FY22 DCHBX Performance Oversight Hearing: Q1_Attachment A
Schedule A as of January 4, 2022

Position	Name	Salary	Program
Program Analyst	Acuna,Alexander	$ 64,768.00	Marketplace Innovation, Policy, and Operations
Deputy General Counsel	Alonso,Alexander O	$ 195,840.00	Agency Management Program & Marketplace Innovation, Policy, and Operations
Program Analyst	Anderson,India	$ 92,324.00	Consumer Education and Outreach
General Counsel	Bangit,Eliza Navarro	$ 222,627.24	Agency Management Program & Marketplace Innovation, Policy, and Operations
Case Manager	Beamon,Frankie	$ 60,403.00	Marketplace Innovation, Policy, and Operations
Deputy Director of Program Services	Beeson,Jennifer	$ 189,679.61	Marketplace Innovation, Policy, and Operations
Program Analysis Officer	Bell,Stephanie	$ 117,300.00	Marketplace Innovation, Policy, and Operations
Program Analyst	Bennett,Catherine	$ 136,208.00	IT Related Operations
Administrative Officer	Berry,Brooklynn	$ 95,192.00	Agency Management Program
Program Analyst	Bertrando,Jeffrey	$ 106,660.00	Marketplace Innovation, Policy, and Operations
Case Manager	Bracy,DeRon	$ 64,768.00	Marketplace Innovation, Policy, and Operations
Program Analyst	Brown,Azizza	$ 126,049.00	IT Related Operations
Deputy Chief Operating Officer	Brown,Meghan V.	$ 146,519.00	Agency Management Program
Case Manager	Burford,Phillip	$ 62,751.00	Marketplace Innovation, Policy, and Operations
IT Specialist (App Software)	Burujukati,Mamatha	$ 153,422.69	IT Related Operations
Lead Business Development Specialist	Calderon,Amy	$ 92,098.00	Marketplace Innovation, Policy, and Operations
Program Analyst	Calderon-Brogsia,Ezan	$ 82,465.00	Marketplace Innovation, Policy, and Operations
Program Analyst	Capel,Todd	$ 84,873.00	Marketplace Innovation, Policy, and Operations
Senior Director of Programs and Operations	Chen,Yi-Ru	$ 189,680.48	Agency Management Program
Case Manager	Cook,Sara	$ 70,818.00	Marketplace Innovation, Policy, and Operations
Program Analysis Officer	Cudjoe,Grace Akosuah	$ 119,340.00	Marketplace Innovation, Policy, and Operations
IT Specialist (App. Software)	Davuluri,Raj Kiran	$ 132,821.00	IT Related Operations
Case Manager	Dickey,Raymond	$ 62,751.00	Marketplace Innovation, Policy, and Operations
Program Manager	Difelice,Annette	$ 144,330.00	Marketplace Innovation, Policy, and Operations
Business Development Specialist	Dixon,Andre	$ 89,690.00	Marketplace Innovation, Policy, and Operations
Case Manager	Dowlen,Andrea	$ 62,751.00	Marketplace Innovation, Policy, and Operations
Agency Chief Financial Officer	Edmonds,Marjorie V	$ 188,746.00	Agency Fiscal Operations
IT Specialist (App Software)	Escobar,Alden	$ 115,889.00	IT Related Operations
Strategic Business Manager	Esdaille,Kyle	$ 149,940.00	Marketplace Innovation, Policy, and Operations
Program Analyst	Everhart,Aaron J	$ 77,649.00	Agency Management Program
IT Specialist (Security)	Eze,Chuka	$ 153,422.69	IT Related Operations
Case Manager	Franklin,Nikia	$ 66,785.00	Marketplace Innovation, Policy, and Operations
Associate Director of Business	Gutierrez,Allen	$ 189,679.20	Consumer Education and Outreach
Statistician	Haines,Stephen R	$ 136,208.00	Marketplace Innovation, Policy, and Operations
Business Development Specialist	Hall,Olufunmilayo	$ 89,690.00	Consumer Education and Outreach
Supervisory IT Specialist	Hassan,Mohammed	$ 164,944.20	IT Related Operations
Case Manager	Henry,Lottie	$ 70,818.00	Marketplace Innovation, Policy, and Operations
Management Liaison Specialist	Higginbotham,Troy M.	$ 136,208.00	Agency Management Program
Case Manager	Holloway,Candice	$ 80,900.00	Marketplace Innovation, Policy, and Operations

FY22 DCHBX Performance Oversight Hearing: Q1_Attachment A
Schedule A as of January 4, 2022

Position	Name	Salary	Program
Program Analysis Officer	Hooker,Robert	$ 117,300.00	Marketplace Innovation, Policy, and Operations
Community Outreach Specialist	Huang,Xiaofeng	$ 58,739.00	Consumer Education and Outreach
Public Information Officer	Hudson,Adam	$ 146,372.42	Consumer Education and Outreach
Community Outreach Specialist	Hughley,Alisa	$ 89,690.00	Consumer Education and Outreach
Accounting Officer	Ince,Samuel	$ 158,050.00	Agency Fiscal Operations
Deputy Chief Information Officer	Ison,David	$ 170,937.72	IT Related Operations
Lead Business Development Specialist	Jackson,Gloria	$ 92,098.00	Marketplace Innovation, Policy, and Operations
Lead Business Development Specialist	James,Keeta	$ 92,098.00	Marketplace Innovation, Policy, and Operations
Lead Business Development Specialist	Jenkins,Mary	$ 94,506.00	Marketplace Innovation, Policy, and Operations
IT Project Manager	Jones,Bobby	$ 165,000.00	IT Related Operations
Program Analyst	Joseph,Mark	$ 89,690.00	IT Related Operations
Program Analyst	Keefe,Erin	$ 87,281.00	Marketplace Innovation, Policy, and Operations
Senior Deputy Director	Kempf,Purvee P	$ 238,680.00	Agency Management Program
Executive Director	Kofman,Mila	$ 239,917.77	Agency Management Program
IT Specialist (App Software)	Kramer,Joseph R	$ 122,662.00	IT Related Operations
Case Manager	Lawrence,Maria	$ 55,409.00	Marketplace Innovation, Policy, and Operations
Budget Officer	Lenji,Jilu	$ 158,050.00	Agency Fiscal Operations
Supervisory Attorney Advisor	Leon,Nicole	$ 170,000.00	Agency Management Program & Marketplace Innovation, Policy, and Operations
Consumer Affairs Manager	Leung,Isabella	$ 157,590.00	Marketplace Innovation, Policy, and Operations
Supervisory Attorney Advisor	Libster,Jennifer M	$ 187,639.26	Agency Management Program & Marketplace Innovation, Policy, and Operations
Attorney Advisor	Lin,Jeffrey	$ 160,939.00	Agency Management Program
Assistant Director for Software	Liskovyi,Sergii	$ 170,937.72	IT Related Operations
IT Specialist (App Software)	Liwanag,Andrew	$ 115,889.00	IT Related Operations
IT Specialist (App Software)	Lukasheva,Tatyana	$ 122,662.00	IT Related Operations
Information Technology Specialist	Manda,Prasanth Reddy	$ 150,111.41	IT Related Operations
Contract Specialist	Matthews,Nicole F	$ 136,208.00	Agency Management Program
Eligibility & Enrollment Manag	May,Kendra	$ 137,700.00	Marketplace Innovation, Policy, and Operations
Program Analyst	McEntire,Elizabeth Burman	$ 87,281.00	IT Related Operations
Program Analyst	Mejia,Grizelda	$ 95,192.00	IT Related Operations
Information Technology Specialist	Meyer,Brian	$ 123,707.93	IT Related Operations
Customer Service Manager	Muse,Alison	$ 142,800.00	Marketplace Innovation, Policy, and Operations
Case Manager	Narro,Christian	$ 70,818.00	Marketplace Innovation, Policy, and Operations
IT Specialist (App Software)	Negeda,Assem	$ 115,889.00	IT Related Operations
Consumer Affairs Manager	Nicol,Kathlin	$ 157,590.00	Marketplace Innovation, Policy, and Operations
Program Analyst	Ocampo,Virgil	$ 64,768.00	IT Related Operations
Program Analyst	Ortiz,Julissaida	$ 68,801.00	Marketplace Innovation, Policy, and Operations
IT Specialist (App. Software)	Patel,Pritesh	$ 136,208.00	IT Related Operations
Director of Information System	Pereira,Alix	$ 189,679.00	IT Related Operations
Executive Assistant	Pradier, Sara	$ 99,322.50	Agency Management Program
Case Manager	Quigley,Taynaia	$ 68,801.00	Marketplace Innovation, Policy, and Operations

FY22 DCHBX Performance Oversight Hearing: Q1_Attachment A
Schedule A as of January 4, 2022

Position	Name	Salary	Program
Program Analyst	Rajbhandari,Monique	$ 87,281.00	IT Related Operations
Program Analyst	Romero,Cindy	$ 76,867.00	Marketplace Innovation, Policy, and Operations
Case Manager	Santiago-Lee,Diane	$ 65,397.00	Marketplace Innovation, Policy, and Operations
Program Manager (Electronic Data)	Sauders,Lavina	$ 162,000.00	IT Related Operations
Supervisory Attorney Advisor	Senkewicz,Marybeth	$ 194,206.93	Agency Management Program & Marketplace Innovation, Policy, and Operations
Case Manager	Simms,Brendi	$ 66,785.00	Marketplace Innovation, Policy, and Operations
Program Analyst	Smith,Cherie R	$ 78,884.00	IT Related Operations
Case Manager	Spann,Kionna	$ 70,818.00	Marketplace Innovation, Policy, and Operations
Information Technology Specialist	Subedi,Manoj	$ 135,280.29	IT Related Operations
Policy Advisor	Talamantes,William	$ 140,177.57	Marketplace Innovation, Policy, and Operations
Supervisory Case Manager	Teka,Selamawit A	$ 133,911.72	Marketplace Innovation, Policy, and Operations
Contract Specialist	Tilahun, Helen	$ 106,660.00	Agency Management Program
Chief Operating Officer	Townes,Desiree E	$ 189,679.00	Agency Management Program
Contract Officer	Wallington,Kenneth	$ 165,000.00	Agency Management Program
IT Specialist (App Software)	Walls,Candace M	$ 119,276.00	Agency Management Program
Communications and Civic Engagement Manager	Wharton Boyd, Linda	$ 189,680.12	Consumer Education and Outreach
Program Analyst	Wiggins,Maurice R	$ 129,435.00	IT Related Operations
Case Manager	Wilson,Denicka	$ 66,785.00	Marketplace Innovation, Policy, and Operations
IT Specialist (App Software)	Wong,Alan	$ 115,889.00	IT Related Operations
Program Analyst	Yedenekachew,Yared	$ 80,900.00	Marketplace Innovation, Policy, and Operations
Administrative Support Specialist	VACANT	$ 77,649.00	Agency Management Program
Assistant Director for Software	VACANT	$ 146,519.00	IT Related Operations
Attorney Advisor	VACANT	$ 123,796.00	Marketplace Innovation, Policy, and Operations
Attorney Advisor	VACANT	$ 145,624.00	Agency Management Program
Business Development Specialist	VACANT	$ 77,649.00	Marketplace Innovation, Policy, and Operations
Community Outreach Specialist	VACANT	$ 77,649.00	Marketplace Innovation, Policy, and Operations
Consumer Affairs Manager	VACANT	$ 146,519.00	Marketplace Innovation, Policy, and Operations
Director of Information System	VACANT	$ 162,584.00	IT Related Operations
IT Project Manager	VACANT	$ 146,519.00	IT Related Operations
IT Specialist (App Software)	VACANT	$ 105,730.00	IT Related Operations
Program Analysis Officer	VACANT	$ 114,782.00	IT Related Operations
Program Analysis Officer	VACANT	$ 114,782.00	Marketplace Innovation, Policy, and Operations
Program Analysis Officer	VACANT	$ 114,782.00	Marketplace Innovation, Policy, and Operations
Program Analyst	VACANT	$ 77,649.00	Marketplace Innovation, Policy, and Operations
Program Analyst	VACANT	$ 62,751.00	Marketplace Innovation, Policy, and Operations
Program Analyst	VACANT	$ 77,649.00	Marketplace Innovation, Policy, and Operations
Program Analyst	VACANT	$ 77,649.00	IT Related Operations
Strategic Business Manager	VACANT	$ 132,000.00	Marketplace Innovation, Policy, and Operations

Q1. Please provide a current Schedule A listing of FTE's by name, salary, position, and program. Please include any vacant positions in the Schedule A.

See Question 1 Attachment A: Schedule A as of Jan. 4, 2022.

Q2. Please list all employees detailed from or to your agency, if any. Provide the reason for the detail, date of detail, and projected date of return.

N/A.

FY21-22 DCHBX Performance Oversight Hearing: Q3 Attachment B

FY21 Additional Income Allowances

Employee	FY21
Mila Kofman	$36,639.00
Mohammed Hassan	$24,256.44
Holly Whelan	$18,595.98
Linda Wharton Boyd	$27,894.10
Purvee Kempf	$15,369.04
Yi-Ru Chen	$27,894.10
Eliza Navarro Bangit	$13,270.37

FY22 Additional Income Allowances as of 12/28/21

Employee	FY22
Mila Kofman	$13,270.37
Mohammed Hassan	$7,575.48
Holly Whelan	$2,145.69
Linda Wharton Boyd	$8,711.50
Purvee Kempf	$3,654.00
Yi-Ru Chen	$8,711.56
Eliza Navarro Bangit	$1,704.14

FY21-22 DCHBX Performance Oversight Hearing Q3 Attachment C

FY21 Assessment Travel Expenses

Employee	Amount
Walls, Candace	$742.00

FY22 Assessment Travel as of 12.31.2021

Employee	Amount
None to date	

FY21 Massachusetts Reimbursed Travel Expenses

Employee	Amount
None	

FY22 Massachusetts Reimbursed Travel Expenses as of 12.31.2021

Employee	Amount
None to date	

FY21-22 DCHBX Performance Oversight Hearing: As of Jan 4, 2022
Question 3 Attachment D

Employee	Position	Salary
Kofman, Mila	Executive Director (DCHBX)	$239,918
Kempf, Purvee P	Senior Deputy Director	$238,680
Bangit, Eliza Navarro	General Counsel	$222,627
Alonso, Alexander	Deputy General Counsel	$195,840
Senkewicz, Marybeth	Supervisory Attorney Advisor	$194,207
Chen, Yi-Ru	Senior Director of Programs and Operations	$189,680
Wharton Boyd, Linda	Communications and Civic Engagement Manager	$189,680
Beeson, Jennifer	Deputy Director of Program Services	$189,680
Gutierrez, Allen	Associate Director of Business	$189,679
Pereira, Alix	Director of Information System	$189,679
Desiree Townes	Chief Operating Officer	$189,679
Edmonds, Marjorie	Agency Chief Financial Officer	$188,746
Libster, Jennifer M	Supervisory Attorney Advisor	$187,639
Liskovyi, Sergii	Assistant Director for Software	$170,938
Ison, David	Deputy Chief Information Officer	$170,938
Leon, Nicole	Supervisory Attorney Advisor	$170,000
Wallington, Kenneth	Contract Officer	$165,000
Jones, Bobby	IT Project Manager	$165,000
Hasan, Mohammed	Supervisory IT Specialist (Security)	$164,944
Sauders, Lavina	Program Manager (Electronic Data)	$162,000
Lin, Jeffrey	Attorney Advisor	$160,939
Ince, Samuel	Accounting Officer	$158,050
Lenji, Jilu	Budget Officer	$158,050
Nicol, Kathlin	Consumer Affairs Manager	$157,590
Leung, Isabella	Consumer Affairs Manager	$157,590
Burujukati, Mamatha	IT Specialist (Appl Software)	$153,423
Eze, Chuka	IT Specialist (Security)	$153,423
Manda, Prasanth Reddy	Information Technology Specialist	$150,111
Esdaille, Kyle	Strategic Business Manager	$149,940
Brown, Meghan V.	Deputy Chief Operating Officer	$146,519
Hudson, Adam	Public Information Officer	$146,372
DiFelice, Annette	Program Manager	$144,330
Muse, Alison	Customer Service Manager	$142,800
Talamantes, William	Policy Advisor	$140,178
May, Kendra	Eligibility & Enrollment Manager	$137,700
Higginbotham, Troy M.	Management Liaison Specialist	$136,208
Matthews, Nicole F.	Contract Specialist	$136,208
Haines, Stephen R.	Statistician	$136,208
Patel, Pritesh	IT Specialist (Appl Software)	$136,208
Bennett, Catherine	Program Analyst	$136,208

FY21-22 DCHBX Performance Oversight Hearing: As of Jan 4, 2022
Question 3 Attachment D

Employee	Position	Salary
Subedi, Manoj	Information Technology Special	$136,208
Teka, Selamawit A.	Supervisory Case Manager	$133,912
Davuluri, Raj Kiran	IT Specialist (Apple Software)	$132,821
Wiggins, Maurice R	Program Analyst	$129,435
Brown, Azizza	Program Analyst	$126,049
Meyer, Brian	Information Technology Specialist	$123,708
Lukasheva, Tatyana	IT Specialist (App Software)	$122,662
Kramer, Joseph	IT Specialist (App Software)	$122,662
Cudjoe Grace Akosuah	Program Analysis Officer	$119,340
Walls, Candace M.	IT Specialist (App Software)	$119,276
Hooker, Robert	Program Analysis Officer	$117,300
Bell, Stephanie	Program Analysis Officer	$117,300
Liwanag, Andrew	IT Specialist (App Software)	$115,889
Wong, Alan	IT Specialist (App Software)	$115,889
Negeda, Assem	IT Specialist (App Software)	$115,889
Escobar, Alden	IT Spec (App Software)	$115,889
Bertrando, Jeffrey	Program Analyst	$106,660
Tilahun, Helen	Contract Specialist	$106,660

Q3. Please provide the Committee with the following for FY21 and to date in FY22:

a. A list of all employees who receive cell phones, personal digital assistants, or similar communication devices at agency expense;

DCHBX currently provides cell phones to all program and operational staff.

b. A list of employees receiving bonuses, special pay, additional compensation, or hiring incentives in FY21 and to date in FY22 and the amount;

See Attachment B – FY2021 and FY2022 AIA.

c. A list of travel expenses for FY21 and to date in FY22, arranged by employee; and

See Attachment C – Travel Expenses.

d. A list of all employees with a salary over $100,000.

See Attachment D – Salaries above $100,000.

FY22 DCHBX Performance Oversight Hearing Q4 Attachment E

DC HEALTH BENEFITS EXCHANGE AUTHORITY

FY21 - FY22 BUDGET

FY2022 Expenditures as of 11/30/2021

PROGRAM: 1000 - AGENCY MANAGMENT

Approp Fund	Activity	GAAP Category Title	Comp Source Group	FY 2021 BUDGET	FY 2021 EXPENDITURE	FY 2022 BUDGET	FY 2022 EXPENDITURE
0620	1010 - PERSONNEL	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	133,537	134,248.57	133,537	22,826.36
			0014 - FRINGE BENEFITS - CURR PERSONNEL	32,983.64	24,768.21	32,983.64	4,162.81
		PERSONNEL SERVICES - Total		**166,520.64**	**159,016.78**	**166,520.64**	**26,989.17**
		NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	103,258	100,250	190,772.37	0
		NON-PERSONNEL SERVICES - Total		**103,258**	**100,250**	**190,772.37**	**0**
	1010 - PERSONNEL - Total			**269,778.64**	**259,266.78**	**357,293.01**	**26,989.17**
	1020 - CONTRACTS AND PROCUREMENT	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	451,010.82	479,928.72	445,708.67	73,309.05
			0013 - ADDITIONAL GROSS PAY	0	0	0	20,729.99
			0014 - FRINGE BENEFITS - CURR PERSONNEL	111,399.68	89,649.98	107,549.44	19,737.33
		PERSONNEL SERVICES - Total		**562,410.5**	**569,578.7**	**553,258.11**	**113,776.37**
		NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	25,000	25,000	5,000	0
		NON-PERSONNEL SERVICES - Total		**25,000**	**25,000**	**5,000**	**0**
	1020 - CONTRACTS AND PROCUREMENT - Total			**587,410.5**	**594,578.7**	**558,258.11**	**113,776.37**
	1030 - PROPERTY MANAGEMENT	NON-PERSONNEL SERVICES	0032 - RENTALS - LAND AND STRUCTURES	1,338,897.23	1,297,946.84	1,340,462.02	0
			0040 - OTHER SERVICES AND CHARGES	18,000	5,887.5	13,000	0
		NON-PERSONNEL SERVICES - Total		**1,356,897.23**	**1,303,834.34**	**1,353,462.02**	**0**
	1030 - PROPERTY MANAGEMENT - Total			**1,356,897.23**	**1,303,834.34**	**1,353,462.02**	**0**
	1040 - INFORMATION TECHNOLOGY	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	112,424.34	105,571.94	113,617	19,554.03
			0014 - FRINGE BENEFITS - CURR PERSONNEL	27,768.81	35,849.62	28,063.4	6,249.57
			0015 - OVERTIME PAY	0	4,856.46	0	294.91
		PERSONNEL SERVICES - Total		**140,193.15**	**146,278.02**	**141,680.4**	**26,098.51**
	1040 - INFORMATION TECHNOLOGY - Total			**140,193.15**	**146,278.02**	**141,680.4**	**26,098.51**
	1060 - LEGAL SERVICES	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	751,333.99	574,710.38	758,131.23	114,173.33
			0013 - ADDITIONAL GROSS PAY	0	9,454.43	5,456.55	6,719.64
			0014 - FRINGE BENEFITS - CURR PERSONNEL	185,579.49	87,184.65	182,912.02	12,164.17
		PERSONNEL SERVICES - Total		**936,913.48**	**671,349.46**	**946,499.8**	**133,057.14**
		NON-PERSONNEL SERVICES	0040 - OTHER SERVICES AND CHARGES	6,000	0	6,000	0
			0041 - CONTRACTUAL SERVICES - OTHER	34,500	31,139.5	34,500	10,852.32
		NON-PERSONNEL SERVICES - Total		**40,500**	**31,139.5**	**40,500**	**10,852.32**
	1060 - LEGAL SERVICES - Total			**977,413.48**	**702,488.96**	**986,999.8**	**143,909.46**
	1090 - PERFORMANCE MANAGEMENT	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	1,870,540.89	2,474,106.45	1,769,762.35	124,095.24
			0012 - REGULAR PAY - OTHER	97,375	77,874.25	0	6,432.46
			0013 - ADDITIONAL GROSS PAY	53,878.1	121,271.21	81,772.2	28,534.69
			0014 - FRINGE BENEFITS - CURR PERSONNEL	524,428.43	484,658.19	429,837.07	15,614.09
			0015 - OVERTIME PAY	0	68,854.44	0	-2,327.17
		PERSONNEL SERVICES - Total		**2,546,222.42**	**3,226,764.54**	**2,281,371.62**	**172,349.31**
		NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	25,000	14,897.26	25,000	2,137.07
			0031 - TELECOMMUNICATIONS	488,134.34	143,692.04	311,276	0
			0040 - OTHER SERVICES AND CHARGES	436,659	92,442	508,025	19,585.06
			0041 - CONTRACTUAL SERVICES - OTHER	3,688,778.15	3,071,177.1	2,321,931	211,963.73
			0070 - EQUIPMENT & EQUIPMENT RENTAL	32,000	15,248	32,000	0
		NON-PERSONNEL SERVICES - Total		**4,670,571.49**	**3,337,456.4**	**3,198,232**	**233,685.86**
	1090 - PERFORMANCE MANAGEMENT - Total			**7,216,793.91**	**6,564,220.94**	**5,479,603.62**	**406,035.17**
0620 - Total				**10,548,486.91**	**9,570,667.74**	**8,877,296.96**	**716,808.68**

FY22 DCHBX Performance Oversight Hearing Q4 Attachment E

DC HEALTH BENEFITS EXCHANGE AUTHORITY

FY21 - FY22 BUDGET

FY2022 Expenditures as of 11/30/2021

PROGRAM: 100F - AGENCY FINANCIAL OPERATIONS

Approp Fund	Activity	GAAP Category Title	Comp Source Group	FY 2021 BUDGET	FY 2021 EXPENDITURE	FY 2022 BUDGET	FY 2022 EXPENDITURE
0620	110F - BUDGET OPERATIONS	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	150,975.1	151,874.43	152,705	26,486.77
			0014 - FRINGE BENEFITS - CURR PERSONNEL	37,290.85	34,199.96	37,718.14	5,938.65
		PERSONNEL SERVICES - Total		**188,265.95**	**186,074.39**	**190,423.14**	**32,425.42**
	110F - BUDGET OPERATIONS - Total			**188,265.95**	**186,074.39**	**190,423.14**	**32,425.42**
	120F - ACCOUNTING OPERATIONS	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	150,975.1	151,874.39	152,705	26,486.74
			0014 - FRINGE BENEFITS - CURR PERSONNEL	37,290.85	32,943.48	37,718.14	5,722.32
		PERSONNEL SERVICES - Total		**188,265.95**	**184,817.87**	**190,423.14**	**32,209.06**
	120F - ACCOUNTING OPERATIONS - Total			**188,265.95**	**184,817.87**	**190,423.14**	**32,209.06**
	140F - AGENCY FISCAL OFFICER	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	182,363	201,210.54	182,831.8	31,630.92
			0014 - FRINGE BENEFITS - CURR PERSONNEL	45,043.66	28,772.73	45,159.45	3,595.83
		PERSONNEL SERVICES - Total		**227,406.66**	**229,983.27**	**227,991.25**	**35,226.75**
		NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	3,000	0	3,000	0
			0040 - OTHER SERVICES AND CHARGES	157,000	100,478.6	157,000	0
			0070 - EQUIPMENT & EQUIPMENT RENTAL	4,000	1,799	4,000	0
		NON-PERSONNEL SERVICES - Total		**164,000**	**102,277.6**	**164,000**	**0**
	140F - AGENCY FISCAL OFFICER - Total			**391,406.66**	**332,260.87**	**391,991.25**	**35,226.75**
0620 - Total				**767,938.56**	**703,153.13**	**772,837.53**	**99,861.23**

FY22 DCHBX Performance Oversight Hearing Q4 Attachment E

DC HEALTH BENEFITS EXCHANGE AUTHORITY

FY21 - FY22 BUDGET

FY2022 Expenditures as of 11/30/2021

PROGRAM: 5000 - CONSUMER EDUCATION AND OUTREACH PROGRAM

Approp Fund	Activity	GAAP Category Title	Comp Source Group	FY 2021 BUDGET	FY 2021 EXPENDITURE	FY 2022 BUDGET	FY 2022 EXPENDITURE
0620	5010 - CONSUMER EDUC. AND OUTREACH SUPPORT SVC	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	319,154.39	239,419.27	325,950.91	40,009.77
			0012 - REGULAR PAY - OTHER	80,971.01	7,116.75	52,565.88	9,889.53
			0013 - ADDITIONAL GROSS PAY	27,894	30,582.38	27,894.13	4,775.75
			0014 - FRINGE BENEFITS - CURR PERSONNEL	98,830.97	36,799.03	91,208.54	8,009.53
			0015 - OVERTIME PAY	0	0	0	0
		PERSONNEL SERVICES - Total		**526,850.37**	**313,917.43**	**497,619.46**	**62,684.58**
		NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	1,000	0	1,000	0
			0041 - CONTRACTUAL SERVICES - OTHER	1,039,500	887,541.79	539,500	0
			0070 - EQUIPMENT & EQUIPMENT RENTAL	4,000	181	4,000	0
		NON-PERSONNEL SERVICES - Total		**1,044,500**	**887,722.79**	**544,500**	**0**
	5010 - CONSUMER EDUC. AND OUTREACH SUPPORT SVC - Total			**1,571,350.37**	**1,201,640.22**	**1,042,119.46**	**62,684.58**
	5020 - MARKETING AND COMMUNICATION	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	143,502.4	82,100.75	143,502.37	13,758.33
			0014 - FRINGE BENEFITS - CURR PERSONNEL	35,445.09	22,815.27	35,445.09	3,789.73
		PERSONNEL SERVICES - Total		**178,947.49**	**104,916.02**	**178,947.46**	**17,548.06**
		NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	743,500	711,509.84	772,732	9,343
		NON-PERSONNEL SERVICES - Total		**743,500**	**711,509.84**	**772,732**	**9,343**
	5020 - MARKETING AND COMMUNICATION - Total			**922,447.49**	**816,425.86**	**951,679.46**	**26,891.06**
	5040 - NAVIGATORS COUNSELORS AND IPA	NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	2,000	0	2,000	0
			0041 - CONTRACTUAL SERVICES - OTHER	1,000,000	999,977.18	1,000,000	10,432.39
		NON-PERSONNEL SERVICES - Total		**1,002,000**	**999,977.18**	**1,002,000**	**10,432.39**
	5040 - NAVIGATORS COUNSELORS AND IPA - Total			**1,002,000**	**999,977.18**	**1,002,000**	**10,432.39**
0620 - Total				**3,495,797.86**	**3,018,043.26**	**2,995,798.92**	**100,008.03**

FY22 DCHBX Performance Oversight Hearing Q4 Attachment E

DC HEALTH BENEFITS EXCHANGE AUTHORITY

FY21 - FY22 BUDGET

FY2022 Expenditures as of 11/30/2021

PROGRAM: 7000 - MARKETPLACE INNOVATION POLICY OPERATIONS

Approp Fund	Activity	GAAP Category Title	Comp Source Group	FY 2021 BUDGET	FY 2021 EXPENDITURE	FY 2022 BUDGET	FY 2022 EXPENDITURE
0100	7060 - S.H.O.P OPERATIONS	NON-PERSONNEL SERVICES	0040 - OTHER SERVICES AND CHARGES	0	0	1,600,000	0
		NON-PERSONNEL SERVICES - Total		**0**	**0**	**1,600,000**	**0**
	7060 - S.H.O.P OPERATIONS - Total			**0**	**0**	**1,600,000**	**0**
0100 - Total				**0**	**0**	**1,600,000**	**0**
0620	7010 - CONTACT CENTER	NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	1,560	-11.29	3,120	0
			0031 - TELECOMMUNICATIONS	57,960.24	2,077.37	62,400	0
			0032 - RENTALS - LAND AND STRUCTURES	853,589.46	384,937.61	450,917.14	0
			0040 - OTHER SERVICES AND CHARGES	11,365.88	1,641.03	18,132	23.11
			0041 - CONTRACTUAL SERVICES - OTHER	2,941,493.58	2,555,104.1	2,787,577.25	295,087.57
			0070 - EQUIPMENT & EQUIPMENT RENTAL	10,400	10,322.15	10,400	0
		NON-PERSONNEL SERVICES - Total		**3,876,369.16**	**2,954,070.97**	**3,332,546.39**	**295,110.68**
	7010 - CONTACT CENTER - Total			**3,876,369.16**	**2,954,070.97**	**3,332,546.39**	**295,110.68**
	7020 - PLAN MANAGEMENT	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	1,428,968.44	634,859.73	1,295,185.11	170,367.07
			0012 - REGULAR PAY - OTHER	0	7,660.89	69,845.44	0
			0013 - ADDITIONAL GROSS PAY	25,137.9	14,637.71	0	0
			0014 - FRINGE BENEFITS - CURR PERSONNEL	352,955.19	146,320.16	329,381.18	38,511.57
			0015 - OVERTIME PAY	0	8,893.98	0	0
		PERSONNEL SERVICES - Total		**1,807,061.53**	**812,372.47**	**1,694,411.73**	**208,878.64**
		NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	950,000	746,644.5	845,000	0
		NON-PERSONNEL SERVICES - Total		**950,000**	**746,644.5**	**845,000**	**0**
	7020 - PLAN MANAGEMENT - Total			**2,757,061.53**	**1,559,016.97**	**2,539,411.73**	**208,878.64**
	7030 - ELIGIBILITY AND ENROLLMENT	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	637,863.08	250,047.87	668,932.11	115,640.98
			0012 - REGULAR PAY - OTHER	0	10,231.1	0	389.16
			0013 - ADDITIONAL GROSS PAY	0	0	0	1,082.6
			0014 - FRINGE BENEFITS - CURR PERSONNEL	157,552.17	45,821.55	161,413.21	16,513.55
			0015 - OVERTIME PAY	0	8,720.14	0	2,838.71
		PERSONNEL SERVICES - Total		**795,415.25**	**314,820.66**	**830,345.32**	**136,465**
		NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	444,000	216,224.45	512,000	28,147.02
		NON-PERSONNEL SERVICES - Total		**444,000**	**216,224.45**	**512,000**	**28,147.02**
	7030 - ELIGIBILITY AND ENROLLMENT - Total			**1,239,415.25**	**531,045.11**	**1,342,345.32**	**164,612.02**
	7040 - MEMBER SERVICES	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	939,126.89	1,099,280.98	992,968.56	108,511.1
			0012 - REGULAR PAY - OTHER	0	64,996.46	0	36,391.43
			0013 - ADDITIONAL GROSS PAY	0	32,846.37	5,456.55	467.12
			0014 - FRINGE BENEFITS - CURR PERSONNEL	231,964.35	239,229.58	239,578.25	26,017.5
			0015 - OVERTIME PAY	45,000	9,336.58	45,000	642.79
		PERSONNEL SERVICES - Total		**1,216,091.24**	**1,445,689.97**	**1,283,003.36**	**172,029.94**
		NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	6,000	692.97	6,000	0
			0040 - OTHER SERVICES AND CHARGES	79,000	46,435.99	79,500	100
			0041 - CONTRACTUAL SERVICES - OTHER	20,000	20,000	20,000	0
			0070 - EQUIPMENT & EQUIPMENT RENTAL	30,000	26,771	42,000	0
		NON-PERSONNEL SERVICES - Total		**135,000**	**93,899.96**	**147,500**	**100**
	7040 - MEMBER SERVICES - Total			**1,351,091.24**	**1,539,589.93**	**1,430,503.36**	**172,129.94**
	7050 - DATA ANALYTICS AND REPORTING	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	133,537	64,111.48	133,537	17,709.12
			0013 - ADDITIONAL GROSS PAY	0	250	0	0
			0014 - FRINGE BENEFITS - CURR PERSONNEL	32,983.64	18,799.87	32,983.64	5,073.44
		PERSONNEL SERVICES - Total		**166,520.64**	**83,161.35**	**166,520.64**	**22,782.56**
		NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	4,000	398	4,000	0
		NON-PERSONNEL SERVICES - Total		**4,000**	**398**	**4,000**	**0**
	7050 - DATA ANALYTICS AND REPORTING - Total			**170,520.64**	**83,559.35**	**170,520.64**	**22,782.56**
	7060 - S.H.O.P OPERATIONS	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	951,240.15	1,535,151.05	1,174,189.17	295,007.41

DC HEALTH BENEFITS EXCHANGE AUTHORITY

FY21 - FY22 BUDGET

FY2022 Expenditures as of 11/30/2021

PROGRAM: 7000 - MARKETPLACE INNOVATION POLICY OPERATIONS

Approp Fund	Activity	GAAP Category Title	Comp Source Group	FY 2021 BUDGET	FY 2021 EXPENDITURE	FY 2022 BUDGET	FY 2022 EXPENDITURE
			0012 - REGULAR PAY - OTHER	672,462.41	236,193.71	469,325.32	19,692.11
			0013 - ADDITIONAL GROSS PAY	0	14,520.91	0	0
			0014 - FRINGE BENEFITS - CURR PERSONNEL	401,054.54	351,040.67	396,579.82	68,035.96
			0015 - OVERTIME PAY	0	28,708.21	0	1,305.64
		PERSONNEL SERVICES - Total		**2,024,757.1**	**2,165,614.55**	**2,040,094.31**	**384,041.12**
		NON-PERSONNEL SERVICES	0041 - CONTRACTUAL SERVICES - OTHER	848,000	624,536.54	873,000	36,690.28
		NON-PERSONNEL SERVICES - Total		**848,000**	**624,536.54**	**873,000**	**36,690.28**
	7060 - S.H.O.P OPERATIONS - Total			**2,872,757.1**	**2,790,151.09**	**2,913,094.31**	**420,731.4**
0620 - Total				**12,267,214.92**	**9,457,433.42**	**11,728,421.75**	**1,284,245.24**
7000 - Total				**12,267,214.92**	**9,457,433.42**	**13,328,421.75**	**1,284,245.24**

FY22 DCHBX Performance Oversight Hearing Q4 Attachment E

DC HEALTH BENEFITS EXCHANGE AUTHORITY

FY21 - FY22 BUDGET

FY2022 Expenditures as of 11/30/2021

PROGRAM: 8000 - IT RELATED OPERATIONS

Approp Fund	Activity	GAAP Category Title	Comp Source Group	FY 2021 BUDGET	FY 2021 EXPENDITURE	FY 2022 BUDGET	FY 2022 EXPENDITURE
0620	8010 - IT RELATED OPERATIONS	PERSONNEL SERVICES	0011 - REGULAR PAY - CONT FULL TIME	3,486,805.58	3,264,765.9	3,745,497.54	548,060.18
			0012 - REGULAR PAY - OTHER	95,014	126,066.11	146,892.37	25,508.78
			0013 - ADDITIONAL GROSS PAY	24,256.5	47,878.05	24,256.5	4,402.98
			0014 - FRINGE BENEFITS - CURR PERSONNEL	884,709.45	705,844.61	939,122.26	122,542.09
			0015 - OVERTIME PAY	0	10,842.67	0	5,624.33
		PERSONNEL SERVICES - Total		**4,490,785.53**	**4,155,397.34**	**4,855,768.67**	**706,138.36**
		NON-PERSONNEL SERVICES	0020 - SUPPLIES AND MATERIALS	7,920	529.66	7,920	99.13
			0032 - RENTALS - LAND AND STRUCTURES	250,000	237,504.75	286,243	0
			0040 - OTHER SERVICES AND CHARGES	111,644	79,205.61	132,338	900
			0041 - CONTRACTUAL SERVICES - OTHER	9,608,014.76	8,531,086.05	6,227,860	644,913.48
			0070 - EQUIPMENT & EQUIPMENT RENTAL	24,000	16,730.23	24,000	0
		NON-PERSONNEL SERVICES - Total		**10,001,578.76**	**8,865,056.3**	**6,678,361**	**645,912.61**
	8010 - IT RELATED OPERATIONS - Total			**14,492,364.29**	**13,020,453.64**	**11,534,129.67**	**1,352,050.97**
0620 - Total				**14,492,364.29**	**13,020,453.64**	**11,534,129.67**	**1,352,050.97**

FY22 DCHBX Performance Oversight Hearing Q4 Attachment E

DC HEALTH BENEFITS EXCHANGE AUTHORITY

FY21 - FY22 BUDGET

FY2022 Expenditures as of 11/30/2021

PROGRAM: COV9 - ARPA MUNICIPAL

Approp Fund	Activity	GAAP Category Title	Comp Source Group	FY 2021 BUDGET	FY 2021 EXPENDITURE	FY 2022 BUDGET	FY 2022 EXPENDITURE
0150	COV9 - ARPA-MUNICIPAL	NON-PERSONNEL SERVICES	0040 - OTHER SERVICES AND CHARGES	13,461,073.07	13,461,073.07	0	0
		NON-PERSONNEL SERVICES - Total		**13,461,073.07**	**13,461,073.07**	**0**	**0**
	COV9 - ARPA-MUNICIPAL - Total			**13,461,073.07**	**13,461,073.07**	**0**	**0**
0150 - Total				**13,461,073.07**	**13,461,073.07**	**0**	**0**
Overall - Total				**55,032,875.61**	**49,230,824.26**	**37,508,484.83**	**3,552,974.15**

Q4. Please provide the amount budgeted and actually spent in FY21 and to date in FY22 for the agency and its programs and activities, broken out by source of funds, Comptroller Source, and Comptroller Object.

See Attachment E.

Q5. Have any spending pressures been identified for FY22? If so, please provide a detailed narrative of the spending pressure, including any steps that are being taken to minimize its impact of the budget.

No.

FY22 DCHBX Performance Oversight Hearing: Q6 Attachment F

FY21 DCHBX Reprogrammings

Program Name	Activity	Purpose of Reprogramming	Funding Source	Fund Detail
		N/A		
Total				

FY22 DCHBX Reprogrammings

Program Name	Activity	Purpose of Reprogramming	Funding Source	Fund Detail
		N/A		
Total				

Grant Number	PH	Reprogramming Amount
		-

Grant Number	PH	Reprogramming Amount
		-

Q6. Please identify any reprogrammings received by or transferred from HBX during FY21 and to date in FY22 and include a description of the purpose of the transfer and which HBX programs, activities, and services were affected.

None.

FY21-22 DCHBX Performance Oversight Hearing: Q7 Attachment G

FY2021 MOAs (IntraDistricts)

Buyer Agency	Seller Agency	FY21 - Amount	Description of Services
DCHBX	DCHR	$51,871.68	DCHBX to reimburse DCHR Capital City Fellows Program which provides a Fellow with unique opportunities to work alongside professionals
DCHBX	DSLBD	$204.44	DCHBX to reimburse DSLBD to purchase DSLBD's District Enterprise System to request waivers for contracts if unabe to allocate a percentage of contract to Certified Business Enterprise (CBE)
DCHBX	OCTO	$13,286.55	OCTO to provide DCHBX with Microsoft Office 365 Licenses
DCHBX	DISB	$50,000.00	DCHBX to pay DISB to conduct DCHBX's assessment
DCHBX	DCHR	$100,250.00	DCHR to provide HR Support Services
DCHBX	OCTO	$59,881.99	DCHBX to pay OCTO for the cost of hardware, software and resources necessary for OCTO to support DCHBX operation
DCHBX	OAH	$3,000.00	DCHBX to pay OAH for providing administrative support services
DCHBX	OFRM	$145,769.41	DCHBX to pay OFRM for providing Telecom services including Language line for DCHBX
DCHBX	DGS	$1,920,389.20	DCHBX to pay DGS rent for 1225 Eye Street, Call Center and IT Space
DHCF	DCHBX	$699,843.75	DHCF to reimburse DCHBX for the leased space at L'Enfant Plaza dedicated to DCAS project team
DHCF	DCHBX	$2,914,892.04	DHCF to reimburse DCHBX for expenses related to Contact Center
DHCF	DCHBX	$44,444.14	DHCF to reimburse DCHBX for Salesforce licenses
DHCF	DCHBX	$121,000.00	DHCF to reimburse DCHBX to prepare and mail joint health benefit notices

FY2022 MOAs (Estimate)

Buyer Agency	Seller Agency	FY22 - Amount	FY22 Paid to Date	Description of Services
DCHBX	DGS	$1,266,046.50	$211,007.75	DCHBX to pay DGS rent for 1225 Eye Street
DCHBX	DGS	$947,922.36	$157,987.06	DCHBX to pay DGS rent for IT Space at L'Enfant Plaza (does not include Contact Center space)
DCHBX	CAB	$25,000.00	$0.00	DCHBX to pay CAB for Contract Appeals
DCHBX	DCHR	$100, 250.00	$0.00	DCHR to provide HR operational support
DCHBX	DCHR	$7,000.00	$0.00	DCHR to provide candidate suitability analysis
DCHBX	DHCF	$114,898.55	$0.00	DHCF Salesforce licenses cost sharing
DCHBX	DISB	$50,000.00	$0.00	DISB to provide carrier assessment support
DCHBX	OAH	$15,000.00	$0.00	Office of Administrative Hearing provides eligibility and enrollment appeals
DCHBX	DHCF	$781, 347.23	$0.00	DHCF to reimburse DCHBX for the leased space at L'Enfant Plaza dedicated to DCAS project team.
DCHBX	OCTO	$76,599.00	$0.00	OCTO Assessment to provide hardware, software and resources necessary for OCTO to support DCHBX operation

Q7. Please identify any intra-district transfers received by or transferred from HBX during FY21 and to date in FY22 and include description as to the purpose of the transfer and which HBX programs, activities, and services were affected.

See Attachment G.

FY21-22 DCHBX Performance Oversight Hearing: Q8 Attachment H

DCHBX FY 21 Budget Comparison

	Budgeted Amounts			
	Original	**Revised**	**Actual**	**Variance**
Revenues and Sources				
Operating revenue	$ -	$ 4,750,385	$ 3,961,557	(788,828)
Assessments	30,947,602	30,947,602	31,169,029	221,427
Additional budget authorization	-	5,428,365 *	-	(5,428,365)
Interest and fees	-	-	733	733
Federal Coronavirus recovery funds	-	-	13,461,073	13,461,073
Federal grants non-capital	-	-	445,451	445,451
Investment income	-	-	22,760	22,760
Total Revenues and Sources	30,947,602	41,126,352	49,060,603	7,934,251
Expenditures and Uses				
Regular pay-continuing full time	11,130,011	11,843,358	11,442,655	400,703
Regular pay-other	945,822	945,822	537,429	408,393
Additional gross pay	131,167	131,167	271,441	(140,274)
Fringe benefits-current personnel	2,982,731	3,197,281	2,385,712	811,569
Overtime pay	45,000	45,000	140,212	(95,212)
Supplies and materials	46,480	46,480	16,109	30,371
Telephone, telegraph, telegram, etc.	514,914	546,095	145,769	400,326
Rentals-land and structures	2,442,487	2,442,487	1,920,390	522,097
Other services and charges	550,656	819,669	13,787,164	(12,967,495)
Contractual services-other	12,063,034	21,004,593	18,520,589	2,484,004
Equipment and equipment rental	95,300	104,400	71,051	33,349
Total Expenditures and Uses	30,947,602	41,126,352	49,238,521	(8,112,169)
Excess of Revenues and Sources over Expenditures and Uses	$ -	$ -	$ (177,918)	$ (177,918)

** For IT Development, Contact Center and Consumer Outreach and Education Services*

DCHBX Assessment FY22 Budgetary Comparison Schedule For the period ending: 12/31/2021

Section 1 - Monthly Tracker

	Council Approved Budget	Budget Authority Increases	Total Budget	October	November	December*	Revenue/ Expenditures To Date	Spent As % of Budget	Encumbrances as of 12.29.2021	Year to Date Including Encumbrances	Expenditure Budget Available	% Budget Available
Revenues and Sources												
Assessment	**$ 31,486,443**	**$ -**	**$ 31,486,443**	$ 28,907,264		$ -	$ 28,907,264			**$ 28,907,264**		
Transfer from Reserve/Unassigne	**$ -**		**$ -**	$ -	$ -	$ -	$ -			**$ -**		
Interest and Fees	$ -	**$ -**	**$ -**	$ 268	$ 517	$ 90	$ 875			**$ 875**		
Total Revenues and Sources	**$ 31,486,443**	**$ -**	**$ 31,486,443**	**$ 28,907,532**	**$ 517**	**$ 90**	**$ 28,908,139**			**$ 28,908,139**		
Expenditures and Uses												
Personnel	$ 15,551,879	$ -	$ 15,551,879	$ 1,099,443	$ 1,183,257	$ 913,863	$ 3,196,563	20.55%	$ -	$ 3,196,563	$ 12,355,317	79.45%
Agency Management Programs	$ 2,414,460	$ -	$ 2,414,460	$ 24,523	$ 8,051	$ 219,096	$ 251,670	10.42%	$ 183,184	$ 434,854	$ 1,979,606	81.99%
Agency Financial Operations	$ 164,000	$ -	$ 164,000	$ -	$ -	$ -	$ -	0.00%	$ 108,927	$ 108,927	$ 55,073	33.58%
MIPO	$ 5,714,046	$ -	$ 5,714,046	$ 73	$ 359,975	$ 844,798	$ 1,204,846	21.09%	$ 2,284,446	$ 3,489,292	$ 2,224,754	38.93%
Consumer Education & Outreach	$ 2,319,232		$ 2,319,232	$ -	$ 19,775	$ 97,479	$ 117,254	5.06%	$ 1,509,946	$ 1,627,200	$ 692,032	29.84%
IT	$ 6,678,361	$ -	$ 6,678,361	$ 54,757	$ 591,156	$ 645,993	$ 1,291,905	19.34%	$ 2,707,576	$ 3,999,481	$ 2,678,879	40.11%
Total Assessment Expenditures and Use	**$ 32,841,979**	**$ -**	**$ 32,841,979**	**$ 1,178,796**	**$ 2,162,214**	**$ 2,721,228**	**$ 6,062,238**	**18.46%**	**$ 6,794,079**	**$ 12,856,317**	**$ 19,985,662**	**60.85%**
Excess of Revenues over Expenditures	**$ (1,355,536)**		**$ -**	**$ 27,728,736**	**$ (2,161,697)**	**$ (2,721,138)**	**$ 22,845,901**			**$ 16,051,822**		
Investment Interest Income	$ -	$ -	$ -	$ 450	$ 3,006		**$ 3,457**			**3,457**		

***The accounting close for December is not complete. Therefore December numbers are preliminary**

FY21 - 22 DCHBX Performance Oversight Hearing: Q8 Attachment J

MA Net Reimbursement		
	FY21	**FY22 (as of 10/31/2021)**
Revenue Generated	3,961,556.51	278,376.72
Expenses	3,641,589.77	211,963.73
Net Reimbursement	**319,966.74**	**66,429.99**

FY23 MA	
Area	**Estimated Savings**
Personnel - 6 FTEs	800,000.00
Admin Fees Collected	237,000.00
Premium Aggregation	317,544.00
Contact Center	180,000.00
Mailing and	40,000.00
Total	**$1,574,544.00**

FY22 MA Budget	
Category	**FY22 (10/1/21 - 12/31/21)**
Personnel	693,000.00
Travel	6,000.00
Contracts	2,193,931.00
Total	**2,892,931.00**

Q8. Provide a complete accounting of any Special Purpose Revenue Funds for FY21 and to date in FY22. Please include the following:

a. Revenue source name and code;

6202- Assessment Fund
6204- DC Health Benefit Exchange Authority State Exchange Modernization Grant
6208 – MA Health Connector Fund
8158- ARPA Municipal Fund

b. Description of the program that generates the funds;

Please refer to 8c.

c. Activity that the revenue in each special purpose revenue fund supports;

6202 Assessment Fund
DCHBX is not funded by local taxpayer dollars. DCHBX is now funded by assessments received from health carriers, though initially funded solely by federal grants. The Assessment Fund is used to record collections from DCHBX's statutorily required broad based assessment of health carriers, interest from checking, and other miscellaneous fees.

The Health Benefit Exchange Authority Establishment Act of 2011, effective March 2, 2012, (D.C. Law 19-94; D.C. Official Code § 31-3171.01 et seq.), was permanently amended on June 23, 2015, to provide for the financial sustainability of the Health Benefit Exchange Authority. The amendment included language for DCHBX to annually assess, through a Notice of Assessment, each health carrier doing business in the District, and having direct gross receipts of $50,000 or greater in the preceding calendar year, an amount based on a percentage of its direct gross receipts for the preceding calendar year. Each health carrier is required to pay DCHBX the amount stated in the Notice of Assessment, within 30 business days after the date of the Notice of Assessment. Failure to pay the assessment shall subject the health carrier to Section 5 of the Insurance Regulatory Trust Fund Act of 1993, effective October 21, 1993 (D.C. Law 10- 40; D.C. Official Code § 31-1204). The funds are used to operate the District's State Based Marketplace.

6204 State DC Health Benefit Exchange Authority State Exchange Modernization Grant

The Centers for Medicare and Medicaid Services awarded $1,107,392.87 to DCHBX in a State Exchange Modernization Grant. The grant is to modernize and

update the DC Health Benefit Exchange programs and technologies to implement the American Rescue Plan Act and in compliance with the Affordable Care Act.

The grant will fund projects from March 15, 2021 through September 9, 2022.

6208 – MA Health Connector Fund

DCHBX has generated some funding support through a partnership with the Massachusetts Health Connector. The MA Health Connector Fund is used to record reimbursement under a memorandum of understanding entered into in March 2017. DCHBX is reimbursed for implementing and providing ongoing operational and technical support for the Health Connector's Small Business Health Options Program (SHOP). DCHBX uses CBEs for IT development and maintenance support. DCHBX staff provide operational support. The Health Connector reimburses DCHBX for all costs including a small administrative fee.

8158 American Rescue Plan Act Municipal Funds

Using the funds the ARP provided to states and cities for COVID relief activities Mayor Bowser established Emergency COVID Relief. This allowed the District, through DCHBX, to use $15 million to assist the District's small businesses and residents whose DC Health Link health insurance premiums were overdue (in arrears). This emergency relief for past due premiums helped District small businesses (including non-profits) and residents stay insured and recover financially, and prevent medical bankruptcies and bad credit related to unpaid premiums. Councilmember Gray prioritized this request and DC Council approved the funding for FY21 supplemental budget in June 2021.

DCHBX administers this premium arrears program. DCHBX determined eligibility and paid approximately $6.2 million for past-due health insurance premiums for residents with individual marketplace coverage and approximately $7.2 million for past-due premiums for employers for January 2020 through August 2021. This helped 1,761 residents with individual market coverage and 4,042 people covered by 408 District employers to keep their health insurance during the on-going pandemic. So far in FY22, DCHBX has made additional payments of approximately $550,000 for overdue September 2021 premiums for 216 employers with 1,412 workers and dependents. In January 2022, DCHBX set up an individual determination process for employers in arrears who were not categorically eligible for relief.

d. Total amount of funds generated by each source or program in FY21 and to date in FY22; and

See Attachments H, I, J.

e. FY21 and to date FY22 expenditure of funds, including purpose of expenditure.

See Attachments H, I, J.

FY21-22 DCHBX Performance Oversight Hearing Q9 Attachment K

Grant Details

Grant No.	Grant Title	Approved Budget Authority	Expenditures in FY21	Expenditures in FY22	Purpose of the Grant	Grant Deliverables	Grant Outcomes, including grantee performance	Corrective actions taken or technical assistance provided	Funding Source	Supported Programs and Activities	DCHBX employee responsible for grant deliverables
SEM1E210016-01-00	DC Health Benefit Exchange Authority State Exchange Modernization Grant	$1,107,392.87	$445,451.04	$5,420.60	The District was awarded funding to add updates to DC Health Link and to implement the American Rescue Plan Act (ARP).	Pre-award funding paid for unbudgeted costs related to ARP including outreach, marketing and consumer education, increased staffing at Contact Center, and IT to update our simplified income application for lower premiums.	Pre-award funding paid for unbudgeted costs related to ARP including outreach, marketing and consumer education, increased staffing at Contact Center, and IT to update our simplified income application for lower premiums.	None	Federal Grant from Centers for Medicare & Medicaid Services	Marketplace Innovation Policy and Operations, Consumer Education and Outreach, and IT	Purvee Kempf
		$1,107,392.87	**$445,451.04**	**$5,420.60**							

Q9. Please provide the following information for all grants awarded to HBX during FY21 and to date in FY22:

CMS conditionally awarded a grant to DCHBX in FY21 (September 2021) with a final award letter issued in FY22 (December 2021). See Attachment K for the following information.

a. Grant Number/Title;
b. Approved Budget Authority;
c. Expenditures;
d. Purpose of the grant;
e. Grant deliverables;
f. Grant outcomes, including grantee performance;
g. Any corrective actions taken or technical assistance provided;
h. Funding source;
i. HBX program and activity supported by the grant; and
j. HBX employee responsible for grant deliverables.

Q10. For each grant lapse occurring in FY21, please provide:

a. A detailed statement on why the lapse occurred;

N/A.

b. Any corrective action taken by HBX; and

N/A.

c. Whether the funds can be carried over into FY22.

N/A.

FY21-22 DCHBX Performance Oversight Hearing: Q11 Attachment L

Vendor Name	Purpose of Contract	Contract Administrator	Modification Term	Modification Cost	FY21 Total Amount Expended	FY22 Total Amount Expended as of Jan. 05, 2022	Reason for Modification	Funding Source[1]	Contracting Method
Maximus, Inc.	Call Center Services	Alison Muse	Option Year Three: 10/1/2020 – 9/30/2021 Option Year Four: 10/1/2021- 9/30/2022	Option Year Three: $5,526,992.65 Option Year Four: $5,191,067.68	DCHBX: $2,393,337.766 DHCF: $2,710,440.50 MA: $351,993.49	DCHBX: $448,465.32 MA: $55,452.80	Exercise Option & Contract Increase	Assessment MA	RFP
Mercer Health & Benefit, LLC	Actuarial Services	MaryBeth Senkewicz	Option Year Three: 4/1/2020 – 3/31/2021 Option Year Four: 4/1/2021- 3/31/2022	Option Year Three: $250,000.00 Option Year Four: $250,000.00	$87,744.50	$153,932.25	Exercise Option	Assessment	RFTOP[2]
New Light Technology	IT Consulting Services	Catherine Bennett	Option Year Four: 5/2/2020 – 5/1/2021	Option Year Four: $600,000.00	$28,626.93	N/A	Exercise Option	Assessment MA	IFB[3]
Networking for Future	IT Consulting Services	Catherine Bennett	Option Year Four: 5/6/2020 – 5/5/2021	Option Year Four: $1,100,000.00	$91,216.20	NA	Exercise Option	Assessment MA	IFB
Immediate Mailing Services	Printing and Mailing Services	Grizelda Mejia	Option Year Four: 10/1/2020 – 9/30/2021	Option Year Four: $250,000.00	DCHBX: $144,600.65 MA: $22,215.84	N/A	Exercise Option	Assessment MA	IFB
A & T Systems	Cloud Computing Services	Samir Hassan	Option Year Two: 6/24/2020 – 6/23/2021 Option Year Three: 6/24/2021- 6/23/2022	Option Year Two: $720,000.00 Option Year Three: $720,000.00	DCHBX: $264,498.72 MA: $162,070.86 DCHBX: $95,199.13 MA: $57,581.54	DCHBX: $76,253.28 MA: $40,257.02	Exercise Option	Assessment MA	RFTOP
Data Net Systems Corporation	IT Consulting Services	Catherine Bennett	Option Year One: 10/1/2020 – 9/30/2021 Option Year Two: 10/1/2021- 9/30/2022	Option Year One: $1,200,000.00 Option Year Two: $800,000.00	$177,675.38	$58,939.20	Exercise Option	Assessment MA	RFP
IdeaCrew	IT Consulting Services	Catherine Bennett	Option Year One: 10/1/2020 – 9/30/2021 Option Year Two: 10/1/2021- 9/30/2022	Option Year One: $10,800,000.00 Option Year Two: $10,8000,000.00	$8,757,974.70	$1,080,467.14	Exercise Option	Assessment MA	RFP

Innovation Horizons, LLC	IT Consulting Services	Catherine Bennett	Option Year One: 10/1/2020 – 9/30/2021	Option Year One: $800,000.00	$0.00	N/A	Exercise Option	Assessment MA	RFP
MW Consulting LC	AWS Cloud Security Services	Samir Hassan	Option Year One: 1/13/2021 – 1/12/2021 Option Year Two: 1/13/2022- 1/12/2023	Option Year One: $348,000.00 Option Year Two: $348,000.00	$237,600.00	$66,000.00	Exercise Option & Contract Increase	Assessment	RFP
Reyarp Strategies Group	Social Justice Employee Training	Yi-Ru Chen	Base Year: 10/1/2020- 9/30/2021 Option Year One: 10/1/2021- 9/30/2022	Base Year: $170,000.00 Option Year One: $94,400.00	$170,000.00	$0.00	Exercise Option	Assessment	Exempt from Competition
Center for Study of Services	Plan Shopping Tools: Doctor Directory and Plan Comparison	Isabella Leung	Option Year One: 10/1/2020 – 9/30/2021 Option Year Two: 10/1/2021- 9/30/2022	Option Year One: $658,900.00 Option Year Two: $664,800.00	$658,900.00	$631,800.00	Exercise Option	Assessment	Sole Source
Bert Smith & Company	Audit Services	Alex Alonso	Option Year One: 10/1/2020- 9/30/2021 Option Year Two: 10/1/2021- 9/30/2022	Option Year One: $68,547.00 Option Year Two: $70,568.00	$68,847.00	$0.00	Exercise Option	Assessment	RFP
NFP Health Services	Premium Billing Services	Kyle Esdaille	Option Year Two: 10/1/2020 – 9/30/2021 Option Year Three: 10/1/2021 – 9/30/2022	Option Year Two: $779,830.00 Option Year Three: $762,780.00	DCHBX: $462,283.36 MA: $317,546.64	DCHBX: $75,705.56 MA: $52,924.44	Exercise Option & Contract Increase	Assessment MA	Sole Source

Notes:

[1] Please note that the funding source is only for the most current period of FY2022.
[2] Request for Task Order Proposals (“RFTOP”).
[3] Invitation for Bid (“IFB”)

Q11. Please provide the following information for all contract modifications made during FY21 and to date in FY22:

a. Name of the vendor;
b. Purpose of the contract;
c. HBX employee responsible for the contract;
d. Modification term;
e. Modification cost, including budgeted amount and actual spent;
f. Narrative explanation of the reason for the modification;
g. Funding source; and
h. Whether or not the contract was competitively bid.

See Attachment L.

Q12. Please describe your implementation of the American Rescue Plan during FY21 and FY22, to date. This should include your operations, IT, and communications activities related to the American Rescue Plan.

Response:

President Biden signed the American Rescue Plan Act (ARP) on March 10, 2021. It is a fundamental shift in how we view private health insurance affordability for all income earners and the biggest expansion of the Affordable Care Act (ACA) since its enactment in 2010.

ARP had three health insurance affordability provisions that impacted District residents and employers with health insurance through DC Health Link:

1. **One of the biggest achievements of APR is reducing premiums for health insurance through DC Health Link for 2021 and 2022.**
   - ✓ Lowered maximum premiums for residents with incomes at or below 400% of the federal poverty level (FPL). For example, a 45-year-old with an annual income of $30,000 is now paying $93/month, versus $203/month prior to the ARP's passage.
   - ✓ Lowered maximum premiums for residents with incomes above 400% of FPL so no one would pay more than 8.5% of income for health insurance premiums. For example, a person with an annual income of $51,040 or higher ($104,800+ for a family of 4) would not pay more than 8.5% of their income for premiums. Thus, a family of two 60-year old individuals with an annual income of $130,000 (approximately 750% of FPL) now pay $1,061/month ($12,723 annually) versus paying more than $21,500 annually just for premiums
   - ✓ 2,751 District residents qualified in 2021 for lower premiums based on income information they provided to DC Health Link. Eligible residents who chose not to provide income information and are paying full price for DC Health Link coverage can get a refundable tax credit on their federal income taxes.

2. **ARP established a special program for laid off workers, which lowered health insurance premiums to as little as $2/month in 2021.** People who received unemployment compensation in 2021, qualified for $2/month premiums even if they were no longer receiving unemployment benefits. They also had no deductible and significantly reduced copays and coinsurance if they enrolled in a silver level plan.
   - 648 District residents qualified in 2021 for lower premiums based on information they provided to DC Health Link. Eligible residents who chose not to provide income information and are paying full price for DC Health Link coverage can get a refundable tax credit on their federal income taxes.

3. **ARP paid for 100% of COBRA and DC COBRA for laid-off workers. This free COBRA for laid off workers and dependents was for April 1 to September 30, 2021 premiums.**

<u>DC Health Link Data on Impact of ARP</u>

As discussed above, ARP has significantly lowered premiums for residents with DC Health Link health insurance. The chart below compares December 2020 with December 2021, focusing on

residents with lower premiums—number of residents and amount in lower premiums. It reflects residents at all income levels who qualified for lower premiums. The average premium decreased by about $100/month.

DC HEALTH LINK: RESIDENTS WITH LOWER HEALTH INSURANCE PREMIUMS

MONTHLY LOWER PREMIUMS (APTC*)	DECEMBER 2020 (1-year ago)	DECEMBER 2021 (Current)
Number of Residents Getting Lower Premiums	1,281	2,510
Total Monthly Savings In Lower Premiums	$474,783	$1,174,977
AVERAGE AMOUNT PER PERSON IN LOWER PREMIUMS	$371	$468
PERCENT OF ENROLLEES WITH LOWER PREMIUMS	8%	16%

The above does not include people who will get PTC when they file their federal taxes. These people pay full price for premiums now, and depending on their income, will get a refundable tax credit when they file federal taxes. The chart only reflects information for people who provided income information to DC Health Link and qualified for lower monthly premiums. ARP's impact is much greater than reflected in the chart.

ARP's expanded tax credits for lower premiums have especially helped older people. In DC, for those aged 55 and older who provided income information that was over 400% of the FPL and qualified for lower premiums, the average monthly premium went from $920 to $407. The American Rescue Plan cut premiums by more than half for the over 55 expansion population.

IT and Operations Implementation of ARP

DCHBX quickly implemented ARP, making necessary technical and operational changes, and launching an outreach and education campaign. DCHBX began IT work prior to passage of the ARP in order to make lower premiums available to DC residents as quickly as possible after passage. On March 29, just two weeks after President Biden signed ARP, the District made all ARP health insurance benefits through DC Health Link available to District residents. Maryland was the only other State-Based Marketplace (SBM) to implement all benefits. Other SBMs and the federal marketplace implemented changes in phases. DC Health Link:

- Updated DCHealthLink.com for new benefits for new and existing DC Health Link customers, which included:
    - Adding a simplified income application to determine eligibility for lower premiums (APTC);
    - Adding new expanded APTC amounts for people with 400% FPL or lower incomes;
    - Adding new expanded eligibility for people with incomes above 400% FPL and new amounts of APTC; and
    - Adding new eligibility and APTC amounts for residents who received unemployment compensation in 2021.
- Reran eligibility and automatically lowered premiums for existing customers whose income information we had (1,241 people). The May 2021 invoices reflected these lower premiums.
- Added a new feature, the yearly aggregate functionality, that allowed people to lower their premiums even more by applying the tax credit amount they qualify for since January 2021, instead of waiting until they file their taxes to get the credit for the earlier months before the COVID relief law was passed.
- Using the new yearly premium aggregate feature, DCHBX reran eligibility and automatically lowered premiums even more for people whose income information we had. With this new feature, we lowered premiums by another $156 per month on average. June 2021 invoices reflected these further reduced premiums.
- Updated our anonymous shopping tool, Plan Match, so that new and existing customers could check—in less than 30 seconds—whether they qualify for lower premiums.
- Encouraged new customers to apply for lower premiums in July 2021 by deploying a new, enhanced quick-check tool. Before a customer creates an account, the customer can check if they likely qualify for lower premiums.
- Worked with Kaiser Permanente and CareFirst BlueCross BlueShield and both agreed not to reset accumulators. In other words, if a customer switched plans but stayed with the same insurer, the customer got credit for claims they had prior to switching toward the annual deductible and for protections for maximum out-of-pocket costs. Because residents qualified for lower premiums, some switched plans to higher cost plans that became more affordable due to higher APTC.
- Launched Open Enrollment for the American Rescue Plan (ends January 31, 2022). In other words, turned on Open Enrollment status in DCHealthLink.com system so enrollment was just as easy as during regular annual Open Enrollment.
- Extended the COVID-19 special enrollment period (SEP), which allows residents to start coverage immediately. This applies to individual and small group marketplace until January 31, 2022.
- Modified renewal eligibility for 2022 coverage to reflect expired UI special premiums. As part of this, DCHBX emailed and called UI special premium customers letting them know that although UI special premiums of $2/month expired in 2021, lower premiums for 2022 are still available depending on their income.

Outreach and Education Related to ARP

DCHBX launched a robust outreach and education campaign to educate District residents about the biggest expansion of private health insurance affordability to date since the Affordable Care

Act was enacted in 2010. Question 15 provides details on DCHBX outreach and education. Here is a summary of key outreach achievements related to ARP:

- Developed and disseminated a fact sheet for policymakers.
- Developed and posted FAQs and a pop-up statement about the ARP on DCHealthLink.com. We also translated these FAQs into Spanish, Korean, Amharic, French and Chinese.
- Sent information about the new benefits and how to get these new benefits to existing full pay customers, existing customers with premium reductions (APTC), and residents who are not enrolled, as well as, our DC Health Link brokers.
- Trained the DC Health Link Contact Center customer service representatives and DC Health Link Assisters on ARP and the new tools to provide enrollment help for new and existing customers.
- As part of a multi-faceted campaign, DCHBX developed paid advertising for radio, print, TV, and digital, and held in-person and virtual outreach events and activities.
- Coordinated with CareFirst BlueCross BlueShield and Kaiser Permanente. Each carrier sent emails and/or letters to enrolled customers letting them know they may qualify for lower premiums.
- Increased grant support for the Restaurant Association Metropolitan Washington to promote ARP focusing on available low premiums for workers without employer insurance and laid off workers.
- Partnered with DC Health Link Assisters and the DC Health Link business partners (DC Chamber of Commerce, the Greater Washington Hispanic Chamber of Commerce, and the Restaurant Association Metropolitan Washington) to promote ARP benefits.
- Partnered with the Department of Employment Services (DOES) to educate recipients on availability of private health insurance coverage for as little as $2/month. DOES included information in their newsletter, made over 90,463 robo calls, and sent 106,994 emails to residents with unemployment benefits in DC.
- Worked with the U.S. Department of Treasury to clarify how the federal government pays for COBRA and DC COBRA premiums for people with Marketplace Coverage.

American Rescue Plan COVID Relief Funding for States and the District

Using the funds the ARP provided to states and cities for COVID relief activities Mayor Bowser established Emergency COVID Relief. This allowed the District, through DCHBX, to use $15 million to assist the District's small businesses and residents whose DC Health Link health insurance premiums were overdue (in arrears). This emergency relief for past due premiums helped District small businesses (including non-profits) and residents stay insured and recover financially, and prevent medical bankruptcies and bad credit related to unpaid premiums. Councilmember Gray prioritized this request and DC Council approved the funding for FY21 supplemental budget in June 2021.

DCHBX administers this premium arrears program. DCHBX determined eligibility and paid approximately $6.2 million for past-due health insurance premiums for residents with individual marketplace coverage and approximately $7.2 million for past-due premiums for employers for

January 2020 through August 2021. This helped 1,761 residents with individual market coverage and 4,042 people covered by 408 District employers to keep their health insurance during the on-going pandemic. So far in FY22, DCHBX has made additional payments of approximately $550,000 for overdue September 2021 premiums for 216 employers with 1,412 workers and dependents. In January 2022, DCHBX set up an individual determination process for employers in arrears who were not categorically eligible for relief.

In addition to administering health insurance arrears relief quickly, DCHBX leveraged this funding and all carriers agreed to write-off arrears for employers and residents whose eligibility for relief would need an individual case-by-case determination. CareFirst BlueCross BlueShield also agreed to write-off dental premiums in arrears. The total estimated value of the carrier write-off is $1.4 million. This means that all employers and residents covered through DC Health Link had a fresh start, beginning with their premiums for September 2021.

Q13. Please identify all recommendations identified by the Office of the Inspector General or the D.C. Auditor in FY21 and FY22, to date. Please note what actions have been taken to address these recommendations.

In January 2021, the DC Office of the Inspector General (DC OIG) issued the *District of Columbia Health Benefit Exchange Authority: Financial Statements (With Reports of Independent Public Accountants) For Fiscal Years Ended September 30, 2020 and 2019* (OIG No.21-1-08HI) audit report. The auditor identified no deficiencies in internal controls over financial reporting that are considered to be material weaknesses.

Q14. Are there any current statutory or regulatory impediments to your agency's operations?

The Trump Administration's attempt to undermine, repeal, and/or replace the ACA created impediments to DCHBX's mission of providing affordable quality health insurance to residents and employers. Since assuming office, the Biden Administration has taken significant steps to reverse the prior administration's guidance. Given the four years of attacks on the ACA, it will take time to address all the policies that were impacted. The chart below provides a status update on key issues.

Federal Action	DCHBX Response Under Trump Administration	DCHBX Response Under Biden Administration	Status of Federal Action
The U.S. Department of Homeland Security and Department of State, under President Trump, issued new regulations with a harmful interpretation of the Public Charge statute, which has already had a chilling effect on US citizens, Lawful Permanent Residents, and other Visa holding immigrants obtaining public benefits, including health insurance.	DCHBX submitted comments opposing the Trump Administration rule.	DCHBX asked the Biden Administration to repeal the final regulations and associated Information Collection requests. AG Racine joined litigation opposing the public charge rule. DCHBX partnered with immigration attorneys from the Immigrant Justice Legal Services grant program to provide free immigration help to consumers who attend one-touch enrollment events. DCHBX provided interpreter services at these enrollment events.	On March 18, 2021, the DHS revoked the prior rule, reverting to the 1999 policy. The partner State Department rule is frozen by federal courts. The Biden Administration is seeking comment to revise Public Charge policies. DCHBX submitted comments supporting revisions that protect immigrant families and mitigate the chilling effect the Public Charge statute has on residents' access to medical care.
President Trump issued a Presidential Proclamation requiring immigrants to have health insurance prior to entering the country.	DCHBX submitted comments opposing the Trump Administration's proclamation.	DCHBX asked the Biden Administration to repeal the Presidential Proclamation and associated information collection requests.	The Biden Administration repealed the proclamation on February 2, 2021.

Under President Trump, CMS finalized a rule requiring separate billing for the portion of premiums that pay for abortion coverage, limiting access to women's health care.	DCHBX submitted comments opposing Trump Administration regulations.	DCHBX asked the Biden Administration to repeal this provision. DCHBX worked with health insurance carriers to ensure they were prioritizing their response to the COVID-19 pandemic over implementation of this provision that would cause loss of health insurance coverage and create consumer confusion.	AG Racine joined litigation in California opposing the Trump Administration's rule. Based on that litigation, as well as a similar case in Maryland, this rule was halted by federal courts. On September 27, 2021, HHS released a final rule reversing these provisions. DCHBX submitted comments supporting this reversal.
Under President Trump, CMS finalized a rule allowing web-based brokers and insurance carriers to perform essential government functions currently performed by ACA exchanges, putting consumers at risk and endangering the stability of ACA insurance markets.	DCHBX submitted comments opposing Trump Administration regulations.	DCHBX asked the Biden Administration to repeal the provisions related to web-brokers and direct enrollment entities.	On September 27, 2021, HHS released a final rule reversing these provisions. DCHBX submitted comments supporting this reversal.
Under President Trump, HHS finalized a rule to eliminate non-discrimination protections for LGBTQ, women, and immigrants.	Submitted comments opposing Trump Administration regulations.	DCHBX asked the Biden Administration to repeal the final regulation and reissue Obama Administration protections.	President Biden issued an Executive Order (EO) to prevent and combat discrimination on the basis of gender identity or sexual orientation. The EO instructed agencies to review their regulations,

			guidance, and policies for compliance with Title VII of the Civil Rights Act and with the policies in the order. On January 5, 2022, HHS proposed a repeal of the Trump Administration regulations. DCHBX is submitting comments supporting this reversal.
Under President Trump, HHS released guidance that loosen standards for section 1332 waivers to allow exemptions from the ACA consumer protections. A Trump Administration final rule converted the guidance into regulation.	Submitted comments opposing Trump Administration rule.	Asked the Biden Administration to repeal this provision.	The final rule was frozen prior to its implementation. On September 27, 2021, HHS released a final rule reversing the Trump Administration's provisions. DCHBX submitted comments supporting this reversal.

The following areas still need Biden Administration action:

Federal Action	**District's Response**
Under President Trump, the U.S. Department of Labor (DOL) finalized a rule exempting association health plans from the ACA's consumer protections, which opens the door to fraud and insolvencies.	DCHBX submitted comments opposing Trump Administration rule. DCHBX asked the Biden Administration to repeal the final regulation. Attorneys General (AG), co-led by District of Columbia's Attorney General Karl Racine, challenged the rule in federal courts. District passed a law to keep consumer protections. President Biden issued an Executive Order on January 28, 2021 instructing the departments

Federal Action	District's Response
	to review and revise the regulations. As of 12/7/2021, the Biden Administration advised the U.S. Court of Appeals for the District of Columbia, where the AGs litigation is on appeal, that DOL is still reviewing the regulation.
Under President Trump, the U.S. Department of Health and Human Services (HHS), DOL, and U.S. Department of the Treasury (Treasury) finalized a rule removing consumer protections related to short-term limited duration plans.	DCHBX submitted comments opposing Trump Administration regulations. The District passed a law to maintain a three-month limit on short term, limited duration plans. DCHBX asked the Biden Administration to revert to the Obama Administration consumer protections related to these plans under federal law. President Biden issued an Executive Order on January 28, 2021 instructing the departments to review and revise the regulations. In its Unified Regulatory Agenda, the Biden Administration announced it is still in the process of formulating proposed revisions to these regulations.
The ACA requires taxpayers to reconcile the amount they received in tax credits paid directly to health carriers for health insurance premiums with their income for that tax year when they file taxes.	In response to the economic devastation and uncertainty caused by the COVID-19 pandemic, in March 2021, the American Rescue Plan waived reconciliation requirements for tax year 2020. DCHBX has asked the IRS to provide maximum flexibility to taxpayers related to reconciliation for tax years 2021 and beyond.

Federal Legislation

On March 11, 2021 President Biden signed the American Rescue Plan (ARP) and expanded the ACA. This was the largest expansion of health insurance affordability since the ACA was passed. For full details, please see Question 12.

The Build Back Better Act (BBB), as passed by the U.S. House on November 19, 2021, extends the expanded premium reductions through 2025. Additionally, BBB extends the special $2/month premiums for people who received unemployment compensation in 2022 through 2022. The bill is stalled in the U.S. Senate. DCHBX has worked with Hill staff and the Executive Office of the Mayor (EOM) to have both provisions extended permanently.

Federal Court Cases (resolved)

ACA Repeal Case from Texas

Twenty Republican State Attorneys General brought a legal action in Texas challenging the validity of the ACA based on the fact that Congress zeroed out the individual responsibility penalty as a part of the Tax Cuts and Jobs Act enacted on December 22, 2017. Seventeen Democratic State Attorneys General, including DC Attorney General Karl Racine, as well as the U.S. House of Representatives, defended the ACA against this challenge. The case reached the U.S. Supreme Court which heard oral arguments on November 10, 2020. On June 17, 2021, the Court dismissed the case, holding that neither the states nor the individual plaintiffs were harmed by the $0 individual responsibility penalty. This was great news and means that the ACA is still the law of the land.

Unlike other states, DC does not rely on the federal government's on-line marketplace, Healthcare.gov, but there would still be significant risks and negative impacts if the ACA's coverage expansion were reversed. District residents could lose premium reductions, called advance premium tax credits (APTCs), and cost sharing reductions that help make private health insurance more affordable. Private health insurance premiums for people and small businesses (and non-profits) would increase and many District residents could also lose coverage if the Medicaid expansion is struck down by the U.S. Supreme Court. If the Court struck down the ACA in part, or in its entirely, Congress would have needed to take action to preserve the ACA.

Federal Court Cases (ongoing)

Data Marketing Partnership Litigation

A federal District court in the Northern District of Texas issued a decision that preempts state regulation and oversight of an entity engaging in the unauthorized sale of insurance. The District Court overturned a U.S. Department of Labor Advisory Opinion and is permitting the entity to use ERISA as a shield from state oversight. The U.S. Department of Labor appealed this decision to the U.S. Court of Appeals. DC Attorney General Karl Racine led a state effort to submit an amicus brief in support of preserving state regulation of insurance and individual market stability. This case is important because if entities are allowed an exemption from state insurance standards, premiums would rise, and ACA markets would de-stabilize. On January 5, 2022, the Fifth Circuit Court of Appeals held oral argument.

Local Legislation

DCHBX is very concerned about the unintended consequences of B24-0305, the "Professional Employer Organization Registration Act of 2021". As drafted, the bill would exempt PEOs from the District's health insurance consumer protections and the Affordable Care Act. Small businesses with ACA coverage can expect to see premium increases and employees of employers covered through PEOs would no longer have non-discrimination protections. Discriminatory practices such as premiums based on gender and industry will be allowed and requirement to cover essential health benefits like mental health services and maternity care would no longer apply. DCHBX looks forward to testifying at the Committee on Health hearing on March 7, 2022 to share concerns in more detail.

Q15. Please describe programs, activities, and initiatives executed or planned in FY21 and FY22, to date, to better inform the public about enrollment, or changes to programs.

DCHBX engaged in several programs, activities, and initiatives in FY21 and FY22, to date, to educate the public about opportunities to enroll in health insurance coverage. As in previous years, DCHBX launched robust, proactive, and multifaceted campaigns aimed at connecting with DC residents, small business owners, and their employees "where they live, where they work, where they play, where they shop, and where they pray." Due to the pandemic, many events we hosted and participated in were virtual.

In addition, after President Biden signed the American Rescue Plan Act (ARP), we launched an education and outreach campaign for current enrollees and all residents about new health insurance affordability benefits. We issued a press release to help inform residents of these new benefits. We developed FAQs and a briefing document and posted the FAQs and a statement about the American Rescue Plan on DCHealthLink.com. Additionally, we translated these FAQs into Spanish, Korean, Amharic, French and Chinese to foster language accessibility. In addition, we developed and ran paid radio, TV, print, and digital ads in the Afro-American, Washington Post, Washington Blade, Capitol Community News, Washington Informer, El Tiempo, Washington Business Journal, WTOP, WHUR, Urban One, CBS, WLZL/El Zol, WPGC, and Fox5, NBC4, WJLA TV.

DCDCHBX also held briefings for stakeholders and hosted community virtual townhall events. Below is a list of the events and groups that were briefed:

Briefings/trainings focused on the American Rescue Plan:

- Mayor's Office of Community Affairs (MOCA), Mayor's Office of Community Relations and Services (MOCRS);
- Citywide Advisory Neighborhood Commission (ANC) meeting and to ANC 4A, ANC 5A, ANC 2E, ANC 3B, ANC 3G/4G, ANC 6B;
- DC Council Constituent Services Directors;
- DC Health Link Assisters including Community of Hope, La Clinica del Pueblo, Leadership Council for Healthy Communities, Mary's Center, and Whitman-Walker Health;
- DC Health Link Business Partners including Greater Washington Hispanic Chamber of Commerce, DC Chamber of Commerce, Restaurant Association Metropolitan Washington;
- Joint webinar with the Greater Washington Hispanic Chamber of Commerce "New Normal: Business Strategies on Managing Stress and the ACA 10 Essential Benefits";
- DC Health Link Hispanic Advisory Council, comprising of 12 community organizations
- Wednesday Clergy Fellowship and other Faith-based Organizations and Church Leaders;
- Virtual town hall with the Mayor's Office of African Affairs to DC's African community, "Get the Facts. Get Covered: Health Insurance Literacy";

- Trinity Washington University virtual town hall "Get the Facts. Get Covered COVID 19 Special Enrollment";
- Creative and gig economy communities (artists, creative entrepreneurs, sole proprietors) webinar "American Rescue Plan: A Coffee Conversation"; and
- DC Small Business Development Center, Howard University School of Business, webinar "Let the American Rescue Plan, Rescue you".

For the current 9th Open Enrollment Period (OE9), DC Health link engaged in several outreach, education, and enrollment activities. Below is a summary:

- **Launched DC Health Link @ Work campaign** - reaching small business owners who do not offer health insurance and coordinated DC Health Link assisters to enroll employees in the individual coverage;
- **Impact of COVID-19 on the Mental Health of African Children in DC** - DC Health Link joined the Mayor's Office on African Affairs and the Mayor's Office on African American Affairs at a panel discussion with health professionals, art therapists and other service providers;
- **Ward 1 and 7 Annual Holiday Giveaway Events –** partnered with Councilmember Brianne Nadeau and Councilmember Vincent Gray;
- **DC Health Link @ LGBTQ + Enrollment Week of Action "Storytelling & Reflection" -** Partnered with the Mayor's Office on LGBTQ Affairs and Serve DC;
- **Virtual One Touch Enrollment** - Partnered with DC Department of Human Services (DHS), the Department of Health Care Finance (DHCF), Mayor's Office of LGBTQ Affairs, Carlos Rosario International Public Charter School and the Greater Washington Hispanic Chamber of Commerce (GWHCC) – on going during OE every Thursday and Saturday providing one-on-one virtual assistance to residents (includes virtual language interpreters);
- **Chinese Community Church Toy Drive Celebration** - Partnered with the Chinese Community Church and the Mayor's Office of Asian Pacific Islander Affairs;
- **Commemorates World AIDS Day** – Partnered with Whitman Walker Health and Delta Sigma Theta Sorority, Inc.;
- **National Young Adult Enrollment Week of Action** - Partnered with Young Invincibles (YI) and the Latin American Youth Center (LAYC);
- **Hispanics/Latinos Enrollment Week of Action** – Partnered with Mayor's Office on Latino Affairs (MOLA) and the Hispanic Advisory Committee;
- **African Americans and African Week of Action** – Partnered with the Mayor's Office of African Affairs, Washington Informer Newspaper, faith-based organizations, local barber shops and hair salons as well as black owned small businesses; and
- **(POST OVERSIGHT HEARING) 24 - Hour Enrollment Marathon** - will include a social blitz, every hour on the hour around-the-clock radio spot to remind residents about the deadline.

Q16. Please provide an update on the agency's oversight of the DC Health Link call center, including a description of any regular meetings, conferences, or training sessions that occur with management and/or customer service representatives, how certain trends, developments, problems and concerns are communicated to the agency, and the process by which calls are escalated and/or reviewed by the agency, if at all.

General Oversight

DCHBX continues to work with the vendor MAXIMUS to operate the DC Health Link Contact Center (i.e., call center). Between October 1, 2021 and January 4, 2022, the call center received 35,200 calls. The call abandonment rate was 14 percent in October, 12 percent in November, six percent in December, and less than one percent in January. The average wait time to speak with a customer service representative (CSR) was four minutes in October, four minutes in November, three minutes in December, and 40 seconds in January.

As with most services across government, COVID played a factor in decreased vendor performance as compared to last year. This included higher than expected attrition rate of the September and October new hire class of customer service representatives (CSRs) in part due the requirement to be vaccinated and in part due to the labor market (higher paying jobs elsewhere), inaccurate estimates by the vendor of staffing needs, and delays in addressing technical issues by vendor management which prevented CSRs from taking calls.

Throughout FY21 and FY22, to date, DCHBX worked closely with MAXIMUS to improve call abandonment rates and wait times, including the following actions:

- Required the vendor to hire and train a third class of CSRs in November to make up for the attrition from the September and October classes of CSRs;
- Developed a weekly action plan with the vendor to rapidly address staff scheduling, call volume, and system access issues; and
- Retrained vendor management on how to address technical issues from CSRs (vendor management used to handle these technical issues but due to turn over, stopped handling these directly).

DCHBX continuously works with the Contact Center to improve quality of service. DCHBX provides regular feedback on call handling and problem resolution. Additionally, when customer issues are not resolved properly, DCHBX staff reviews process with vendor management and CSRs, which includes retraining and process changes when necessary. Quality improvement and oversight includes:

- Correctly opening and closing a call;
- Providing accurate information to the caller and documenting the call appropriately;
- Enhancing the customer experience; and
- Ensuring HIPAA compliance.

DCHBX transitioned the Contact Center to work remotely permanently except for processing returned mail. This process is a critical mechanism to update customer addresses (residency is an eligibility criterion for the individual and families marketplace). Two to three Contact Center staff

report onsite to the DCHBX I street location to process address corrections. To support remote Contact Center work, DCHBX:

- Uses instant messaging to communicate quickly and resolve customer issues while we have the customer on the phone wherever possible; and
- Supports a direct line of communication between Contact Center program managers and DCHBX IT support staff to ensure any connectivity or equipment issues are resolved as quickly as possible so customer service representatives (CSRs) can resume taking calls.

MAXIMUS communicates trends, new developments, problems, and concerns to DCHBX through multiple channels, including:

- A nightly "end of day" report outlining call volume statistics, types of customer calls, and any escalated cases. During open enrollment, Maximus also sends a mid-day report with call stats;
- Weekly management meetings to review any emerging customer issues, casework, trends, and metrics for the individual and small business marketplace;
- Monthly operations meetings with Contact Center management to discuss operations, including quality trends;
- Bi-monthly call calibration sessions are held between Contact Center quality analysts, DCHBX, and Contact Center management to review call quality and customer handling; and
- Communicating with Contact Center management daily during open enrollment to discuss and resolve all issues as they arise.

CSR Training

New hires for the Contact Center go through an extensive, multi-week virtual training regimen and then two weeks "nesting" with an experienced CSR, virtually, before taking calls themselves. Contact Center Management and DCHBX also deliver one-on-one virtual trainings and refreshers as needed to CSRs to reinforce messages and resolution procedures for new or emerging issues, including new policy, system updates, and outreach initiatives. In advance of and throughout open enrollment, on average, CSRs receive 30–40 hours of training monthly. Semi-annual privacy and security refresher trainings are also delivered to CSRs along with quarterly reminder updates. DCHBX also works to identify additional trainings that would help the Contact Center better serve DC residents and small businesses. For example, in FY21 we had trainers from Whitman-Walker Health to train the representatives on LGBTQ inclusivity.

Case Escalation

If a case (received via call or email) cannot be immediately resolved at the Contact Center, CSRs use Salesforce, a case triaging and tracking system, to escalate the case to a Tier 2 team of Case and Account Managers on the DCHBX team. Escalated cases that come directly to DCHBX staff outside of the Contact Center, such as through councilmembers or from the Executive Office of the Mayor, are also handled by Case and Account Managers. These staff work closely with the DCHBX Plan Management and Electronic Data Interface (EDI) teams to ensure that any enrollment updates or information is sent quickly to the health insurance carriers. The carriers work to resolve the cases that DCHBX sends them in a timely manner.

Q17. Please provide the number of calls made to the call center each month from October 1, 2021 to the present.

The chart below details the number of calls made to the DC Health Link Contact Center from October 1, 2021 through January 4, 2022.

MONTH	CALLS
October 2021	11,666
November 2021	10,925
December 2021	11,676
January 2022	933
TOTAL	**35,200**

Q18. Please identify the number of completed DC Healthlink applications (that have resulted in enrollment in a Medicaid, individual, or SHOP health plan) per month, for FY22 to date, and the monthly enrollment targets and projections for FY22. To the extent practicable, please segregate data according to:

a. Ward;
b. Zip code;
c. SHOP individual, or Medicaid enrollment;
d. Age group; and
e. The channel by which enrollment was completed (i.e. online, in person, or through a broker, certified application counselor, or assistor).

Current Individual Plan Selection and Paid Enrollment – Plan Year 2022

The following charts reflect active individual plan selections and persons covered for Plan Year 2022. The information is aggregated by Ward and age group and delineated by new customers, existing customers who chose new coverage, and customers who were automatically renewed.

DC Health Link Plan Year 2022 Individual Plan Selections as of January 16, 2022

RENEWAL STATUS	TOTAL
Auto Renewal	14,793
Active Renewal	1,191
New Customer	2,429
TOTAL	**18,413**

DC Health Link Plan Year 2022 Individuals Paid as of January 16, 2022

RENEWAL STATUS	TOTAL
Auto Renewal	12,538
Active Renewal	1,148
New Customer	2,255
TOTAL	**15,941**

Plan Year 2022 Individual Plan Selections as of January 16, 2022 by Age Group

AGE GROUP	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	TOTAL
< 18	1,486	113	239	1,838
18-25	794	45	208	1,047
26-34	4,160	332	928	5,420
35-44	3,440	306	495	4,241
45-54	2,288	206	291	2,785
55-64	2,380	178	242	2,800
65+	245	11	26	282
TOTAL	**14,793**	**1,191**	**2,429**	**18,413**

Plan Year 2022 Individuals Paid as of January 16, 2022 by Age Group

AGE GROUP	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	TOTAL
< 18	1,316	108	218	1,642
18-25	669	44	193	906
26-34	3,213	319	873	4,405
35-44	2,912	292	461	3,665
45-54	2,063	201	267	2,531
55-64	2,182	174	221	2,577
65+	183	10	22	215
TOTAL	**12,538**	**1,148**	**2,255**	**15,941**

Plan Year 2022 Individual Plan Selections as of January 16, 2022 by Ward

WARD	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	TOTAL
Ward 1	2,260	191	411	2,862
Ward 2	2,444	194	401	3,039
Ward 3	2,960	219	332	3,511
Ward 4	1,660	126	273	2,059
Ward 5	1,617	149	287	2,053
Ward 6	2,674	224	492	3,390
Ward 7	517	45	107	669
Ward 8	418	37	90	545
Non-DC	243	6	36	285
TOTAL	**14,793**	**1,191**	**2,429**	**18,413**

Plan Year 2022 Individuals Paid as of January 16, 2022 by Ward

WARD	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	TOTAL
Ward 1	1,922	182	377	2,481
Ward 2	2,133	190	378	2,701
Ward 3	2,678	209	308	3,195
Ward 4	1,444	123	256	1,823
Ward 5	1,321	146	274	1,741
Ward 6	2,232	216	454	2,902
Ward 7	389	40	101	530
Ward 8	307	36	78	421
Non-DC	112	6	29	147
TOTAL	**12,538**	**1,148**	**2,255**	**15,941**

Plan Year 2022 Individual Plan Selections as of January 16, 2022 by Zip Code

ZIP CODE	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	TOTAL
20009	1,832	131	267	2,230
20002	1,470	134	266	1,870
20016	1,272	82	114	1,468
20001	1,098	114	235	1,447
20007	1,194	91	123	1,408
20008	1,110	90	189	1,389
20011	1,104	78	186	1,368
20003	975	71	155	1,201
20010	723	73	162	958
20015	566	38	77	681
20019	385	39	78	502
20020	374	36	71	481
20024	387	32	62	481
20037	343	26	74	443
20005	330	30	57	417
20017	318	37	60	415
20018	294	18	56	368
20012	284	26	50	360
20036	205	19	31	255
20032	143	7	43	193
Other	386	19	73	478
TOTAL	**14,793**	**1,191**	**2,429**	**18,413**

Plan Year 2022 Individuals Paid as of January 16, 2022 by Zip Code

ZIP CODE	AUTO RENEWAL	ACTIVE RENEWAL	NEW CUSTOMER	TOTAL
20009	1,582	125	249	1,956
20002	1,206	128	252	1,586
20016	1,173	80	108	1,361
20007	1,060	86	113	1,259
20001	911	112	222	1,245
20008	979	87	175	1,241
20011	933	76	174	1,183
20003	814	68	135	1,017
20010	609	70	148	827
20015	527	37	72	636
20024	325	31	57	413
20037	302	25	73	400
20019	288	35	71	394
20020	278	35	67	380
20005	292	30	54	376
20017	262	37	58	357
20018	254	18	54	326
20012	251	25	45	321
20036	165	18	30	213
20032	100	7	37	144
Other	227	18	61	306
TOTAL	**12,538**	**1,148**	**2,255**	**15,941**

Current SHOP Enrollment 2022

For the month of January, there are 84,005 people enrolled through DC Health Link SHOP. Small businesses located in the District and purchasing coverage through DC Health Link employ people who live in surrounding states and in some cases across the country. Congressional SHOP participants reside in every state. Therefore, SHOP enrollment by ward is not presented.