

# Maryland Health Benefit Exchange

## MISSION

To provide access to affordable health insurance for Marylanders seeking health insurance.

## VISION

The Maryland Health Benefit Exchange (MHBE) envisions a state in which every Marylander has access to health insurance.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### Goal 1. Provide access to affordable health insurance to Marylanders seeking health insurance.

**Obj. 1.1** By December 31, 2016, over 1.3 million Marylanders will have received health insurance or been enrolled in Medicaid via Maryland Health Connection.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Est.	2016 Est.	2017 Est.
Number of Marylanders enrolled in Qualified Health Plan (QHP) through Maryland Health Connection	N/A	N/A	N/A	75,505	140,731	174,216	198,007
Number of Marylanders enrolled in Medicaid through Maryland Health Connection	N/A	N/A	N/A	177,443	864,489	1,156,494	1,185,380

### Goal 2. Provide satisfaction to all Marylanders contacting the MHBE or Maryland Health Connection.

**Obj. 2.1** By December 31, 2016, satisfaction with service received from the MHBE and the Maryland Health Connection increases by 5 percent annually.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Satisfaction with eligibility and enrollment services (annual survey)	N/A	N/A	N/A	N/A	67%	72%	77%
Satisfaction with QHP plan services (annual survey)	N/A	N/A	N/A	N/A	95%	100%	100%

### Goal 3. Improve access to, and affordability of, health insurance.

**Obj. 3.1** Improve access to health insurance in the individual and small group markets.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Est.	2016 Est.	2017 Est.
Average total single person premium for all small group plans divided by the Maryland average wage	9.5%	10.0%	10.4%	10.8%	N/A	11.0%	11.0%
Average total single person premium for all QHPs divided by the Maryland average wage	N/A	N/A	N/A	7%	8%	8%	9%
Average cost of small group plan as percent of affordability cap	N/A	N/A	101%	101%	N/A	N/A	N/A
Proportion of individuals under age 65 years of age with health insurance	16%	86%	88%	94%	N/A	95%	95%
Proportion of individuals under 100 percent of the Federal Poverty Level, age 19-64, without health insurance	N/A	40%	N/A	27%	N/A	26%	N/A