRIPTIONS (INCLUDING NASHP): $24,000
  - CONSULTING SERVICES: $3,600
  - ADMIN (COMPUTER REFRESH, EQUIPMENT, TRAVEL, OFFICE SUPPLIES): $128,500
AGENCY FINANCIAL OPERATIONS (AFO)

AFO PROPOSED FY23 BUDGET: $806,495 (FY22 BUDGET $772,837)

• PERSONNEL SERVICES FOR 3 FTEs: $642,495
• NON-PERSONNEL SERVICES: $164,000
  – AUDITING SERVICES (including Annual Comprehensive Financial Report and SMART Audit): $150,000
  – EMPLOYEE TRAINING AND TRAVEL: $7,000
  – ADMIN (COMPUTER REFRESH, SUPPLIES): $7,000
HBX Awards and Recognition

- Won 2019 Sustainability and Equity Award: Amazon Web Services (AWS) City on a Cloud international competition
- Featured in the Fall 2019 AWS City on a Cloud International Announcement For Applications: [https://aws.amazon.com/stateandlocal/cityonacloud/](https://aws.amazon.com/stateandlocal/cityonacloud/)
- Won 2018 & 2016 Best Practices in Innovation: Amazon Web Services (AWS) City on a Cloud international competition
- Ranked #1 for consumer decision support tools (ranking of State-Based Marketplaces and Federal Exchange 2018 and 2017)
- Five PR News Awards in 2019 and 2018
- First in the nation SBM partnership: Selected by the Massachusetts Health Connector to provide IT solution and on-going operations support for the MA SHOP (Feb 2017)