

# 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 2021, 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 (Calendar Year)	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.	2023 Est.
Number of Marylanders enrolled in Medicaid through Maryland Health Connection	1,038,177	1,062,345	1,076,175	1,080,666	1,171,471	1,175,962	1,180,453
Number of Marylanders enrolled in a Qualified Health Plan	157,637	153,584	156,963	158,600	166,038	167,000	167,000
Number of Marylanders enrolled in a Stand Alone Dental Plan	51,218	39,334	39,720	40,330	51,505	52,000	52,000
Percent of young adults (18-34) among total QHP enrollees	30%	30%	30%	29%	28%	29%	29%
<sup>1</sup> State of Maryland Uninsured Rate	6%	6%	6%	6%	6%	6%	6%

### Goal 2. Deliver effective consumer assistance.

**Obj. 2.1** By fiscal year 2021, consumer assistance will be delivered to 140,000 consumers via Connector Entities and the Consumer Service Center.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of in-person navigators	125	139	135	135	132	135	135
Number of consumer encounters with Connector Entity staff	114,078	120,263	114,846	90,555	87,022	89,632	92,320
Percent of first call resolution	90%	98%	98%	93%	94%	95%	95%
Average call handle time (minutes)	15	11	10	11	11	11	11
Average quality percent rating	92%	92%	94%	94%	95%	95%	95%
<sup>2</sup> Number of unique visitors to MHC website (thousands)	811.3	1,083.0	1,032.0	929.0	607.0	1,100.0	1,100.0
<sup>2</sup> Number of unique mobile application downloads (thousands)	0.1	121.0	102.0	128.0	98.0	100.0	100.0
<sup>2</sup> Total number of enrollments completed by mobile application (thousands)	23.0	27.0	20.0	32.0	24.0	25.0	25.0
<sup>2</sup> Percent of mobile application enrollment by young adults (18-34)	62%	55%	57%	56%	57%	58%	58%

# Maryland Health Benefit Exchange

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

**Obj. 3.1** By fiscal year 2021, the average silver plan premium expense as a percent of Maryland's average wage will be less than 10 percent.

Performance Measures (Calendar Year)	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Est.	2022 Est.	2023 Est.
<sup>3</sup> Plan quality rating	3	3	3	N/A	4	4	4
Average total single person premium for all QHPs divided by the Maryland average wage with the Advance Premium Tax Credit (APTC)	8.5%	3.0%	2.0%	1.1%	0.8%	1.8%	1.5%
Average total single person premium for all QHPs divided by the Maryland average wage without the APTC	9.3%	13.1%	11.2%	9.5%	8.1%	7.7%	7.9%
Average cost of small group plan as percent of affordability cap	8.5%	7.8%	7.6%	6.9%	8.3%	7.8%	7.8%
Average single person premium for individual silver plan as percent of Maryland's average wage without APTC	9.0%	14.0%	11.0%	10.7%	9.6%	9.1%	9.6%
Average single person premium for individual silver plan as percent of Maryland's average wage with APTC	2.9%	2.1%	1.7%	1.2%	1.1%	2.4%	2.0%
Average single person premium for small group silver plan as percent of Maryland's average annual wage	7.4%	7.2%	6.9%	6.1%	7.4%	7.0%	7.0%
Total APTC (millions)	\$370	\$705	\$690	\$678	\$612	\$630	\$630
Average APTC per household among enrollees	\$5,332	\$8,845	\$7,998	\$7,268	\$6,509	\$7,000	\$7,000
Number of Health issuers in the Individual Market	3	2	2	2	3	3	3
Number of Health issuers in the Small Group Market	5	4	4	4	4	4	4
Number of Managed Care Organization issuers in the Medicaid Market	9	9	9	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 2021, the MHBE information technology (IT) system will reduce manual processing by 10 percent and increase State-wide efficiencies through integration efforts.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of new enhancements made to the IT system	133	61	103	93	77	80	85
Number of quality improvement items implemented in the system	564	316	372	191	850	350	350
Number of Maintenance & Operational items implemented	57	185	219	150	277	275	275
Number of technical modernization projects executed	1	13	4	6	14	10	10
Number of special projects implemented	3	8	14	11	26	10	10

# Maryland Health Benefit Exchange

## NOTES

---

<sup>1</sup> Fiscal year 2020 data is estimated.

<sup>2</sup> Fiscal year 2021 data is estimated because it is reported on a calendar year basis.

<sup>3</sup> The Centers for Medicare & Medicaid Services did not update the plan quality ratings for 2020 due to the pandemic.