

FOR IMMEDIATE RELEASE:

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Washington Healthplanfinder Enrollment Reaches More than 270,000
Residents Continue to Access New Free or Low-Cost Coverage Options

OLYMPIA, Wash. – *Washington Healthplanfinder* today announced that 270,860 Washingtonians have newly enrolled in private health coverage or Washington Apple Health (Medicaid) since Oct. 1.

Additionally, more than 180,000 individuals previously covered through Apple Health have renewed their coverage through wahealthplanfinder.org for a total of 450,000 residents.

Updated enrollment numbers from Oct. 1 to Jan. 9 are included below.

Web and Call Center Data	
Unique Visitors	1,237,129
Accounts Created	336,858
Call Center Volume (Jan. to-date)	39,373
Avg. Initial Call Center Wait Time (Jan. to-date)	3 min
Avg. Wait Time after Call Menu Selection* (Jan. to-date)	39 min

Enrollments Completed	
Qualified Health Plans	73,098
Medicaid Newly Eligible Adults	134,700
Medicaid Previously Eligible but not Enrolled	63,070
Medicaid Redeterminations (Previously Covered)	183,141
Total	454,009

In-Process Applications	
Qualified Health Plan Applicants – Need to Pay	76,058

***Note: These numbers reflect enrollments and applications through Jan. 9. Please note that “Average Wait Time after Call Menu Selection” refers to customers who have had an initial point of contact with a customer service representative and entered into wait queues for various areas of enrollment assistance.**

Application Status Legend

- **Qualified Health Plans:** Includes individuals who have selected and submitted payment for a qualified health plan (private health plan).
- **Medicaid Newly Eligible Adults:** Includes newly eligible individuals who have qualified and enrolled in a Medicaid plan under the Medicaid expansion and does not include those who have transitioned from other Medicaid programs.
- **Medicaid Previously Eligible but not Enrolled:** Includes individuals (children, pregnant women, low-income families) who are newly enrolling but were eligible under old Medicaid eligibility rules.
- **Medicaid Redeterminations:** Includes individuals who were already enrolled in a Medicaid program and have had their eligibility status converted, re-determined or renewed through *Washington Healthplanfinder* as opposed to newly determined.

- **QHP (Need to Pay):** Includes individuals who have completed an application for a Qualified Health Plan that is awaiting payment.

Medicaid note: Washington Apple Health (Medicaid) does not have an open enrollment period. Individuals and families will be able to apply and complete their renewals via www.wahealthplanfinder.org throughout the year. Questions about *Healthplanfinder* should be directed to the toll-free Customer Support Center at 1-855-WAFINDER; Apple Health questions can be directed to the toll-free hot line at 1-800-562-3022 or emailed to AskMedicaid@hca.wa.gov

For more information about *Washington Healthplanfinder* and to enroll in health coverage, please visit www.wahealthplanfinder.org.

CONTACTS

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About *Washington Healthplanfinder*

Washington Healthplanfinder is a new online marketplace for individuals, families and small businesses in Washington to compare and enroll in health insurance coverage and gain access to tax credits, reduced cost sharing and public programs such as Medicaid. *Washington Healthplanfinder* began enrolling consumers on Oct. 1, 2013, for health insurance coverage beginning on Jan. 1, 2014. The open enrollment period extends through March 31, 2014.

About the Washington Health Benefit Exchange

The Washington Health Benefit Exchange is a public-private partnership established in accordance with the Patient Protection and Affordable Care Act of 2010 (ACA) with the goal to redefine people's experience with health care through the creation of a new health insurance marketplace for individuals and small businesses. The Exchange is separate from the state and governed by an independent 11-member board appointed by former Gov. Chris Gregoire in Dec. 2011.

About Health Care Authority

The Health Care Authority includes the two largest state health care purchasing programs – Apple Health (Medicaid) and Public Employees Benefits system, which handles state employee benefits. Under Medicaid expansion, income eligibility guidelines will increase to 138% of the federal poverty level effective Jan. 1, 2014, increasing state Medicaid rolls by an estimated 328,000 individuals.

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