

WASHINGTON HEALTH BENEFIT EXCHANGE

Annual Report to the Legislature

January 1, 2020

Washington Health Benefit Exchange

Annual Report to the Legislature

Statutory Requirement

Per chapter 43.71 RCW, the Washington Health Benefit Exchange (the Exchange) is required to submit an annual report to the Legislature, the Governor, and the Exchange Board on the annual cost of operating the Exchange. This report must identify spending in the following areas: call center, information technology and staffing.

The Exchange has been submitting financial reports since 2015, which are available online.¹

Background

Since 2015, the Exchange Board has submitted a Strategic Plan to the Legislature which focused on four core outcomes:

- Define and deliver operational excellence;
- Increase the number of insured and access to affordable coverage;
- Advance consumer choice and decision-making; and
- Promote equity across the system.

In 2015, one of the primary tactics for defining and delivering operational excellence was to improve the sustainability of the Exchange. With the support of Governor Inslee and the Legislature, the Exchange was able to better align its resources with its revenues and since then has continued to implement strategies to support sustainability. The Strategic Plan, which is updated annually, continues to guide how the Exchange allocates its appropriation.

Challenges to long-term stability remain, stemming from ongoing changes in the federal regulatory environment and efforts to modify provisions of the Affordable Care Act. These changes adversely impact both the premiums and out-of-pocket costs for our consumers and the stability of the individual market. For example, the average cost of premiums increased by 35.0 percent in calendar year 2018 and 13.8 percent in calendar year 2019. This market volatility fuels the ongoing concern about affordability for those seeking coverage in the individual market. And while the average cost of premiums decreased by 3 percent for calendar year 2020, the trend in consumer price-sensitivity continued for the 2020 plan year with a significant number of customers moving from silver to bronze-level plans as well others dropping coverage all together.

¹ All previous reports are available online at: <https://www.wahbexchange.org/about-the-exchange/reports-data/presentations-reports/>.

Funding

The Exchange receives about \$5.2 million per year in General-Fund State which provides a portion of the state match required to support Medicaid activities, such as navigators, printing, and call center activities. The remainder of the state Medicaid match is funded by the 2 percent premium tax received by the Exchange for qualified health plan (QHP) enrollees.

General Fund-State (GF-S) funding in the Exchange budget has remained constant since the 2015-17 biennium. However, in the 2019-21 biennium additional one-time GF-S was provided to the Exchange to implement new initiatives enacted by the Legislature (COFA dental and Cascade Care).

The budget information in Table 1 reflects the enacted 2019-21 biennial budget.

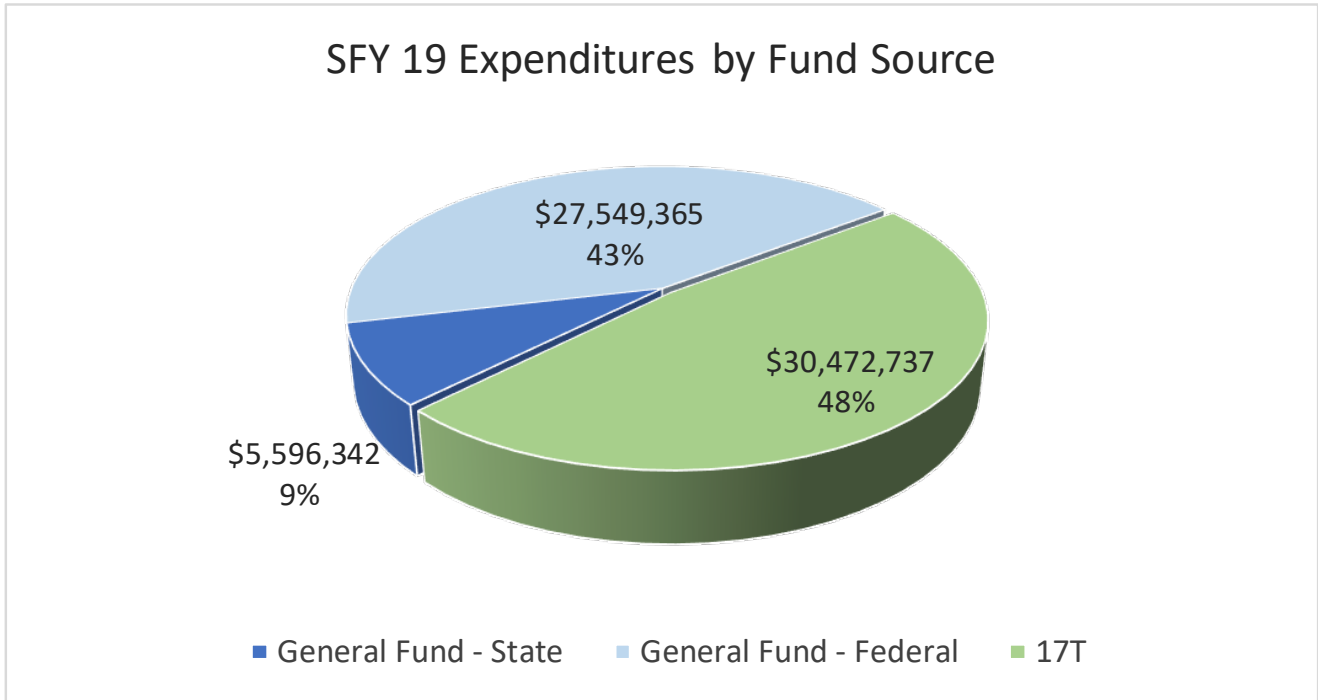
Table 1: Enacted 2019-21 Budget by Fund Source

Enacted Appropriation			
	SFY20	SFY21	Total
GF-State	6,407,000	5,234,000	11,641,000
17T	29,319,000	28,401,000	57,720,000
GF-Federal	26,207,000	25,921,000	52,128,000
Total	61,933,000	59,556,000	121,489,000

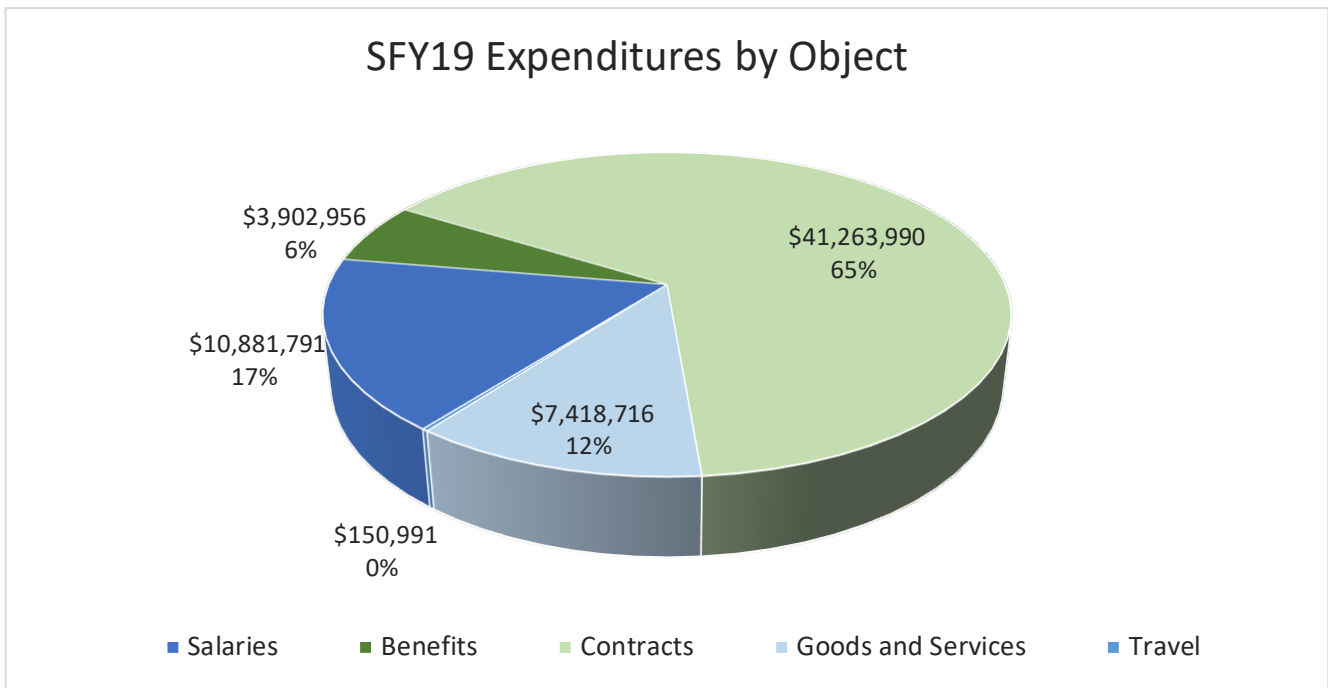
The 2019-21 biennial budget includes one-time funding for the system integrator transition, establishing the system requirements for the COFA dental program (per SB 5274) and launching Cascade Care (SB 5526). Additionally, the budget includes ongoing costs to support new Federal Independent Verification and Validation (IV&V) requirements and the additional system costs for meeting Cloud software requirements.

The Exchange continues to strive for operational efficiencies, an improved customer experience and enhanced system modularity. The enacted budget represents a 2.1 percent reduction from the 2017-19 biennium.

Graph 1: State Fiscal Year 2019 Expenditures by Fund Source



Graph 2: State Fiscal Year 2019 Expenditures by Object



Calculation of Per Member Per Month (PMPM) Values

This report uses the enacted 2019-21 Exchange biennial budget for current PMPM values. The 2022 and 2023 projected PMPM expenditures are based on the enacted 2019-21 biennial budget. Enrollment numbers for qualified health plan enrollees are from the August 2019 Wakely enrollment forecast and the November 2019 Caseload Forecast Council (CFC) forecast for Medicaid projections.

The PMPM is calculated by dividing budgeted expenditures by the total number of enrollees per population served. One-time budget enhancements in SFY 2019 resulted in a combined increase in PMPM values for the year. Lower appropriations for SFY 2020 and SFY 2021, together with relatively stable enrollment projections result in projected decreases in combined PMPM values for each fiscal year of the current biennium, resulting in combined SFY 2021 PMPM values \$0.04 greater than in SFY 2018.

Table 2: Calculation of Per Member Per Month for Total Budget

	SFY 2018*	SFY 2019*	SFY 2020*	SFY 2021*
Total Budget	\$59,043,000	\$65,069,000	\$61,933,000	\$59,556,000
QHP Budget	\$22,170,677	\$23,199,782	\$23,005,649	\$24,208,096
Average Monthly QHP Enrollment	190,438	190,658	183,735	189,016
Average Monthly Medicaid Enrollment	1,541,581	1,507,810	1,518,547	1,537,091
QHP PMPM	\$9.70	\$10.14	\$10.43	\$10.67
WAH PMPM	\$1.99	\$2.31	\$2.14	\$1.92
Combined PMPM	\$2.84	\$3.19	\$3.03	\$2.88

* Represents enacted budget (Appropriated Funds only)

Table 3: Per Member Per Month Projection by Cost Category

Projected Wakely Actuarial and CFC Forecast					
Enrollment	SFY 2019	SFY 2020	SFY 2021	SFY 2022	SFY 2023
QHP Enrollment	190,658	183,735	189,016	197,645	193,692
Medicaid Enrollment	1,545,828	1,568,586	1,580,481	1,596,286	1,612,249
Total Enrollment	1,736,486	1,752,321	1,769,497	1,793,931	1,805,941

	SFY 2019 Budget	SFY 2020 Budget	SFY 2021 Budget	SFY 2022 Budget	SFY 2023 Budget
Total Cost	\$ 65,069,000	\$ 61,933,000	\$ 59,556,000	\$ 58,360,000	\$ 58,246,000
Annual	\$ 37.47	\$ 35.34	\$ 33.66	\$ 32.53	\$ 32.25
Monthly	\$ 3.12	\$ 2.95	\$ 2.80	\$ 2.71	\$ 2.69
Staff Costs	\$ 16,036,000	\$ 16,243,438	\$ 16,649,524	\$ 17,065,762	\$ 17,407,077
Annual	\$ 9.23	\$ 9.27	\$ 9.41	\$ 9.51	\$ 9.64
Monthly	\$ 0.77	\$ 0.77	\$ 0.78	\$ 0.79	\$ 0.80
IT	\$ 22,017,936	\$ 22,318,466	\$ 22,744,466	\$ 22,971,911	\$ 23,201,630
Annual	\$ 12.68	\$ 12.74	\$ 12.85	\$ 12.81	\$ 12.85
Monthly	\$ 1.06	\$ 1.06	\$ 1.07	\$ 1.07	\$ 1.07
Call Center	\$ 11,200,000	\$ 9,934,293	\$ 8,765,835	\$ 8,591,083	\$ 8,591,083
Annual	\$ 6.45	\$ 5.67	\$ 4.95	\$ 4.79	\$ 4.76
Monthly	\$ 0.54	\$ 0.47	\$ 0.41	\$ 0.40	\$ 0.40

Notes:

IT expenditure category represents total appropriated Information Technology spending less salaries and benefits

QHP enrollment projections based on August 2019 Wakely Forecast

Medicaid Enrollment projections based on November 2019 Caseload Forecast Council forecast

Progress on Strategies to Reduce Costs

The Exchange's 2019 Annual Report to the Legislature included a description of the progress that was made in calendar year 2018. This report reflects the additional progress made in 2019 to reduce costs and improve customer service.

Annually, the Exchange utilizes a modified zero-based budget methodology to ensure that resources continue to be used for the most strategic purposes. Since 65% of the Exchange budget is contracted, considerable effort has been given to ensuring that contracted resources provide competitive costs and high performance.

1. *Renegotiate contracts to lower call center costs and maintenance and operations information technology costs.*

The Exchange has completed reprocurement of its call center vendor. The new contract includes cost containment measures and improvements service level requirements. For example, the contract resulted in a shift from a flat rate to a per call basis. As a result, when call volumes are lower than projected, the one-time savings that is generated can be reprogrammed into additional customer service enhancements to reduce the number and length of customer calls, to improve the customer experience and further reduce dependency on call volumes.

The Exchange is currently reprocurring its System Integrator (SI) contract to meet federal procurement requirements, increase cost transparency and identify improved approaches to system development. The System Integrator RFP reflects a significant modernization of the SI contract, reflecting the Exchange's move to agile software development and more regular deployments of system enhancements and customer service improvements. As of January 1, we have announced our incumbent vendor, Deloitte, as our apparently successful vendor. We are currently engaged in contract negotiations; final results of the reprocurement will be reported in the next annual report.

2. *Enhance automation and new capabilities reduce dependencies on call center staff for routine transactions.*

The Exchange has taken steps to improve call center efficiency. This includes modifying our approach to managing passwords, which has resulted in fewer customer calls to the call center in each of the last two open enrollment periods. The Exchange also directed Faneuil, the call center vendor, to implement new tools which further streamlined the work for customer service representatives. Additional software and data analytics capability resulting from the call center reprocurement is also improving customer support and reducing length of call center calls.

The Exchange and Faneuil piloted chat functionality in English and Spanish for call center services for the first time during open enrollment in 2019. Chat was well-received and is more convenient for many customers. Take-up in the use of chat services exceeded expectations. Greater experience and use of chat capabilities may further reduce call volumes and improve efficiency will continue to be explored.

3. *Reconfigure website and mobile customer tools to allow consumers greater ability to process applications without assistance from the call center.*

Changes were made to improve the clarity and consistency of *Washington Healthplanfinder* enrollment screens to facilitate enrollment. The Exchange website and mobile applications are now aligned with the same look and feel for a more consistent customer experience. The use of the mobile application is increasing, with 176,000 downloads of the app and 73,000 documents uploaded since it was implemented. In 2019, Medicaid clients were able to access their plan insurance information and apply for coverage on the mobile app. QHP customers are also able to apply for coverage on the mobile app.

4. *Explore how partnerships with the state's Department of Enterprise Services and other state agencies could enhance the ability to leverage contracts and reduce costs.*

The Exchange continues to use services from the Department of Enterprise Services (DES) to get the best price and service of software vendors. The Exchange also continues to use master contracts from DES to purchase as-needed technical staff and other services.

5. *As the Exchange continues to stabilize, examine staffing levels in all areas.*

The Exchange has stabilized its staffing needs and grew slightly to improve services and meet federal audit requirements. For example, the Exchange added four full time positions to conduct specific system maintenance and operations activities previously performed by a contracted vendor. Additional staff were added for system security to increase the ability to monitor and respond to cyber security threats. Security improvements continue to be a high priority across Exchange activities. Positions were also added to support organizational priorities including Cascade Care implementation, and to support diversity, equity and inclusion efforts.

Table 4: State Fiscal Year 2019 Employees and Contractors by Month

	FTEs											
	July	August	September	October	November	December	January	February	March	April	May	June
Communications	16.5	17.5	17.5	17.5	17.5	17.5	17.5	17.5	16.5	16.5	17.5	16.5
Executive	8.5	8.5	9.0	9.5	9.5	9.5	9.5	9.0	9.5	9.5	9.5	9.5
Finance	13.5	14.5	14.5	14.5	14.5	14.5	14.5	14.5	14.5	14.5	14.5	13.5
IT	32.5	32.5	33.5	34.5	33.5	34.5	35.5	33.5	33.5	34.5	34.5	35.5
Legal	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5
Operations	43	42	42	42	42	42.0	43.0	43.0	44.0	44.0	44.0	43.0
Policy	8.0	8.0	8.0	8.0	8.0	9.0	9.0	9.0	9.0	8.0	8.0	7.0
Total	123.5	124.5	126.0	127.5	126.5	128.5	130.5	128.0	128.5	128.5	129.5	126.5

	Contractors											
	July	August	September	October	November	December	January	February	March	April	May	June
Communications	0	0	0	0	0	0	0	0	0	0	0	0
Executive	0	0	0	0	0	0	0	0	0	0	0	0
Finance	0	0	0	0	0	0	0	0	0	0	0	0
IT	10	8	8	9	10	12	13	15	17	15	15	16
Legal	0	0	0	0	0	0	0	0	0	0	0	0
Operations	0	0	0	0	0	0	0	0	0	0	0	0
Policy	0	0	0	0	0	0	0	0	0	0	0	0
Total	10	8	8	9	10	12	13	15	17	15	15	16

Total	133.5	132.5	134	136.5	136.5	140.5	143.5	143	145.5	143.5	144.5	142.5
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6. *Expand inter-agency work teams and staff cross training to improve efficiency and effectiveness*

The Exchange actively participates with Washington State Health and Human Services agencies to develop an enterprise technology roadmap. The Enterprise Governance structure facilitates improved communications, effective problem resolution, and interagency cooperation to ensure that public resources are maximized and services are improved.

7. *Continue to examine business processes to prevent duplication and increase efficiency.*

In 2019, the Exchange implemented an Agile initiative to streamline how IT system projects are prioritized, built, and implemented. Agile is expediting technology improvements while reducing risks and improving the *Washington Healthplanfinder* user experience.

The Exchange also completed an initiative to upgrade aging hardware and convert to the Microsoft Azure cloud--a full software and framework upgrade to reduce asset vulnerabilities, reduce redundant software and introduce new security measures to maximize data integrity and information privacy. This overhaul will reduce hardware refresh costs, modernize our IT platform to better accommodate operational changes and growth, and has the potential to reduce maintenance and operating costs as the Exchange works to reduce IT storage cost.

The Exchange continued our Lean initiative to improve business processes and drive better financial and programmatic outcomes. For example, improvements were made to reduce the time it takes the Exchange to determine conditional eligibility for health insurance applicants, resulting in a 50 percent reduction in overtime hours and a 10 percent reduction in failed applications. Consistent guidance and procedures were developed to improve the customer experience and financial impact for remaining survivors in the unfortunate event of the death of a primary insurance applicant. Standardizing reconciliation processes resulted in more timely identification of errors impacting customers and carriers while improving the accuracy of reporting to CMS. The number of Exchange staff trained in Lean facilitation and leadership continues to grow.

8. *Expand customer assistance and outreach conducted by navigators and brokers.*

This year the Exchange continued to provide valuable community-based resources by activating eleven full-service enrollment centers offering in-person assistance to customers signing up for health and dental coverage through Washington Healthplanfinder during open enrollment. These venues also played a pivotal role in the Exchange's [Plan4howULive](#) effort - a statewide campaign to encourage all Washingtonians to shop, compare plans, and sign up for health and dental plans during open enrollment. The campaign featured over [70 enrollment events](#) statewide and the enrollment centers provided extended work hours to help customers with the enrollment process.

Additionally, the Exchange incorporated outreach-related metrics into the contracts for the nine organizations providing statewide navigator services. By directing each contracted organization to submit reports detailing planned and completed outreach activities and events, the Exchange aimed to ensure outreach resulted in Washingtonians accessing assistance throughout the enrollment process.

9. *Enhance member communication channels with carriers to leverage customer touch points for key messages to maintain enrollment.*

The Exchange has continued to grow its direct email outreach to new and existing clients throughout the year. During the most recent enrollment period, the Exchange sent over a half million specialized e-mails to customers who had engaged with the Exchange for purposes of enrollment. The Exchange saw a 43 percent open rate on these communications, which exceeds the standard health/medical related email open rate of 17 percent.

This year the Exchange leveraged some new media channels to connect with new and renewing customers. This included the use of paid content channels (e.g. Netflix, Hulu, etc.) to reach a growing population whose entertainment viewing habits are tied to such outlets. The Exchange also used music channels, securing time on Pandora and Spotify whose audiences align well with consumer demographics.

In addition to the digital communication channels, the Exchange promoted open enrollment through traditional advertisements. This included inside of transit, strategically placed billboards, and gas topper advertisements to reach audiences that might not be engaged online.

10. Continue strong financial management practices and stewardship of resources

The Exchange engaged an independent certified public accounting firm to perform its annual financial audit. The Exchange had no audit findings or reportable weaknesses for its audit for the fiscal year ended June 30, 2019. The Exchange also continues to strengthen financial policies to ensure transparency and stewardship over organizational assets and effective management of resources.

ADDENDUM AWashington Health Benefit Exchange
Statement of Net Position**ASSETS**

Current assets

Cash and cash equivalents	\$ 4,110,610
Medicaid program cost reimbursement receivable	6,556,347
Accounts receivable	2,916,823
Prepaid expenses	<u>3,426,549</u>
Total current assets	<u>17,010,329</u>

Capital assets

Leased building	2,652,864
Software	56,576,758
Leased furniture and equipment	131,208
Furniture and equipment	3,798,870
Leasehold improvements	810,397
Work in process	<u>1,378,787</u>
	65,348,884
Less accumulated depreciation and amortization	<u>(48,057,994)</u>
Capital assets, net	<u>17,290,890</u>

Other assets

Prepaid expense	<u>675,259</u>
Total assets	<u>34,976,478</u>

DEFERRED OUTFLOWS OF RESOURCES

Deferred outflows of resources	<u>1,742,403</u>
Total assets and deferred outflows of resources	<u>\$ 36,718,881</u>

LIABILITIES

Current liabilities

Accounts payable and accrued liabilities	\$ 15,971,311
Current portion of financing leases	532,572
Payroll liabilities	<u>1,036,528</u>
Total current liabilities	17,540,411

Financing leases, excluding current portion	1,733,597
Net pension liability	5,038,130
Net other postemployment benefits (OPEB) liability	1,326,978
Long-term unearned revenue	<u>675,259</u>
Total liabilities	<u>26,314,375</u>

DEFERRED INFLOWS OF RESOURCES

Deferred inflows of resources	<u>2,395,785</u>
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NET POSITION

Net position

Net invested in capital assets	17,290,890
Unrestricted net position	<u>(9,282,169)</u>
Total net position	<u>8,008,721</u>

Total liabilities, deferred inflows of resources and net position	<u>\$ 36,718,881</u>
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ADDENDUM B

Exchange Contracts in Effect 2019

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-391	Accenture	7/9/18	10/31/18	Agile training and coaching services for Executive Leadership Team	N/A	\$35,500	Agile training and coaching services for Executive Leadership Team	July
HBE-391	Accenture	7/9/18	3/31/19	Agile training and coaching services for executive leadership team	\$0	\$35,500	Extend period of performance	September
HBE-423	Accenture	5/7/19	5/31/19	Agile training		\$9,100	New contract	May
HBE-401	Advisor Benefits Group	9/19/18	8/31/19	Full-service enrollment Center	N/A	\$28,000	Full-service enrollment center	September
SLA-116	Akamai	8/22/13	5/31/19	Solution to address evolving complexities of application acceleration in the cloud	\$0	\$0	Add 8 zones at no cost; error on amendment #12 - stated 3 zones instead of 11	November
SLA-116	Akamai	8/22/13	5/31/19	Solution to address evolving complexities of application acceleration in the cloud	\$9,750	n/a	Kona Security Solution Services: web and security services integration (up to 30 hours)	February
SLA-116	Akamai	8/22/13	5/31/19	Solution to address evolving complexities of application acceleration in the cloud	\$0	\$329,024	Incorporate data security and reporting requirements exhibit	June
SLA-116	Akamai	8/22/13	5/31/20	Solution to address evolving complexities of application acceleration in the cloud	\$171,131	\$500,155	Kona security solution licensing and support	June
SLA-030	Alliance 2020	11/5/12	10/31/19	Employment screening and reporting	\$0	\$0	Extend period of performance	September
HBE-163	Altriva	8/7/14	12/31/19	CRM development and support	\$0	\$160,000	Extend period of performance	September
HBE-163	Altriva	8/7/14	12/31/19	CRM development and support	\$0	\$160,000	Add statement of work for 2019 Microsoft Dynamics 365 CRM support services	December

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HBE-418	American Indian Health Commission for WA State (AHIC)	4/30/19	6/30/20	Outreach services		\$5,000	New contract	April
SLA-221	Anitian	4/29/16	12/31/30	IT consulting services	\$42,500	\$171,000	Rapid risk assessment	June
HBE-393	Applied Team Insurance	9/1/18	8/31/19	Full-service enrollment center	N/A	\$15,000	Full-service enrollment center	August
MLA-363	Atlassian	8/1/17	8/1/19	Issue tracking software (Cloud) + Issue tracking software (Server) annual licensing	\$7,634	\$12,541	2018 Renewal of issue tracking software (Cloud) 100 users and issue tracking software (Server) 10 users	July
MLA-363	Atlassian	8/1/17	8/1/19	Issue tracking software (Cloud) + Issue tracking software (Server) annual licensing	\$5,854	\$18,395	Test management software for Core issue tracking software (100 users)	August
MLA-363	Atlassian	8/1/17	8/23/19	Issue tracking software (Cloud) + Issue tracking software (Server) annual licensing	\$6,183	\$24,578	Upgrade to 200 users for both test management for JIRA Cloud and software	November
MLA-363	Atlassian	8/1/17	8/23/19	JIRA Software (Cloud) + JIRA Software (Server) annual licensing	\$526	\$25,104	Table grid next generation Cloud for JIRA Core (200 users)	March
MLA-363	Atlassian	8/1/17	8/23/19	JIRA software (Cloud) + JIRA software (Server) annual licensing	\$368	\$25,472	Purchase of Exalate add-on for 200 users (Cloud)	May
HBE-384	BerryDunn	5/16/18	6/30/19	System Integrator re-procurement planning services	\$0	\$397,222	Amend statement of work Section 8 language; incorporated change request form	July

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Exchange Contracts in Effect 2019

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-220	BerryDunn	5/2/16	6/30/20	Audit services	\$88,000	\$453,500	Extend period of performance; add funding; revise statement of work for fiscal year 19 audit plan	May
HBE-427	Better Health Together	7/1/19	6/30/20	Lead navigator organization and enrollment center services		\$301,956	New contract	June
HBE-338	BetterDoctor	5/10/17	6/30/19	Provider Directory	\$0	\$610,890	Change of control to Quest Analytics; contract management change; additional terms and conditions incorporated	August
HBE-338	BetterDoctor	5/10/17	6/30/21	Provider Directory	\$578,172	\$1,189,062	Extend period of performance and add funding	February
DES-248	CDW-G	6/17/19	3/31/20	Computer equipment (DES Contract #05815)		\$0	New contract	June
HBE-170	Ciber	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Add IT Project Manager - Expert work order	April
HBE-170	Ciber	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Add IT Business Analyst – Functional – Expert work order	June
HBE-381	Clean-Rite Janitorial Services	4/30/18	6/30/20	Janitorial services	\$0	\$100,000	Amend service schedules to include new cleaning services and adjust existing cleaning services	April
HBE-381	Clean-Rite Janitorial Services	4/30/18	6/30/20	Janitorial services	\$0	\$100,000	Incorporate change order process section	May
HBE-383	Cline Consulting	4/1/18	6/30/19	Leadership Team development	\$16,000	\$51,000	Add new statement of work for IT management team development	January

ADDENDUM B

Exchange Contracts in Effect 2019

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-383	Cline Consulting	4/1/18	6/30/19	Leadership Team development	\$44,000	\$95,000	Add new statement of work for Policy management team development	February
HBE-383	Cline Consulting	4/1/18	12/31/19	Leadership Team development	\$0	\$95,000	Extend period of performance	February
HBE-406	COGENT Infotech	11/26/18	12/31/19	IT professional services		\$90,000	IT professional services	November
HBE-409	Computer Consultants International	11/27/18	12/31/19	IT professional services		\$90,000	IT professional services	November
HBE-408	Connvertex	1/7/19	12/31/19	IT professional services		\$90,000	New contract	January
HBE-169	Coolsoft	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Amend hourly rates; update Contractor's address	November
HBE-169	Coolsoft	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Add Software QA/Testing - Expert work order	January
SLA-104	Crisis Reality Training	7/26/13	12/31/30	Workplace violence prevention training for staff	\$3,000	\$21,000	Additional workplace violence training for staff	February
HBE-403	David Threedy	11/1/18	6/30/20	Presiding officer	\$50,000	\$100,000	Extend period of performance; add funding; change WAHBE contract manager; increase hourly rate	May
HBE-027	Deloitte	4/19/12	6/30/20	Systems Integration contractor	\$2,449,274	\$189,117,976	Add funds for enhancements for release 6.1	September
HBE-027	Deloitte	4/19/12	6/30/20	Systems Integration contractor	\$465,386	\$189,583,362	Amend Exhibit A and B	January
HBE-027	Deloitte	4/19/12	6/30/20	Systems integration contractor	\$289,388	\$196,470,801	Add funding; amend Exhibit A (list of approved RFCs and pricing) and Exhibit B (deliverables and purchase prices)	May

ADDENDUM B

Exchange Contracts in Effect 2019

Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-027	Deloitte	4/19/12	6/30/20	Systems integration contractor	\$0	\$196,470,801	Amend Exhibit A (list of approved RFCs and pricing) and Exhibit B (deliverables and purchase prices)	June
MLA-179	Edifecs	3/13/15	3/13/19	Master License and Service Agreement	\$0	\$3,016,088	Change statement of work #1522 schedule	February
MLA-179	Edifecs	3/13/15	6/30/19	Master License and Service Agreement	\$159,048	\$3,016,088	Add new statement of work for add-ons, upgrades, and testing support	September
MLA-179	Edifecs	3/13/15	3/13/20	Master License and Service Agreement	\$0	\$3,016,088	Add required FTI data security language	March
MLA-179	Edifecs	3/13/15	3/13/20	Master license and service agreement	\$149,798	\$3,165,886	HIX solution annual license renewal	June
MLA-179	Edifecs	3/13/15	3/13/20	Master license and service agreement	\$44,376	\$3,210,261	Eight additional HIX solution licenses	June
IAA-066-I	En Point	10/1/16	9/30/19	Microsoft Enterprise Agreement and License Subscriptions	\$4,253	\$568,316	Remote desk server user licenses (qty 20); Azure active directory licenses/subscriptions (qty 50)	August
IAA-066-I	En Point	10/1/16	9/30/19	Microsoft Enterprise Agreement and License Subscriptions	\$6,533	\$574,849	Purchase of 50 Azure Active Directory Premium 2 GCC licenses/subscriptions	September
HBE-028	Faneuil	2/23/13	6/30/19	Call Center operations	\$450,000	\$86,680,000	Add funding	March
HBE-411	Faneuil	4/1/19	6/30/22	Call Center services		\$29,000,757	New contract	April
HBE-394	Financial Designs	9/1/18	8/31/19	Full-service enrollment Center	N/A	\$10,384	Full-service enrollment center	August
SLA-071	First Choice Health Assistance Services	7/1/13	6/30/21	Employee assistance, member assistance, and physician assistance programs	\$0	\$0	Renewal; maintaining current rates for next two years	March

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Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-395	FND Insurance	9/1/18	8/31/19	Full-service enrollment Center	N/A	\$15,000	Full-service enrollment center	August
HBE-337	GetInsured	5/12/17	6/30/19	Consumer decision support tool for QHP shopping on HPF	\$0	\$922,120	Update requirements for the implementation and maintenance of the formulary search tool	September
HBE-337	GetInsured	5/12/17	6/30/19	Consumer decision support tool for QHP shopping on HPF	\$11,800	\$933,920	Update formulary data for Coordinated Care	December
HBE-337	GetInsured	5/12/17	6/30/20	Consumer decision support tool for QHP shopping on HPF	\$435,400	\$1,369,320	Extend period of performance; add funding; add up to three formulary updates per year	May
HBE-396	GHB Insurance	9/1/18	8/31/19	Full-service enrollment Center	N/A	\$15,000	Full-service enrollment center	August
HBE-396	GHB Insurance	9/1/18	8/31/19	Full-service enrollment Center (OE-6)	\$0	\$15,000	One-time extension of employed temporary administrative staff to assist with back logged work from open enrollment	December
SLA-410	Glassdoor	12/21/18	12/21/19	Job recruiting site package		\$7,200	Job recruiting site package	December
HBE-402	Gloria Johnson	11/1/18	6/30/19	Presiding Officer Services	N/A	\$50,000	Presiding officer services	September
HBE-402	Gloria Johnson	11/1/18	6/30/20	Presiding officer services	\$50,000	\$100,000	Extend period of performance; add funding	April
IAA-066-C	Granicus	8/30/17	8/29/19	Platform for email marketing and outreach efforts	\$45,260	\$120,238	Annual communications Cloud renewal	July
DES-233	Granicus	8/30/17	11/15/19	Digital communications solutions	\$26,643	\$146,881	Targeted messaging subscription renewal	June
MLA-362	Hewlett Packard Enterprise	8/3/17	8/2/19	Software support and licensing	\$45,957	\$88,427	Fortify - vulnerability assessment and application security solutions tool used to test application software	August
HBE-407	Infojini	11/26/18	12/31/19	IT professional services		\$90,000	IT professional services	November

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Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-358	James McNamara	7/12/17	6/30/21	Presiding Officer	\$0	\$100,000	Increased hourly rate	March
HBE-333	Karen Merrikin	1/12/17	12/31/19	ACA repeal and replace consultation services	\$0	\$98,000	Extend period of performance	November
HBE-333	Karen Merrikin	1/12/17	12/31/19	ACA repeal and replace consultation services	\$0	\$98,000	Remove employer's liability insurance requirement	April
IAA-420	King County Directors' Association	4/16/19	6/30/30	Cooperative purchasing for supplies, equipment and services		\$0	New contract	April
HBE-108	KJS Company	10/10/12	6/30/23	810 Jefferson Street lease	\$700,000	\$6,264,304	Leasehold improvements	May
HBE-415	Koream Womens Association	7/1/19	6/30/20	Navigator organization		\$75,000	New contract	June
HBE-377	KP LLC	1/1/18	6/30/21	Correspondence printing and mailing services	\$5,600,000	\$10,500,000	Extend period of performance and add funding	June
MLA-334	Microsoft	2/1/17	6/30/19	Premier support services	\$500,185	\$1,185,071	Premier support services	July
MLA-334	Microsoft	2/1/17	10/21/19	Premier support services	\$0	\$1,185,071	Premier support services period of performance changed	October
MLA-414	Microsoft	2/1/2019	1/31/2020	Premier support services (Unified)		\$121,790	New contract	February
MLA-414	Microsoft	2/1/19	1/31/20	Premier support services (unified)	\$0	\$121,790	Transfer up to 23 unused proactive support credits from previous premier support contract (MLA-334)	May
HBE-086	Milestone	9/21/15	12/31/20	IT services	\$1,000,000	\$4,500,000	Extend period of performance and add funding	June
HBE-086	Milestone	9/21/15	12/31/20	IT services	\$0	\$4,500,000	Extend Systems Analyst work order	June
SLA-101	Neopost	7/21/13	11/25/21	Postage meter rental	\$0	\$0	36 month renewal	December

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Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-405	Novalink Solutions	11/26/18	12/31/19	IT professional services		\$90,000	IT Professional Services	November
HBE-405	Novalink Solutions	11/26/18	12/31/19	IT professional services	\$0	\$90,000	Add software testing - expert work order	June
IAA-392	OHSU	6/18/18	6/30/20	WA-APCD data sharing agreement and licenses	\$3,006	\$23,006	Renewal of WA-APCD analytic enclave annual subscription for 3 site licenses	June
HBE-424	OpenSquare	5/13/19	6/30/30	Steelcase products and related services		\$0	New contract	May
MLA-042	Oracle	3/30/16	3/30/21	Support services and licenses	\$16,008	\$5,285,955	Qty 2 GoldenGate - Processor 1 year; amend Oracle Master Agreement to include 2019 GoldenGate ordering document	February
MLA-042	Oracle	3/30/16	3/30/21	Support services and licenses	\$42,034	\$5,327,989	Renewal: GoldenGate - named user plus perpetual license; GoldenGate - processor perpetual	April
IAA-392	Oregon Health Sciences University	6/18/18	6/30/19	WA-APCD Data Sharing Agreement and Licenses	\$20,000	\$20,000	Purchase of two additional Enclave Licenses and Onpoint health data linkage	September
IAA-066-B	Pacific Office Automation	7/31/17	5/30/22	Lease agreement for copiers/scanners/faxes	\$0	\$0	Add new plotter printer and new standalone printer	August
HBE-429	Peninsula Community Health Services	7/1/19	6/30/20	Lead navigator organization services		\$55,000	New contract	June
HBE-387	PLAIN Strategies	6/5/18	6/30/19	Digital strategy alignment project	\$0	\$43,660	Add statement of work for diary study during open enrollment	October
HBE-387	PLAIN Strategies	6/5/18	6/30/19	Digital strategy alignment project	\$0	\$43,660	Add digital design strategy workshop statement of work	June

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Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-387	PLAIN Strategies	6/5/18	6/30/20	Digital strategy alignment project	\$4,440	\$48,100	Extend period of performance and add funding	June
HBE-198	Portland Webworks	11/19/15	6/30/19	Web content management system (CMS)	\$0	\$364,684	New homepage for OE6	September
HBE-198	Portland Webworks	11/19/15	12/31/20	Web content management system (CMS)	\$0	\$365,684	Extend period of performance; add statement of work for homepage enhancements for OE7	April
HBE-198	Portland Webworks	11/19/15	12/31/20	Web content management system (CMS)	\$0	\$365,684	Add language governing contractor-provided estimates or quotes for additional services	April
HBE-430	Public Health Seattle & King County	7/1/19	6/30/20	Lead navigator organization and enrollment center services		\$623,000	New contract	June
HBE-404	Puppet	10/31/18	4/30/19	Professional consulting services for Azure project	N/A	\$26,000	Professional consulting services for Azure project	October
HBE-386	Quinn Thomas	7/1/18	6/30/20	Strategic partner for advertising, marketing & communications	\$22,066	\$2,172,066	Add funding and two new statements of work	March
HBE-386	Quinn Thomas	7/1/18	6/30/20	Strategic partner for advertising, marketing & communications	\$105,380	\$2,277,446	Add funding; change WAHBE contract manager; add OE7 creative strategy and development of statement of work	June
HBE-398	Rice Insurance	9/1/18	8/31/19	Full-service enrollment center	N/A	\$15,000	Full-service enrollment center	August
HBE-412	Rich Wyde	1/1/19	12/31/19	Legal assistance		\$180,000	New contract	December
HBE-335	Ruxed	3/7/17	10/31/19	Design, development and implementation of WAHBE's SharePoint/Intranet	\$74,000	\$230,000	Extend period of performance; add funding; new statement of work: post-development backlog and priorities - #2	August

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Contract #	Company	Start	End	Description	Additional Value	Total Contract Value	Changes	Change Made In
HBE-335	Ruxed	3/7/17	6/30/20	Design, development and implementation of WAHBE's SharePoint/Intranet	\$166,000	\$396,000	Extend period of performance; add funding; add statement of work for backlogged projects	April
MLA-330	Samanage	6/18/13	6/17/20	IT ticketing system	\$26,946	\$118,515	Professional asset management and service agent user subscriptions	May
MLA-330	Samanage	6/18/13	6/17/20	IT ticketing system	\$1,380	\$119,895	5 ITSM licenses	May
HBE-378	Secure-24	11/1/17	6/30/20	HPF hosting Services	\$0	\$2,700,000	Add statement of work for Azure migration activities	February
HBE-378	Secure-24	11/1/17	6/30/20	HPF hosting services	\$0	\$2,700,000	Server decommission services	June
HBE-197	SiteCrafting	7/26/15	12/31/20	Corporate website development	\$21,500	\$172,860	Extend period of performance; add funding; change WAHBE contract manager; incorporate new continuous improvement plan	May
HBE-399	Suzie Health Solutions	9/1/18	8/31/19	Full-service enrollment Center	N/A	\$9,950	Full-service enrollment Center	August
HBE-399	Suzie Health Solutions	9/1/18	8/31/19	Full-service enrollment Center	\$0	\$9,950	Remove employer's liability insurance requirement	October
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Extend IT Project Business Analyst Work Order	July
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Add IT Business Analyst - Service Desk work order	August
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Contractor name change; replace data security exhibit in its entirety; change Contractor contract manager	October
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Add position: Database Administrator - Expert	November

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HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Add Software QA/Testing - Expert work order	November
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Add Database Administrator - Expert work order	November
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Add IT Business Analyst - Service Desk - Senior work order	December
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Add Software QA/Testing - Expert work order	January
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Add Systems Administrator - Journey work order	January
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Add Software QA/Testing - Expert work order	March
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Extend IT Business Analyst - Service Desk work order	March
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Extend Software QA/Testing work order	April
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Extend Software QA/Testing work order	April
HBE-171	TEKSystems	9/21/15	12/31/19	Optional use contract for technical staffing	\$0	\$4,000,000	Add software QA/testing – Expert work order	June
OMN-248	The Creative Office	5/13/19	4/30/20	HON Company furniture and installation (OMNIA Contract #R142208)		\$0	New contract	May
DES-247	The Creative Office	5/13/19	1/31/21	Add on systems furniture, Haworth (DES Contract #07214)		\$0	New contract	May
HBE-217	The Resource Group	3/11/16	6/30/19	Financial system replacement	\$0	\$588,735	Formally incorporate change orders and quotes	March

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IAA-416	University of Washington	3/4/19	6/30/19	Intergovernmental agreement with UW to utilize the contract with OpenSquare to provide Steelcase products		\$0	New contract	March
SLA-413	USI Insurance	1/1/19	12/31/19	WAHBE insurance for 2019		\$98,191	New contract	December
HBE-425	Wakely Consulting Group	6/11/19	6/30/22	Enrollment projections and standardized benefit plan design services		\$283,150	New contract	June
HBE-433	Wenatchee Valley Hospital	7/1/19	6/30/20	Lead navigator organization services		\$156,000	New contract	June
HBE-400	Yakima Neighborhood Health Services	9/1/18	8/31/19	Full-service enrollment center	N/A	\$15,000	Full-service enrollment center	August
SLA-226	ZenDesk	7/26/16	7/25/19	Support ticketing software agreement	\$146,192	\$495,179	Amendment to support ticketing software agreement	July
SLA-226	ZenDesk	7/26/16	7/25/20	Support ticketing software agreement	\$146,729	\$641,907	Support enterprise subscription	June