

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.

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Summary of Maryland Health Benefit Exchange

| | 2018 Actual | 2019 Appropriation | 2020 Allowance |
|-------------------------------------|------------------------|-------------------------------|---------------------------|
| Number of Authorized Positions | 67.00 | 67.00 | 67.00 |
| Salaries, Wages and Fringe Benefits | 6,744,303 | 7,702,107 | 7,620,899 |
| Technical and Special Fees | 10,922 | 10,921 | 11,786 |
| Operating Expenses | 85,373,746 | 75,455,853 | 75,699,275 |
| Special Fund Expenditure | 49,153,697 | 35,005,010 | 35,000,000 |
| Federal Fund Expenditure | 42,975,274 | 48,163,871 | 48,331,960 |
| Total Expenditure | <u>92,128,971</u> | <u>83,168,881</u> | <u>83,331,960</u> |

Maryland Health Benefit Exchange

D78Y01.01 Maryland Health Benefit Exchange

Program Description

The Maryland Health Benefit Exchange (MHBE) was established as a public corporation and independent unit of state government in 2011. The MHBE has a nine member Board of Trustees that includes the Secretary of Maryland Department of Health, the Maryland Insurance Commissioner, the Executive Director of the Maryland Health Care Commission, three members appointed by the Governor representing employers and individual consumer interests, and three other board members appointed by the Governor. Working with the Maryland Department of Health (MDH), Department of Human Services (DHS), and the Maryland Insurance Administration (MIA), the MHBE has created a marketplace called Maryland Health Connection. Through Maryland Health Connection, Maryland residents can shop for health insurance plans, compare rates, and determine their eligibility for tax credits, cost sharing reductions and public assistance programs such as Medicaid and the Maryland Children's Health Insurance Program. Once an individual, family or small business selects one of the many Qualified Health Plans or available programs, they enroll in that program directly through Maryland Health Connection. This "no wrong door" approach ensures access to affordable health insurance, continuity of care, and seamless transitions for individuals and small businesses.

| Appropriation Statement | 2018 Actual | 2019 Appropriation | 2020 Allowance |
|--|------------------------|-------------------------------|---------------------------|
| Number of Authorized Positions | 67.00 | 67.00 | 67.00 |
| 01 Salaries, Wages and Fringe Benefits | 6,744,303 | 7,702,107 | 7,620,899 |
| 02 Technical and Special Fees | 10,922 | 10,921 | 11,786 |
| 03 Communications | 100,673 | 77,715 | 101,318 |
| 04 Travel | 20,675 | 19,360 | 22,360 |
| 08 Contractual Services | 23,220,756 | 33,334,477 | 28,376,800 |
| 09 Supplies and Materials | 30,435 | 30,500 | 58,616 |
| 11 Equipment - Additional | 38,939 | 0 | 0 |
| 12 Grants, Subsidies, and Contributions | 9,700,891 | 10,000,000 | 10,000,000 |
| 13 Fixed Charges | 888,145 | 888,917 | 889,162 |
| Total Operating Expenses | 34,000,514 | 44,350,969 | 39,448,256 |
| Total Expenditure | 40,755,739 | 52,063,997 | 47,080,941 |
| Special Fund Expenditure | 18,587,600 | 25,301,520 | 23,488,042 |
| Federal Fund Expenditure | 22,168,139 | 26,762,477 | 23,592,899 |
| Total Expenditure | 40,755,739 | 52,063,997 | 47,080,941 |
| Special Fund Expenditure | | | |
| D78302 Maryland Health Benefit Exchange Fund | 18,587,600 | 25,301,520 | 23,488,042 |
| Total | 18,587,600 | 25,301,520 | 23,488,042 |
| Federal Fund Expenditure | | | |
| 93.778 Medical Assistance Program | 22,168,139 | 26,762,477 | 23,592,899 |
| Total | 22,168,139 | 26,762,477 | 23,592,899 |

Maryland Health Benefit Exchange

D78Y01.02 Major Information Technology Development Projects

Program Description

This program reflects Major Information Technology Projects for the Maryland Health Benefit Exchange.

| Appropriation Statement | 2018 Actual | 2019 Appropriation | 2020 Allowance |
|--|--------------------------|-------------------------------|---------------------------|
| 08 Contractual Services | 30,258,423 | 30,766,365 | 35,900,000 |
| 11 Equipment - Additional | 204,453 | 337,500 | 350,000 |
| 13 Fixed Charges | 28,956 | 1,019 | 1,019 |
| Total Operating Expenses | <u>30,491,832</u> | <u>31,104,884</u> | <u>36,251,019</u> |
| Total Expenditure | <u><u>30,491,832</u></u> | <u><u>31,104,884</u></u> | <u><u>36,251,019</u></u> |
| Special Fund Expenditure | 9,684,697 | 9,703,490 | 11,511,958 |
| Federal Fund Expenditure | 20,807,135 | 21,401,394 | 24,739,061 |
| Total Expenditure | <u><u>30,491,832</u></u> | <u><u>31,104,884</u></u> | <u><u>36,251,019</u></u> |
| Special Fund Expenditure | | | |
| D78302 Maryland Health Benefit Exchange Fund | <u>9,684,697</u> | <u>9,703,490</u> | <u>11,511,958</u> |
| Total | <u><u>9,684,697</u></u> | <u><u>9,703,490</u></u> | <u><u>11,511,958</u></u> |
| Federal Fund Expenditure | | | |
| 93.778 Medical Assistance Program | <u>20,807,135</u> | <u>21,401,394</u> | <u>24,739,061</u> |
| Total | <u><u>20,807,135</u></u> | <u><u>21,401,394</u></u> | <u><u>24,739,061</u></u> |

Maryland Health Benefit Exchange

D78Y01.03 Reinsurance Program

Program Description

This program reflects health reinsurance administered by the Maryland Health Benefit Exchange.

Appropriation Statement

| | 2018 Actual | 2019 Appropriation | 2020 Allowance |
|---------------------------------------|----------------|-----------------------|-------------------|
| 08 Contractual Services | 20,881,400 | 0 | 0 |
| Total Operating Expenses | 20,881,400 | 0 | 0 |
| Total Expenditure | 20,881,400 | 0 | 0 |
| Special Fund Expenditure | 20,881,400 | 0 | 0 |
| Total Expenditure | 20,881,400 | 0 | 0 |
| Special Fund Expenditure | | | |
| D79306 Maryland Health Insurance Plan | 20,881,400 | 0 | 0 |
| Total | 20,881,400 | 0 | 0 |

3 Year Position Summary

| Classification Title | FY 2018 Positions | FY 2018 Expenditures | FY 2019 Positions | FY 2019 Appropriation | FY 2020 Positions | FY 2020 Allowance |
|--|----------------------|-------------------------|----------------------|--------------------------|----------------------|----------------------|
| D78 - Maryland Health Benefit Exchange | | | | | | |
| D78Y0101 - Maryland Health Benefit Exchange | | | | | | |
| Accountant Advanced | 1.00 | 52,846 | 1.00 | 52,846 | 1.00 | 53,903 |
| Admin Aide | 1.00 | 5,529 | 1.00 | 43,872 | 1.00 | 44,750 |
| Admin Officer III | 10.00 | 480,117 | 10.00 | 512,262 | 10.00 | 522,512 |
| Admin Prog Mgr I | 4.00 | 289,420 | 4.00 | 298,269 | 4.00 | 304,237 |
| Admin Prog Mgr II | 1.00 | 65,964 | 1.00 | 65,964 | 1.00 | 67,284 |
| Admin Prog Mgr IV | 1.00 | 101,824 | 1.00 | 99,869 | 1.00 | 101,867 |
| Admin Spec III | 0.00 | 44,116 | 0.00 | 0 | 0.00 | 0 |
| Administrative Mgr I | 2.00 | 77,604 | 2.00 | 164,606 | 2.00 | 167,900 |
| Administrative Mgr II | 1.00 | 42,618 | 1.00 | 84,479 | 1.00 | 86,169 |
| Administrative Mgr III | 0.00 | 17,282 | 0.00 | 0 | 0.00 | 0 |
| Administrative Mgr Senior II | 1.00 | 74,748 | 1.00 | 90,541 | 1.00 | 92,352 |
| Administrative Mgr Senior III | 0.00 | (3,202) | 0.00 | 0 | 0.00 | 0 |
| Administrator I | 3.00 | 184,648 | 3.00 | 184,647 | 3.00 | 188,341 |
| Administrator II | 4.00 | 252,710 | 4.00 | 265,769 | 4.00 | 271,086 |
| Administrator III | 1.00 | 83,557 | 1.00 | 77,078 | 1.00 | 78,620 |
| Administrator IV | 1.00 | 57,010 | 1.00 | 82,247 | 1.00 | 83,892 |
| Agency Procurement Spec II | 1.00 | 63,371 | 1.00 | 63,371 | 1.00 | 64,639 |
| Asst Attorney General VI | 2.00 | 181,962 | 2.00 | 181,961 | 2.00 | 185,601 |
| Computer Network Spec II | 1.00 | 52,304 | 1.00 | 52,304 | 1.00 | 53,351 |
| Database Specialist II | 2.00 | 64,144 | 2.00 | 124,979 | 2.00 | 127,480 |
| Exec Assoc I | 3.00 | 50,379 | 3.00 | 124,320 | 3.00 | 126,808 |
| Exec IX | 1.00 | 119,997 | 1.00 | 136,888 | 1.00 | 117,171 |
| Exec VIII | 1.00 | 64,649 | 1.00 | 111,180 | 1.00 | 108,908 |
| Executive Senior | 1.00 | 97,983 | 1.00 | 167,144 | 1.00 | 188,700 |
| Fiscal Services Admin II | 1.00 | 77,699 | 1.00 | 77,699 | 1.00 | 79,253 |
| Fiscal Services Admin VI | 1.00 | 110,729 | 1.00 | 110,729 | 1.00 | 112,944 |
| Hlth Benefit Exchange Exec X | 1.00 | 77,262 | 1.00 | 163,957 | 1.00 | 167,236 |
| Hlth Benefit Exchange Exec XI | 2.00 | 220,017 | 2.00 | 341,934 | 2.00 | 292,110 |
| Hlth Policy Analyst Advanced | 2.00 | 109,183 | 2.00 | 130,024 | 2.00 | 132,626 |
| Hlth Policy Analyst II | 1.00 | 25,733 | 1.00 | 69,492 | 1.00 | 70,882 |
| HR Administrator II | 1.00 | 69,273 | 1.00 | 69,273 | 1.00 | 70,659 |
| IT Asst Director I | 0.00 | 21,665 | 0.00 | 0 | 0.00 | 0 |
| IT Asst Director IV | 2.00 | 106,165 | 2.00 | 205,227 | 2.00 | 209,333 |
| IT Quality Assurance Spec | 1.00 | 40,542 | 1.00 | 64,902 | 1.00 | 66,201 |
| IT Systems Technical Spec | 1.00 | 115,541 | 1.00 | 69,273 | 1.00 | 70,659 |
| Prgm Mgr I | 0.00 | 5,025 | 0.00 | 0 | 0.00 | 0 |
| Prgm Mgr II | 0.00 | 72,636 | 0.00 | 0 | 0.00 | 0 |
| Prgm Mgr III | 2.00 | 127,180 | 2.00 | 173,185 | 2.00 | 176,650 |
| Prgm Mgr Senior I | 1.00 | 101,505 | 1.00 | 110,729 | 1.00 | 112,944 |
| Prgm Mgr Senior II | 1.00 | 88,196 | 1.00 | 95,840 | 1.00 | 97,757 |
| Prgm Mgr Senior III | 1.00 | 167,949 | 1.00 | 102,270 | 1.00 | 104,316 |
| Prgm Mgr Senior IV | 2.00 | 265,849 | 2.00 | 254,461 | 2.00 | 259,551 |
| Principal Counsel | 1.00 | 121,444 | 1.00 | 121,444 | 1.00 | 123,873 |
| Pub Affairs Officer II | 2.00 | 112,085 | 2.00 | 112,084 | 2.00 | 114,327 |
| Webmaster II | 1.00 | 0 | 1.00 | 46,857 | 1.00 | 47,795 |
| Total D78Y0101 | 67.00 | 4,557,258 | 67.00 | 5,303,976 | 67.00 | 5,344,687 |