

Maryland Health Benefit Exchange

MISSION

The Maryland Health Benefit Exchange (MHBE), an independent unit of state government, provides accessible, affordable health coverage to Marylanders.

VISION

All Marylanders will have and use the health coverage that is best for them.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Enroll eligible Marylanders in individual Qualified Health Plans (QHP) and Medicaid through Maryland Health Connection (MHC).

Obj. 1.1 By fiscal year 2018, more than 1 million Marylanders annually will be enrolled in a Qualified Health, Stand Alone Dental Plan, or Medicaid plan through Maryland Health Connection, reducing the uninsured rate to less than 6 percent.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.	2020 Est.
Number of Marylanders enrolled in Medicaid through Maryland Health Connection	89,622	949,751	1,174,883	1,038,177	1,062,345	1,083,592	1,105,264
Number of Marylanders enrolled in a Qualified Health Plan	81,553	126,252	162,652	157,637	153,584	162,000	162,000
Number of Marylanders enrolled in a Stand Alone Dental Plan	N/A	N/A	30,313	51,218	39,334	40,000	40,000
Percent of young adults (18-34) among total QHP enrollees	27%	27%	29%	30%	30%	30%	30%
State of Maryland Uninsured Rate	8%	7%	6%	6%	6%	6%	6%

Goal 2. Deliver effective consumer assistance.

Obj. 2.1 By fiscal year 2018, consumer assistance will be delivered to 140,000 consumers via Connector Entities and the Consumer Service Center.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of in-person navigators	268	164	144	125	132	130	130
Number of consumer encounters with Connector Entity staff	N/A	140,572	150,720	114,078	120,263	120,000	120,000
Percent of first call resolution	N/A	N/A	N/A	90%	98%	98%	98%
Average call handle time (minutes)	17	17	18	15	11	11	10
Average quality percent rating	80%	82%	90%	92%	92%	93%	94%
¹ Number of unique visitors to MHC website (thousands)	N/A	1,363	1,528	811	1,368	1,400	1,400
¹ Number of unique mobile application downloads (thousands)	N/A	N/A	N/A	133	110	112	114
¹ Total number of enrollments completed by mobile application (thousands)	N/A	N/A	N/A	23	22	22	22
¹ Percent of mobile application enrollment by young adults (18-34)	N/A	N/A	N/A	62%	63%	63%	63%

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Goal 3. Improve access to quality, affordable health insurance in Individual and Small Group Exchange markets.

Obj. 3.1 By fiscal year 2018, the average silver plan quality rating is 3 or greater, and the average premium expense as a percent of Maryland's average wage is less than 10 percent.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.	2020 Est.
Plan quality rating	4	4	4	3	3	3	3
Average total single person premium for all QHPs divided by the Maryland average wage with the Advance Premium Tax Credit (APTC)	7%	8%	7%	9%	3%	2%	2%
Average cost of small group plan as percent of affordability cap	9%	6%	8%	8%	7%	7%	7%
Average single person premium for individual silver plan as percent of Maryland's average wage without APTC	7%	7%	8%	9%	14%	11%	11%
Average single person premium for small group silver plan as percent of Maryland's average annual wage	8%	8%	8%	9%	8%	8%	8%
Total APTC (millions)	\$136	\$200	\$225	\$275	\$711	\$600	\$600
Average APTC per household among enrollees	\$2,450	\$2,650	\$2,925	\$3,500	\$8,815	\$5,316	\$5,774
Number of Health issuers in the Individual Market	4	5	5	3	2	3	3
Number of Health issuers in the Small Group Market	6	6	5	5	4	4	4
Number of Managed Care Organization issuers in the Medicaid Market	8	8	8	9	9	9	9

Goal 4. Provide flexible, stable and innovative systems to assist individuals in obtaining insurance, financial assistance and access to public programs.

Obj. 4.1 By fiscal year 2018, the MHBE information technology (IT) system will reduce manual processing by 10 percent and increase State-wide efficiencies through integration efforts.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of new enhancements made to the IT system	N/A	22	106	133	61	60	60
Number of quality improvement items implemented in the system	N/A	192	380	564	316	380	400
Number of Maintenance & Operational items implemented	N/A	12	47	57	185	200	220
Number of technical modernization projects executed	N/A	N/A	N/A	1	13	15	15
Number of special projects implemented	N/A	N/A	N/A	3	8	10	10

NOTES

¹ Fiscal year 2018 data is estimated because it is reported on a calendar year basis.