

**DC Council Committee on Health**  
**Councilmember Christina Henderson, Chair**  
**Fiscal Year 2023 Performance Oversight Pre-Hearing Questions**  
**Health Benefit Exchange Authority**

1. Please provide the current organizational chart for the Health Benefit Exchange Authority (HBX), with information to the cost center level. In addition, please identify the number of full-time equivalents (FTEs) at each organizational level and the employee responsible for the management of each program and activity. If applicable, please provide a narrative explanation of any organizational changes made during FY 2023 and FY 2024, to date.
2. Please describe HBX's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by HBX in FY 2023 and FY 2024, to date, and whether or not those allegations were resolved.
3. How many performance evaluations did HBX complete in FY 2023? How many performance improvement plans were issued in FY 2023? How many employees have submitted SMART Goals or other relevant workplans in FY 2024? For each question, provide the total number and the percentage of total employees.
4. Please provide the following for FY 2023 and FY 2024, to date:
  - a. A list of employees receiving bonuses, special pay, additional compensation, or hiring incentives in FY 2023 and in FY 2024, to date, and the amount; and
  - b. A list of travel expenses for FY 2023 and in FY 2024, to date, by employee.
5. Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY 2023 and FY 2024, to date, and whether or not those allegations were resolved.
6. Please provide the following budget information, in Microsoft Excel, including the amount budgeted and actually spent for FY 2023 and FY 2024, to date. In addition, please describe any variance between the amount budgeted and actually spent.
  - a. At the agency level, please provide information broken out by source of funds and by Account Group and Account;
  - b. At the program level, please provide the information broken out by source of funds and by Account Group and Account; and,
  - c. At the cost center level, please provide the information broken out by source of funds and by Account Group.
7. Please provide a complete accounting of all interagency projects that HBX was a buyer or seller for during FY 2023 and FY 2024, to date. For each, please provide a narrative description as to the purpose of the project and which programs, activities, and services within HBX the project affected.

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8. Have any spending pressures been identified for FY 2024? 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.
9. Provide a complete accounting of any Special Purpose Revenue Funds for FY 2023 and FY 2024, to date. Please include the following:
  - a. Revenue source name and code;
  - b. Description of the program that generates the funds;
  - c. Activity that the revenue in each special purpose revenue fund supports;
  - d. Total amount of funds generated by each source or program in FY 2023 and FY 2024, to date; and
  - e. Expenditure of funds, including purpose of expenditure.
10. Please provide the following information for grants/sub-grants awarded by HBX in FY 2023 and FY 2024, to date, broken down by program and activity:
  - a. Grant Number/Title;
  - b. Approved Budget Authority;
  - c. Funding source;
  - d. Expenditures (including encumbrances and pre-encumbrances);
  - e. Purpose of the grant;
  - f. Organization or agency that received the grant;
  - g. Grant amount;
  - h. Grant deliverables;
  - i. Grant outcomes, including grantee/subgrantee performance;
  - j. Any corrective actions taken or technical assistance provided;
  - k. Program and activity supported by the grant;
  - l. HBX employee responsible for grant deliverables; and
  - m. Any grants where the funds have been reduced in FY 2024, and the amount of the reduction.
11. For any grant lapse occurring in FY 2023, please provide:
  - a. A detailed statement on why the lapse occurred;
  - b. Any corrective action taken by HBX; and
  - c. Whether the funds can be carried over into FY 2024.
  - d. Please provide the following information for all contracts, including modifications, active during FY 2023 and FY 2024, to date, broken down by program and activity:
    - e. Contract number;
    - f. Approved Budget Authority;
    - g. Funding source;
    - h. Expenditures (including encumbrances and pre-encumbrances);
    - i. Purpose of the contract;
    - j. Name of the vendor;
    - k. Original contract value;
    - l. Modified contract value (if applicable);
    - m. Whether it was competitively bid or sole sourced;

- n. Final deliverables for completed contracts;
  - o. Any corrective actions taken or technical assistance provided;
  - p. HBX employee(s) serving as Contract Administrator; and
  - q. Any contracts where the funds have been reduced in FY 2024, and the amount of the reduction.
12. Please provide one area where HBX collects race information. How does your agency use this data to inform decision-making?
13. What legal barriers does HBX face when trying to 1) make progress toward racial equity or 2) better understand racial inequity within HBX’s context and operations (if any)?
14. What does racial diversity look like within HBX’s staff? Please provide data on the racial diversity among leadership and at all staff levels. How does retention differ by race across levels? How does pay differ by race within levels?
15. Please provide a narrative explanation of HBX’s role in the implementation of Mayor’s Order 2023-142 “Declaration of Public Emergency: Opioid Crisis and Declaration of Public emergency: Juvenile Crime” and subsequent extensions of that order. In addition to the narrative explanation, Include for both public emergencies:
- a. HBX’s role in facilitating and participating in data sharing with other District agencies;
  - b. Detailed accounting of expedited procurement related to the order and subsequent extensions;
  - c. Detailed accounting of any grants, partnerships, obligations, expenditures, or other disbursements related to the order and subsequent extensions;
  - d. Recommendations made to the City Administrator in accordance with the order and subsequent extensions;
  - e. Detailed accounting of any financial assistance sought from federal, private, non-profit, or other agencies of the United States government to recoup expenditures incurred, or obtain funding needed to carry out necessary actions of the order and subsequent extensions;
  - f. Description of any activation, implementation, and coordination of mutual aid agreements between HBX and federal, state, or local jurisdictions to assist in the District’s response to the order and subsequent extensions;
  - g. Any other assistance by HBX’s related to the order and subsequent extensions.
16. Please describe any new major programs, activities, and initiatives executed or planned in FY 2023 and FY 2024, to date.
- a. Please provide the following as it relates to HealthCare4ChildCare:
  - b. Total number of childcare workers enrolled, to date;
  - c. Total number and name of childcare facilities HBX partners with;
  - d. Plans and timeline to enroll more childcare workers;
  - e. Total amount spent in FY 2023 and FY 2024, to date, on HealthCare4ChildCare; and
  - f. Remaining balance of funds for HealthCare4ChildCare going forward.
17. Please describe any changes or improvements to HBX’s dental and vision coverage in FY 2023 and FY 2024, to date.

18. Please describe the status of implementation for reduced cost sharing amounts for pediatric behavioral health services including efforts to ensure an adequate network of providers who accept insurance bought on the Exchange.
19. Please describe the status of implementation for the zero cost sharing for diabetes care in plans sold on the Exchange.
20. Please describe HBX's efforts in promoting health equity. Please include a description of the implementation in FY 2023 and FY 2024, to date, of work produced by the Social Justice & Health Disparities Working Group for its identified focus areas:
  - a. Expand access to providers and health systems for communities of color in the District;
  - b. Eliminate health outcome disparities for communities of color in the District; and
  - c. Ensure equitable treatment for patients of color in health care settings and in the delivery of health care services in the District.
21. Please describe your implementation of the relevant portions of the federal Inflation Reduction Act during FY 2023 and FY 2024, to date. This should include your operations, IT, and communications activities related to the Act.
22. Please provide an update on HBX'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 HBX; and the process by which calls are escalated and/or reviewed by HBX, if at all.
23. Please provide the number of calls made to the call center each month in FY 2023 and FY 2024, to date.
24. Please provide the monthly enrollment targets and projections for DC Healthlink applications in FY 2023 (that have resulted in enrollment in a Medicaid, individual, or SHOP health plan), actual enrollment numbers, and whether HBX met the targets. Please also provide the monthly enrollment targets and projections for FY 2024. To the extent practicable, please disaggregate data according to:
  - a. Ward;
  - b. Zip code;
  - c. SHOP individual, markets;
  - d. Age group; and
  - e. Advanced Premium Tax Credits.
25. Please describe outreach programs, activities, and initiatives executed or planned in FY 2023 and FY 2024, to date, to inform the public about enrollment or changes to programs.
26. Please provide copies of the reports submitted to the Centers for Medicare & Medicaid Services (CMS) regarding special enrollment period uptake for individuals under the Medicaid renewal and redetermination process.

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27. Are there any current statutory or regulatory impediments to HBX's operations?
28. Please detail any additional data security measures that have put in place in FY 2023 and FY 2024, to date.
29. Please provide for each member of the HBX Executive Board:
  - a. Name and title;
  - b. Place of employment;
  - c. Number of years served on the Board, and date when current term ends;
  - d. Which 2 (or more) enumerated areas of expertise they meet.
30. Please provide a summary of the HBX Executive Board's priorities in FY 2023 and FY 2024, and a link to any available meeting minutes.