



'FY21 IN REVIEW

MHBE Board of Trustees meeting
June 21, 2021

maryland  health
connectionSM

1. Record open enrollment

166,038 enrolled, a 4.5% increase; highest in 8 years of MHC

2. Respond to Covid-19

175,000+ used Covid SEP since March 2020 to enroll in private plans / MA

3. Hold down prices

Avg. rates dropped 3rd straight yr, -31.4% since '18; 2nd largest drop in US for 2021.

4. Tackle inequities

1/3rd of Covid enrollees self-identified as Black. Greater targeted marketing

5. Making it easier

2,000+ in "Easy Enrollment" 2nd yr. Quick adoption "Am. Rescue Plan"

Connecting in a virtual year

25,000 Navigator encounters w/ consumers during OE.
Call Center met all service levels in 11 of 12 mos.

More producers

200+ new brokers onboarded. Now, 150 more brokers than 1 year ago.

Responsive to Appeals

IT built new portal. Escalated cases at all-time low. Most complaints handled in 1-2 days.

More Application Counselors

89+ new Application Counselors & 4 new orgs
54 more ACs than 1 yr ago

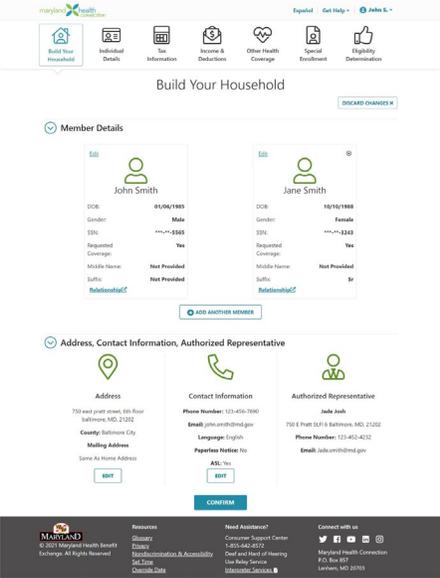
To the “Rescue”

For Am. Rescue Plan, Training team created materials, trained 400+ assisters in 3 weeks

Serving customers better

Making Maryland's marketplace more accessible

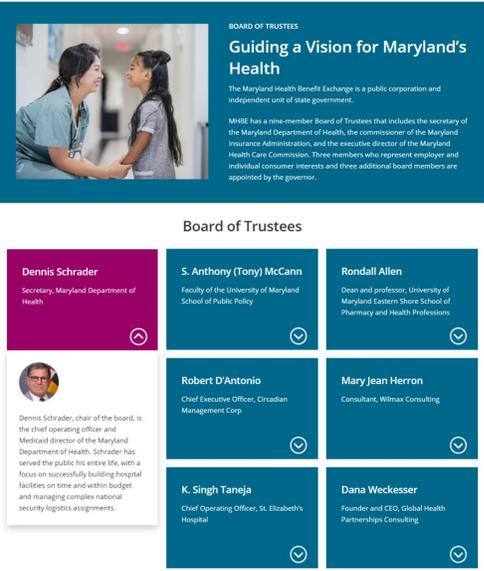
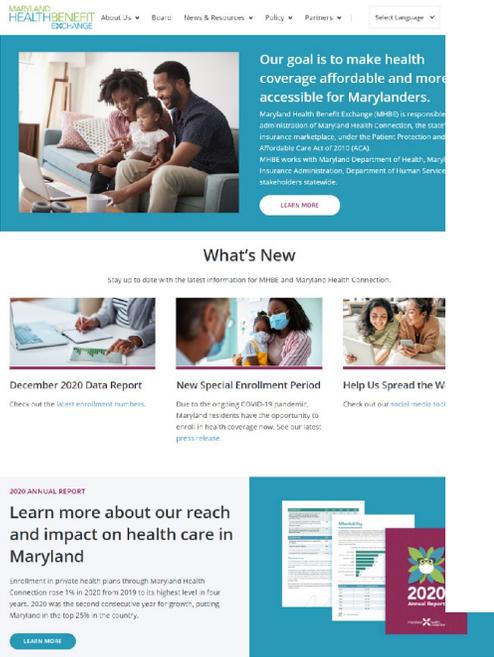
Mobile-friendly application



Marketing the “Rescue” help this season



Better agency website



“Reopening the special enrollment period is another way we are **helping Marylanders weather this storm**, get back on their feet, and recover.” -- Aug. 7

“I am pleased to see so many Marylanders taking advantage of **our state's impressive health insurance marketplace**, especially as we battle the COVID-19 pandemic.” -- Dec. 17

“This additional special enrollment period is another way we are helping Marylanders weather the pandemic and **come back stronger and healthier** in the new year.” -- Jan. 4

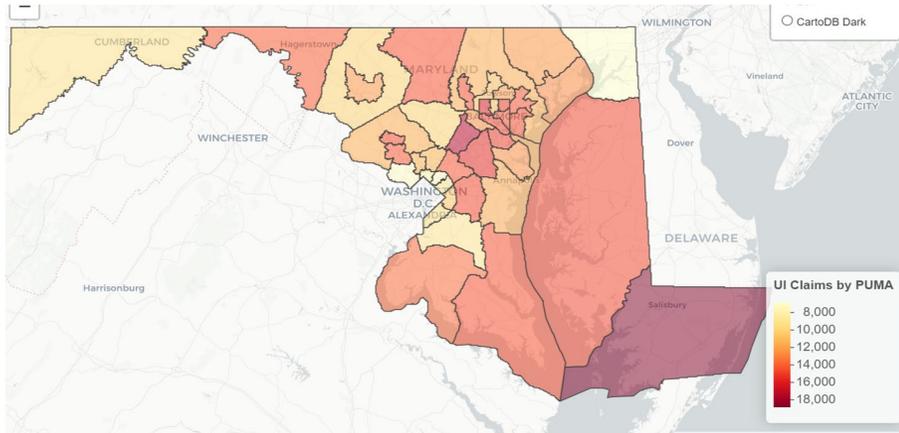
“This program’s success is a **testament to our commitment** to ensure Marylanders have access to the resources they need to weather the pandemic and come back stronger and healthier.” -- March 17



From the
Governor

“We are pleased to announce the additional extension of this special enrollment period to Aug. 15, which is already **one of the nation’s longest** in response to the COVID-19 pandemic.” -- March 26

Covid's Impact on Job Loss, Health Coverage in MD



141,958

Lost Employer-Sponsored Coverage

45,427

Gained coverage through a spouse's plan

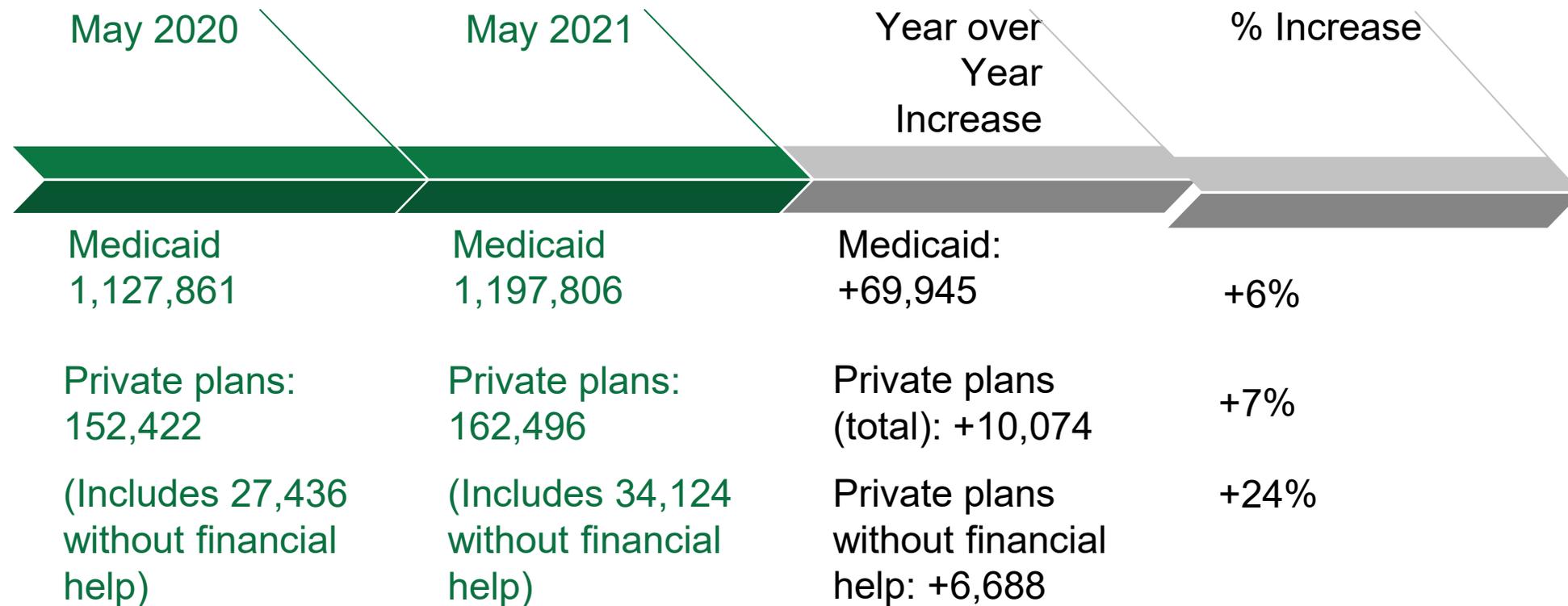
17,861+

Gained coverage through MHC (Medicaid or private plan)

63,288
(41,210)

Became uninsured
(MHC Eligible)

Maryland Health Connection enrollment gain 2020-21

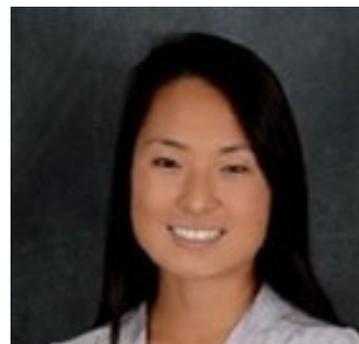


Recognition

- MHBE and Venkat received the CIO100 Award for the third straight year from IDG Communications in recognition of technological innovation to deliver business value to consumers.
- Michele was named as one of the “Health Care Power 30” leaders by *The Daily Record* in April.



Monthly staff “Pillar” award winners since last July



“Pillar” award winners



A few staffers are recognized at each monthly All-Staff Meeting ...



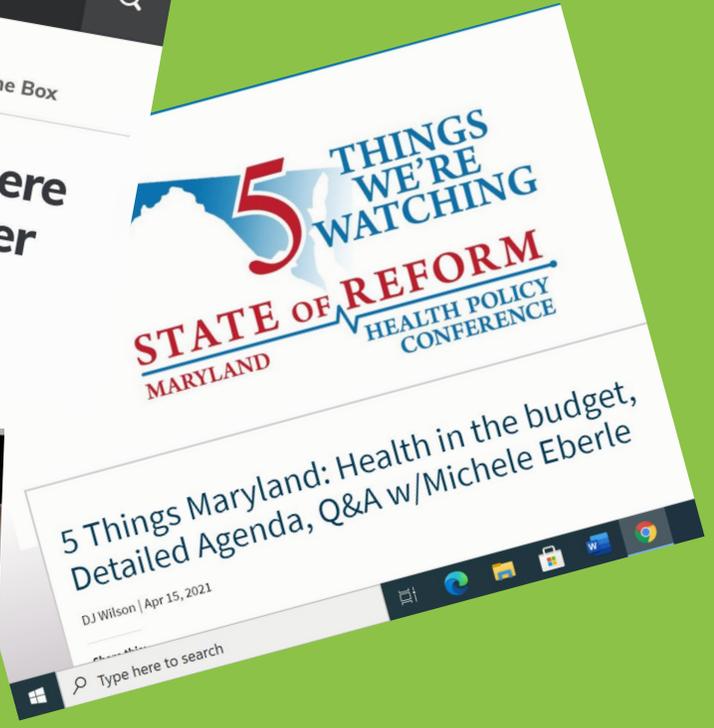
“Pillar” award winners



... To recognize exceptional work to advance customer service, accountability, organization strength, internal and external communication.



Questions?



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