

# 2020 ANNUAL REPORT

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April 23, 2021

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**Oregon Health Insurance Marketplace**  
**Department of Consumer and Business Services**  
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Salem, OR 97301  
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OregonHealthCare.gov

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# Introduction

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## About our division

The Oregon Health Insurance Marketplace helps people get coverage when they do not qualify for the Oregon Health Plan and do not get health insurance from their employer or another program. The Marketplace is a division of the Oregon Department of Consumer and Business Services.

Through a relationship with the federal government, the Marketplace makes it possible for Oregonians to obtain financial assistance to buy Oregon insurance plans. In 2020, more than 145,000 Oregonians used the Marketplace to get such coverage. They signed up on the federal website, HealthCare.gov.

This annual report is required under Oregon Revised Statute 741.222, and circulates to the Legislative Assembly, Gov. Kate Brown, the Oregon Health Authority (OHA), and the Oregon Health Policy Board. At the Marketplace, we also consider this report part of an ongoing conversation with our partners in government, spotlighting the work we do, the leaders we collaborate with, the people we serve, and the challenges still ahead.

## About our audience

The population we serve is small; picking out and buying your own insurance is one of the least common ways for a person to get covered in the U.S. and Oregon. At the same time, understanding the needs of the Marketplace audience is crucial for everyone who cares about health care and economic stability for Oregonians.

People not offered health insurance from their employer, workers eager to become entrepreneurs, and all those who make too much money to qualify for free coverage directly confront all of the health care challenges policymakers hope to solve across various initiatives.

Current and potential Marketplace customers face with the administrative complexity of finding and enrolling in coverage; the cost burden of coverage; the practical challenges of accessing care; and the hard decisions necessary when, as is typical of private coverage, deductibles and co-payments still seem high to people using their coverage.

## About this report

This report explains how the Marketplace serves this audience and works to connect them with coverage. We welcome a continued discussion about those approaches. Through an ongoing conversation about what your constituents need and what the Marketplace has learned and accomplished in 2020 and earlier, our state can continue to build and sustain a health coverage system that best serves Oregonians.

# Executive summary: The Marketplace in 2020



**141,089**

Oregonians enrolled in coverage during the open enrollment period for 2021 Marketplace plans



**113,069**

people got federal subsidies to help pay for coverage



**\$451**

average amount of premium tax credits for people receiving them



**875**

enrolled in the COFA Premium Assistance Program for 2020 coverage



**296**

community-based organizations engaged as Marketplace assisters



**263**

insurance agents engaged to provide Marketplace assistance

## IN EVERY OREGON COUNTY:

**3-6**

number of Oregon insurance companies offering plans through the Marketplace

**15-66**

plans available on the Marketplace from which to choose

# The Marketplace's activities and operations

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The Oregon Health Insurance Marketplace works to connect people to coverage, financial assistance to make coverage more affordable, and help from local experts around the state. Oregon is unique because it does not have its own eligibility system. This means that the state does not set eligibility criteria, process applications, manage enrollments, or provide an application website or call center platform for people to enroll. These happen through Oregon's federal partner, HealthCare.gov. On a state level, the Marketplace:

## **Facilitates plan management**

- Oversees the plans sold to Oregonians at HealthCare.gov; that work is done in partnership with the Division of Financial Regulation (DFR).

## **Works with external partners**

- Awards grants to qualified insurance agents and community-based organizations that give one-on-one enrollment assistance to people needing coverage.
- Trains community-based organizations for the task of assisting Oregonians with their applications.

## **Conducts public education, marketing, and outreach**

- Goes out into the community throughout the state – holding or attending public events, community meetings, or consultations with local leaders – to build awareness of coverage options.
- Launches an advertising campaign during the annual open enrollment period.

## **Operates the COFA Premium Assistance Program**

- Operates a state-level, wrap-around subsidy program for eligible Oregonians who live in the U.S. under an international treaty with the Marshall Islands, Palau, and the Federated States of Micronesia. These are known as COFA countries, and the program is Oregon's COFA Premium Assistance Program.

## **Consults with the Marketplace Advisory Committee**

- Consults with up to 15 members, consisting of two ex-officio voting members (the director or a division director of the Oregon Health Authority and the director of the Oregon Department of Consumer and Business Services) and 13 members appointed by the governor and confirmed by the Senate.



# COVID-19 and the Marketplace

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The COVID-19 pandemic has affected all ways of life, not the least of which includes access to and continuation of health coverage and care. The Marketplace remains dedicated to helping Oregonians find affordable, quality health coverage. This year offers unique challenges for many Oregonians who may be shopping for health coverage for the first time due to loss of employer-offered coverage.



## Shift to teleworking

All staff members, including program and outreach, quickly adapted to the pandemic by shifting to remote work environments. This includes moving the customer service call center while maintaining exceptional customer service levels.

## Partnership with Oregon Employment Department

As the pandemic took its toll on Oregon's workforce, many saw layoffs and job loss. The Marketplace built on the existing partnership with the Oregon Employment Department to send information directly to people who are claiming unemployment insurance benefits.



## Rapid response coordination

The Marketplace outreach team ramped up its participation in virtual Rapid Response sessions. These sessions provide recently or soon-to-be unemployed people with resources for health insurance, unemployment, and re-employment services.

## Virtual partnerships

The Marketplace team has continued to attend and participate in virtual meetings to continue strong partnerships with community-based organizations, application assisters, and insurance agents.



## Educating Oregonians about benefits

As the pandemic unfolded, Oregonians worried about their access to care and coverage for COVID-19-related testing and care. The Marketplace worked diligently to inform the public through social media, website updates, and messaging through trusted community-based organizations and insurance agents.

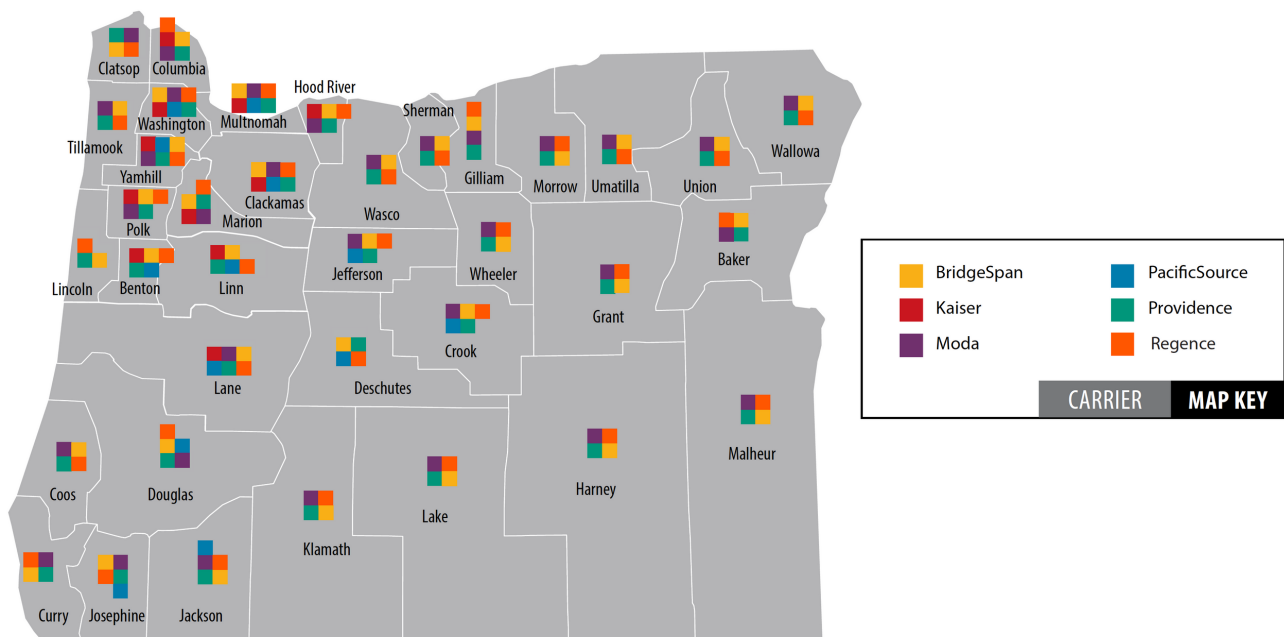
# Plan management

Overseeing the plans sold to Oregonians at HealthCare.gov is known as plan management. Unlike most states that also use HealthCare.gov as the application and enrollment site, Oregon retains this function entirely at the state level. Through close communication with insurance companies and collaboration with the Oregon Division of Financial Regulation (DFR), the Marketplace meets four main plan-management goals:

1. Ensures comprehensive plans (also known as qualified health plans) are available through HealthCare.gov in every area of Oregon. This is important because federal subsidies can be used only on qualified health plans.
2. Persuades two or more insurance companies to offer plans in every area of the state.
3. Requires that insurance companies participating on the Marketplace offer at least three plans for people to choose among.
4. Where possible given federal constraints, and in collaboration with DFR, which retains the statutory authority to define the benefits in the plans, sets up plans' co-pays, deductibles, and other "cost-sharing" elements to be as consumer friendly as possible.

Oregon's authority to choose and define plans is limited under federal law, but the state uses its plan management role to the fullest extent possible. In 2020, coverage options expanded for all Oregonians. Regence entered the Marketplace, offering at minimum three plans in each Oregon county. Moda Health extended coverage by offering nonstandard plans in its Affinity network, which serves Oregon's more rural counties. BridgeSpan extended its plan offerings to statewide.

Plans are available on the Marketplace in every county in Oregon, from at least three insurance companies, and with between 15 and 66 plans from which to choose.



# Grant programs for agents and community-based organizations

These programs directly fund community groups and community-conscious insurance agents who are experts in the HealthCare.gov subsidy application and can help people choose the plan best for them and their budgets.

Only licensed insurance agents can give plan advice.

The grantees also conduct outreach activities to publicize health insurance options. The community-based groups specialize in reaching underserved populations and limited-English-proficiency Oregonians.

In 2020, 40 groups and insurance agents did this work under Marketplace grants.

## Community partners

The nonprofit groups – called community partners – received a cumulative total of \$400,000 in grants.

Community partners	Location
Asian Health and Service Center	Portland
Benton County Health Services	Corvallis
Cascade AIDS Project	Portland
Interface Network	Salem
Immigrant and Refugee Community Organization (IRCO)	Portland
Northeast Oregon Network (NEON)	La Grande
Project Access NOW	Portland

# Insurance agents

Insurance agents – called partner agents – were granted a cumulative total of \$314,500.

Partner agency	Location
Aaron Burns Insurance	Eugene
Abel Insurance	Coos Bay, Florence, Gold Beach, Newport
Bancorp Insurance	La Pine
Boone Insurance Associates	Eugene
Cascade Insurance Center	Bend
Chehalem Insurance	Newberg
Country Insurance	Sisters
FG Insurance	Forest Grove, Portland
Gordon Wood Insurance	Roseburg
Grace Insurance Services	Portland
Hagan Hamilton	McMinnville
HE Cross Company	Portland
Health Insurance Place	Grants Pass
Health Plans in Oregon	Beaverton, Portland
Healthwise Insurance	Portland
Healthy, Wealthy & Wise	Tualatin
High Desert Insurance	Bend
Hillock Insurance Agency	Enterprise
Hudson Insurance	Tillamook
iCover Oregon	Albany
Insurance Lounge	Grants Pass, Medford, Portland
Insurance Marketplace	Medford
Klamath Financial Group	Klamath Falls
Linda Dugan Insurance	Astoria
Matthew Woodbridge Insurance	Salem, Woodburn
Pfaff-Karren Insurance	Independence
Premier NW Insurance	Oregon City, Salem, Sandy
RJS & Associates	Philomath
Strategic Planning and Insurance	Hood River, The Dalles
Tomlin Benefit Planning	Eugene
Valley Insurance	La Grande
WHA Insurance Agency	Wilsonville

# Assistance by region

## Community partners and insurance agents

## Primary counties served

Community partners and insurance agents	Primary counties served
<b>North Coast</b>	
Abel Insurance	Coos, Curry, Lane, Lincoln
Hudson Insurance	Tillamook
Linda Dugan Insurance	Clatsop
<b>Willamette Valley</b>	
Aaron Burns Insurance	Lane
Benton County Health Services	Benton, Linn
Boone Insurance Associates	Lane
Chehalem Insurance	Yamhill
Hagan Hamilton	Yamhill
iCover Oregon	Linn
Interface Network	Marion, Polk
Matthew Woodbridge Insurance	Marion
Pfaff-Karren Insurance	Polk
Premier NW Insurance	Clackamas, Marion
RJS & Associates	Benton
Tomlin Benefit Planning	Lane
<b>Portland Metro</b>	
Asian Health & Service Center	Clackamas, Multnomah, Washington
Cascade AIDS Project	Clackamas, Multnomah, Washington
FG Insurance	Multnomah, Washington
Grace Insurance Services	Multnomah
HE Cross Company	Multnomah
Health Plans in Oregon	Multnomah, Washington
Healthwise Insurance	Multnomah
Healthy, Wealthy & Wise	Washington
Immigrant and Refugee Community Organization (IRCO)	Clackamas, Multnomah, Washington
Project Access NOW	Clackamas, Multnomah, Washington
WHA Insurance Agency	Clackamas
<b>Central Oregon</b>	
Bancorp Insurance	Deschutes
Cascade Insurance Center	Deschutes
Country Insurance	Deschutes
High Desert Insurance	Deschutes
Strategic Planning and Insurance	Hood River, Wasco

# Assistance by region

## Community partners and insurance agents

## Primary counties served

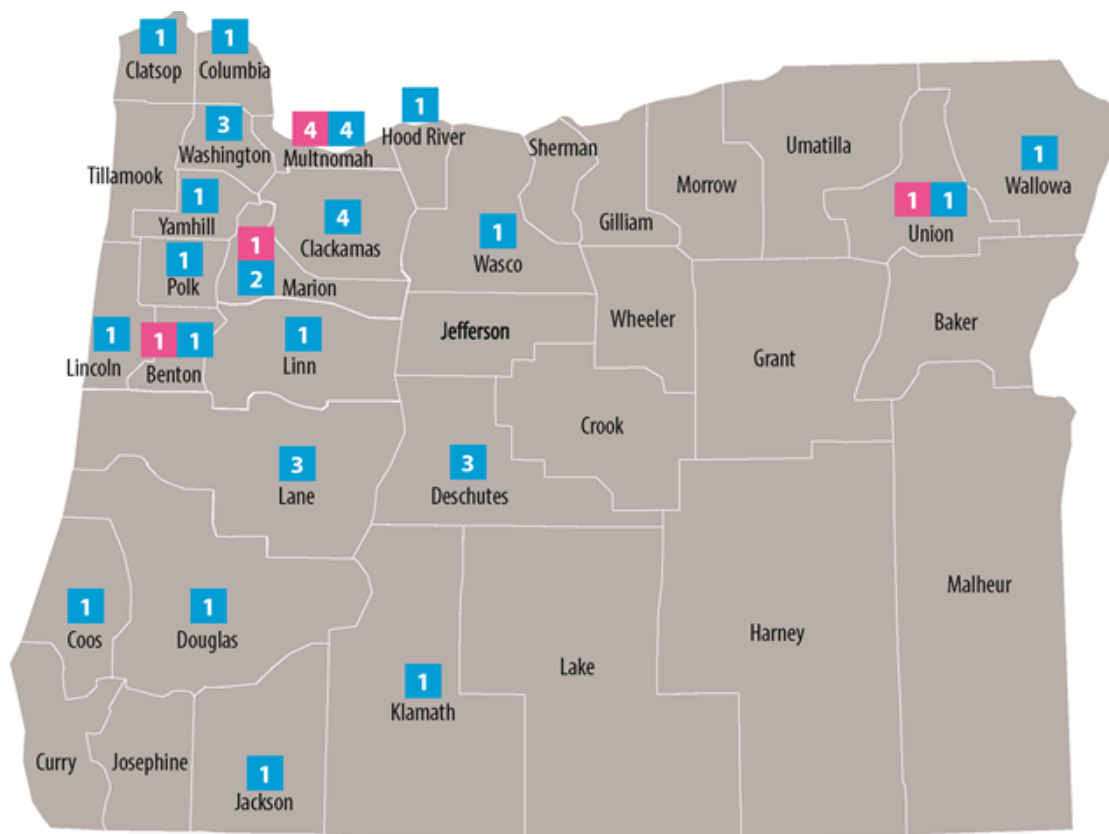
### Eastern Oregon

Hillock Insurance Agency	Wallowa
Northeast Oregon Network (NEON)	Baker, Union, Wallowa
Valley Insurance	Union

### Southwest Oregon

Gordon Wood Insurance	Douglas
Health Insurance Place	Josephine
Insurance Lounge	Jackson, Josephine, Washington
Insurance Marketplace	Jackson
Klamath Financial Group	Klamath

The map below shows the number of insurance agents and community partner organizations who have primary locations in each county.

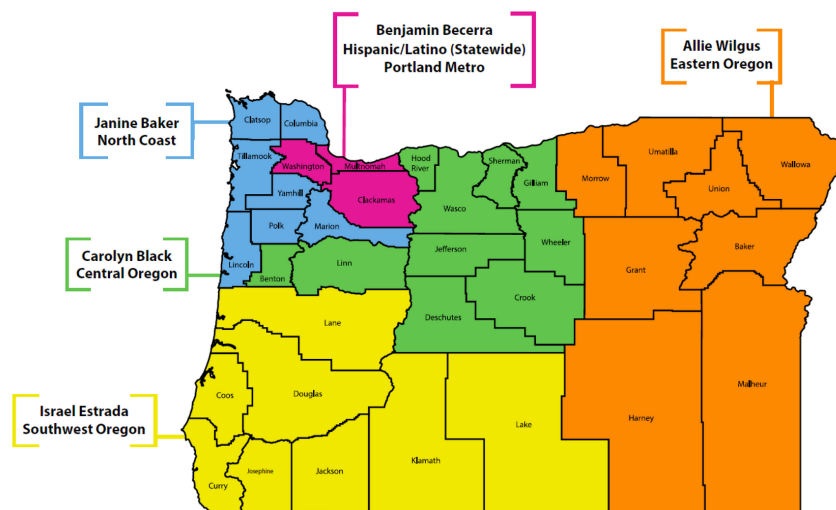


Community partner organization
  Insurance agency

# Public education and outreach

The Marketplace's outreach team facilitates outreach efforts to every area of the state. The team publicizes Marketplace services at community events, holds in-person or virtual information sessions about coverage, and answers phone calls from consumers to provide information about coverage options, eligibility, and to find local help.

The outreach team is comprised of five staff members who each serve a specific region of the state: Central Oregon and the Willamette Valley, Eastern Oregon and the Columbia Gorge, North Coast, Portland Metro, and Southwestern Oregon. One bicultural outreach team member who is fluent in Spanish serves the entire state in partnership with each regional outreach team member, providing bilingual, culturally appropriate outreach.



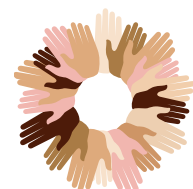
Examples of outreach conducted in 2020:

- Advisory council meetings
- Comic cons
- Community festivals
- Conferences
- Networking events
- Rapid Response sessions
- Resource fairs
- Service integration team meetings
- Sportsman shows
- Town hall meetings
- Trade Act information sessions
- Wedding shows



501 outreach events and meetings attended in 2020  
428 virtual events attended during the pandemic

58% of events catered to underserved populations





# Native outreach

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The outreach team also is supported by a Marketplace tribal liaison, who collaborates directly with Oregon’s federally recognized tribes:

- Burns Paiute of Harney County
- Confederated Tribes of Coos, Lower Umpqua, and Siuslaw Indians
- Confederated Tribes of Grand Ronde
- Confederated Tribes of Siletz
- Confederated Tribes of Umatilla Reservation
- Confederated Tribes of Warm Springs
- Coquille Indian Tribe
- Cow Creek Band of Umpqua Indians
- Klamath Tribes



92 contacts with tribal members

The Marketplace tribal liaison provides technical assistance, tribal assister training, complex case resolution; participates in government-to-government consultation; and advocates for tribes on Marketplace concepts affecting tribal governments and their communities. The liaison also advises outreach team members on assisting Native Americans and Alaska Natives in the course of their statewide outreach.

# Latinx community outreach

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The Marketplace outreach team is home to a Hispanic/Latinx community outreach and education coordinator, who focuses efforts on population-specific events, meetings, and other outreach opportunities. This team member is bilingual and bicultural, and has brought a unique perspective to communications and outreach planning with a focus on equity. Despite the COVID-19 pandemic, the Marketplace completed the following activities in 2020:



Four interviews with Spanish-language radio stations

22 meetings and networking events attended focused on the Hispanic/Latinx community



Two Latinx community outreach events attended

# Customer service center

The outreach team supports a customer service center, which helps Oregonians understand their coverage options and find local help. When the pandemic escalated, the service center quickly shifted to an all-remote environment. Despite the challenges, the team maintained exceptional service levels for the entire year.



Customer service levels averaged 91% for 2020

14,201 calls taken in 2020  
4,374 calls taken during open enrollment

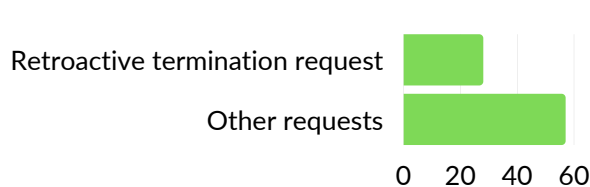


# Constituent case work

The Marketplace team supports escalated consumer issues, called "constituent cases," which are submitted directly to the constituent liaison. These cases are received from the Department of Financial Regulation, elected officials, community partners, the Oregon Health Authority Ombuds Office, as well as the Marketplace outreach team. While the majority of case issues are able to be resolved by direct contact to our federal partners at HealthCare.gov. However, state staff members are prepared to help resolve escalated issues with one-on-one support.

Examples of these cases include:

- Consumer received notice that he must pay back more than \$4,000 in premium tax credits received in 2016 due to system issue or error.
- Couple who is split-eligibility due to one being a Native tribal member. Non-native spouse enrolled in gold plan, which changed without cause multiple times midyear to a silver plan.
- Consumer whose application for Social Security Disability Insurance took six years to approve, causing Medicare Part A coverage to backdate to August 2018 and Part B coverage to April 2020, causing an overlap in coverage beyond the consumer's control.



**34 days** average number of days to resolve cases in 2020, with the shortest being one day and the longest being 372 days

# Training and education

The outreach and customer service staff members also deliver a comprehensive training to the community partner grantees and to Oregon Health Plan enrollment assisters. (Insurance agents are invited to attend, but they complete a separate federal training and separate state licensure requirements.) In 2020, Marketplace staff members held 58 live online trainings in English and Spanish.

The training equips hundreds of frontline workers at community-based organizations and local governments with the ability to navigate a complex health coverage system for Oregonians, and the skills to help people apply for coverage and financial help through HealthCare.gov. Topics covered in the training include:

## Coverage options

- Consumer protections under the Affordable Care Act
- Oregon Health Plan coverage and eligibility
- Medicare and Medicare subsidy programs
- Marketplace functions, coverage options, and eligibility

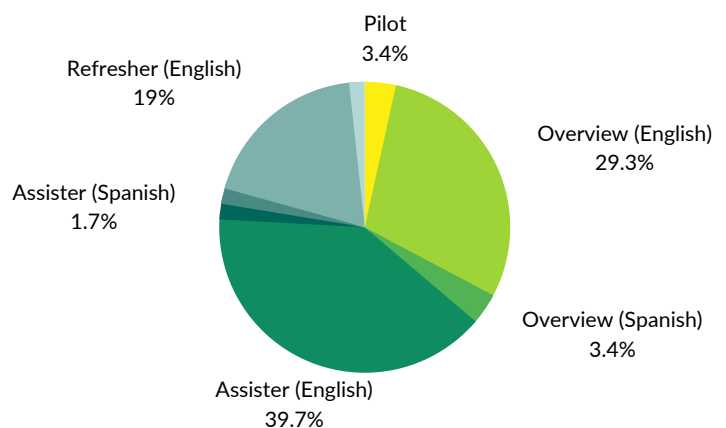
## Marketplace specifics

- Unique enrollment and subsidy rules for tribal members
- Coverage details of health and dental plans
- Financial assistance types and eligibility rules
- Enrollment periods

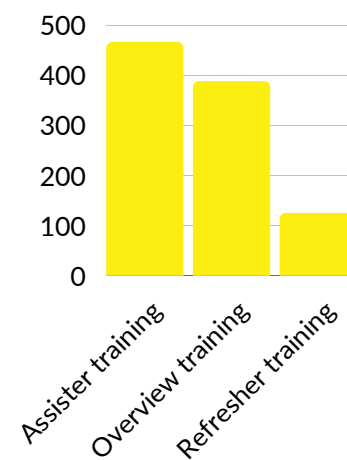
## Advanced Marketplace topics

- Situations when people can enroll through the Marketplace when enrollment is closed for the broader population
- Deeper definition of eligibility criteria for special populations, such as immigrants
- Assisting people in special situations, including survivors of domestic violence, people with seasonal income, refugees, LGBTQ+, and service members/veterans

Trainings offered



Number of assisters who completed training by tier



# Advertising campaign

The federal government's efforts to advertise open enrollment, subsidies, and coverage options have dwindled in recent years. Unlike most states that use HealthCare.gov for enrollment and subsidies, Oregon operates its own advertising campaign instead.

2020 was an eventful year ahead of the open enrollment period. Between the ongoing COVID-19 pandemic, the California v. Texas Supreme Court case, and the presidential election, the Marketplace was challenged with sharing an important message in challenging times. In addition, sweeping budget cuts affected marketing campaigns, streamlining channels, and limiting creation of new collateral.

In response, the Marketplace reused existing media for ads that ran on TV, radio, and online. The new creative focused on simple infographic-style messaging, which directed Oregonians to the window shopping tool on OregonHealthCare.gov or directly to HealthCare.gov for enrollment. The team also reused testimonial videos that were successful in the prior year's campaign and created new COVID-19-related messaging.

## This year's marketing plan included:



Video ads on streaming services such as Hulu, YouTube, and Xfinity



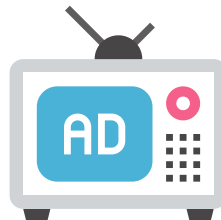
Audio ads on Spanish-, Russian-, and English-language stations and streaming services



Print ads in community newspapers and other publications in Spanish, Russian, and English



Social media ads on Facebook and Instagram



Video ads on Spanish- and English-language TV stations

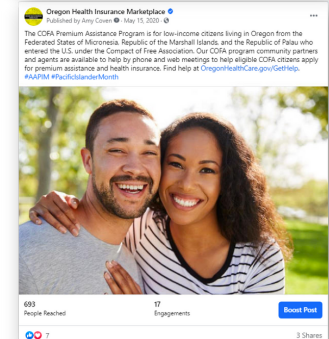
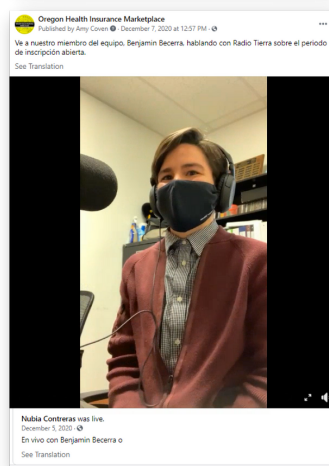
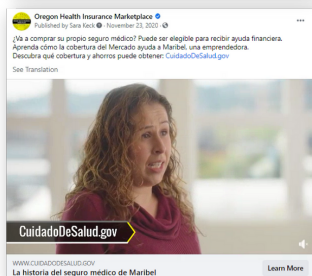
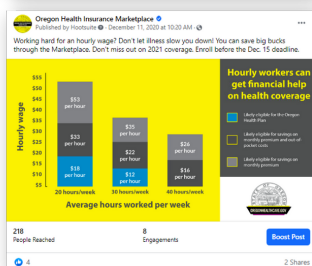
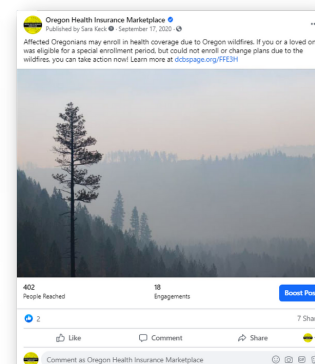
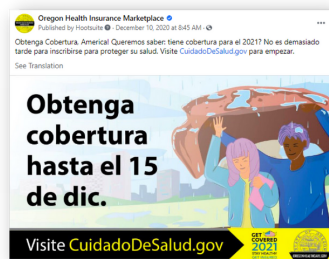


Digital ads on websites and search engines

# Enhanced social media campaign

Social media platforms (Facebook, Instagram, LinkedIn, Twitter, and YouTube) are essential communications channels to quickly spread important information, while building trust and continuing to establish the Marketplace as subject-matter experts with Oregonians. The Marketplace used social media channels to spread awareness of the COFA Premium Assistance Program, small-business health insurance options, and protections during the wildfire emergency declaration and COVID-19 pandemic. Throughout 2020, and especially during open enrollment, the Marketplace ramped up messaging in Spanish, which resonated well with Oregon's Hispanic/Latinx population. The Marketplace plans to continue this effort into 2021 and beyond to ensure equitable access to information.

## Examples of social media posts

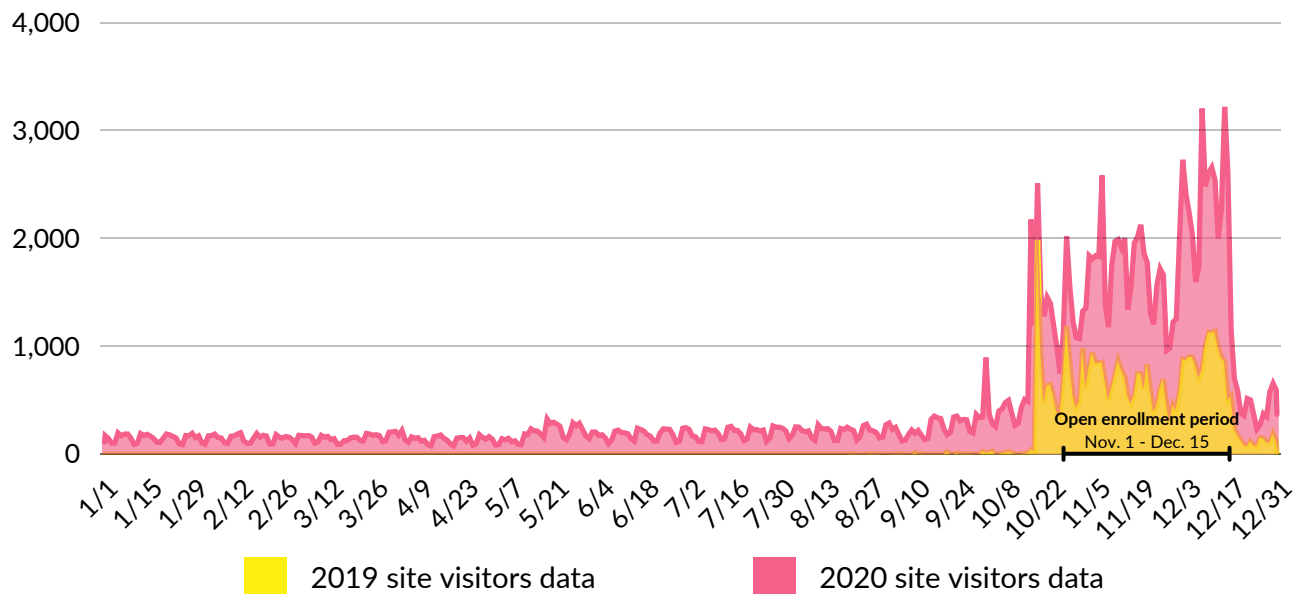


# Window shopping tool

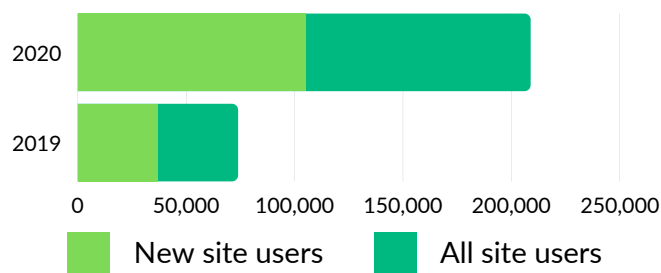
In October 2019, the Marketplace launched its state-specific window shopping tool. The tool offers Oregonians a quick and easy way to preview plans available to them, as well as eligibility for financial help and the Oregon Health Plan. The Coronavirus Aid, Relief, and Economic Security (CARES) Act and COVID-19 Relief and Stimulus Package brought stimulus payments to Oregonians. These payments are not included in the Oregon Health Plan eligibility determination, but are included in the calculation for financial assistance eligibility through the Marketplace. The Marketplace team immediately worked to integrate these complex calculations into the window shopping tool, creating a seamless process improvement and ensuring equitable access to information.

## Window shopping tool analytics

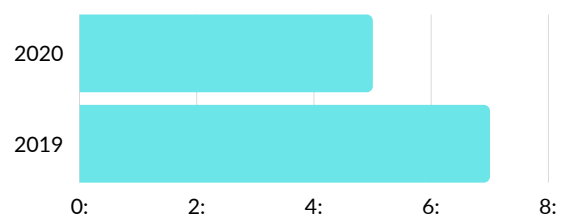
### Number of site visitors



### New vs returning users



### Average session duration, in minutes



# COFA Premium Assistance Program



The Marketplace operates the COFA Premium Assistance Program. The program serves low-income citizens of the Federated States of Micronesia, the Republic of the Marshall Islands, and the Republic of Palau who live in Oregon. Under the Compact of Free Association, these citizens are permitted to reside in the United States, but COFA adults are not eligible for full Medicaid (the Oregon Health Plan) under federal law. Oregon's COFA Premium Assistance Program pays the enrollees' share of premiums for medical insurance purchased through HealthCare.gov. The program also reimburses enrollees' spending on in-network services that count toward maximum out-of-pocket costs under the plan. The Marketplace's COFA program team oversees outreach and education to the COFA community and processes program applications and reimbursement claims.

## During the 2020 plan year and calendar year:



875 people were enrolled in the COFA Premium Assistance Program in 2020.

Program participants drew down \$5,156,644.63 in federal premium tax credits to help pay for their 2020 coverage.



The COFA Premium Assistance Program paid \$310,455.57 toward enrollee premiums.

Program participants who needed care in 2020 and submitted their out-of-pocket costs to the COFA program got \$1,406.67 in reimbursement from the program. Participants have until April 30, 2021, to seek reimbursement for 2020 care.



COFA Premium Assistance Program grantees were given a total of \$86,000 to conduct outreach and education, and to facilitate enrollments in the program.

### COFA Premium Assistance Program grantees

#### Micronesian Islander Communities

Community Partner Outreach and Education Grant

#### Pacific View Financial

Agent Partner Grant

808 people enrolled in the COFA Premium Assistance Program for 2021 coverage, leveraging \$1,255,834.21 in premium tax credits from January through March 2021. The [Consolidated Appropriations Act \(go.usa.gov/xH5sW\)](https://www.govinfo.gov/records/consolidated-appropriations-act), signed Dec. 21, 2020, reinstates Medicaid eligibility to people who entered the U.S. under a COFA treaty.



# Who is enrolled?

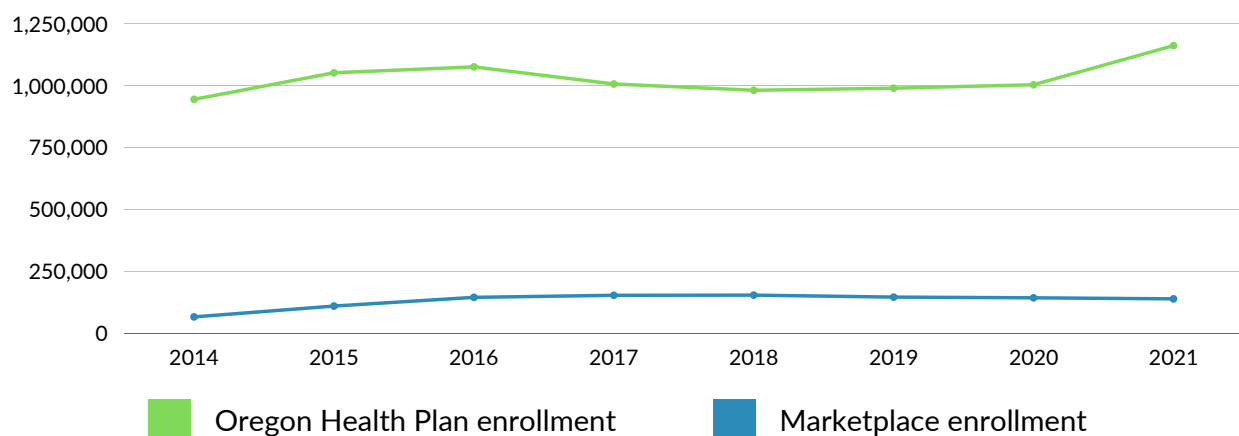
Efforts from all areas of the Marketplace combined to help 141,089 Oregonians sign up for 2021 coverage by the end of open enrollment in December 2020. Although this is a drop of approximately 3 percent, the Marketplace team is proud of its accomplishments, despite a noisy open enrollment period.

Data shows that the pandemic contributed greatly to a decline in enrollments. The Coronavirus Aid, Relief, and Economic Security (CARES) Act allowed Oregon to extend Medicaid benefits by expanding access to Medicaid for those who are uninsured or at risk of losing Medicaid eligibility. The result of this change means that enrollees of Oregon's Medicaid program (Oregon Health Plan) were not asked to renew and the Oregon Health Plan did not process redeterminations, which reduced the churn of people from the Oregon Health Plan to the Marketplace. As of Jan. 4, 2021, the Oregon Health Plan saw an increase in 15.65 percent of enrollees (168,910 individuals) over March 9, 2020.

The Biden Administration implemented a COVID-19 special enrollment period from Feb. 15 to May 15, 2021. Unlike other special enrollment periods, this window is open to all people who are eligible to shop through the Marketplace, and allows people to enroll in coverage, even if they are not currently enrolled. Enrollment changes brought about by this special enrollment period will be reported in the 2021 Marketplace Annual Report.

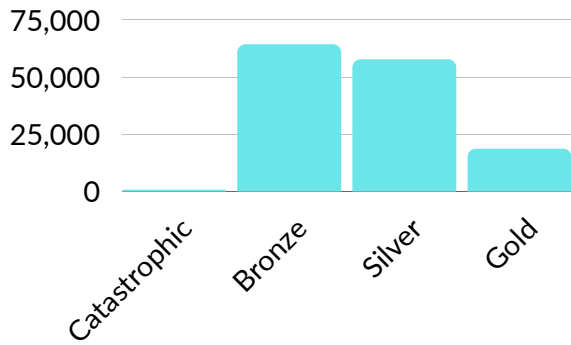
## Enrollment data

### Number of individuals who were enrolled in Oregon Health Plan benefits or selected a Marketplace plan



Source for OHP enrollment data: HSM Spring 2021 Forecast Final 20200316

## Summary of enrollments



**26,330**

new customers

**22,954**

number of enrolled consumers between the ages of 26 and 34

**64,141**

number of people enrolling in a plan with income less than 250% of the 2020 federal poverty level. These people are likely eligible for cost-sharing reductions on Silver plans.

## Data on premium tax credits

**98,805**

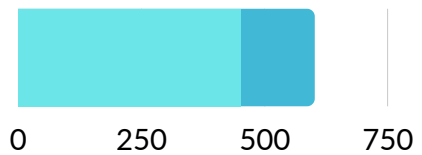
number of people enrolling in a plan and getting premium tax credits



**87%**

percent of people applying for financial help that receive premium tax credits

Premium cost



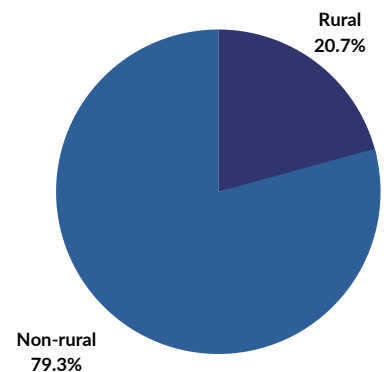
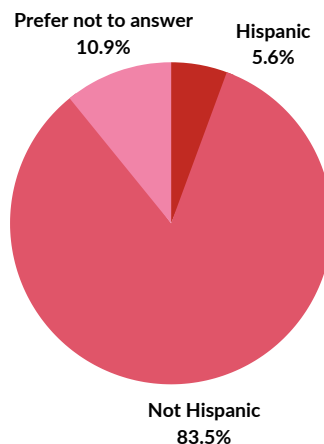
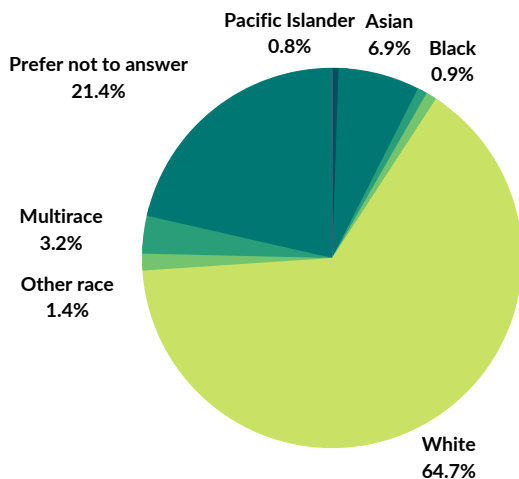
**\$451**

average amount of premium tax credits for people receiving them

**\$150**

average bottom-line premium (after any premium tax credits)

## Demographics of enrollees



# Conclusion

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The task of connecting Oregonians to affordable coverage is challenging, but it is work the Marketplace is doing with both seriousness and eagerness.

We invite ongoing discussion and collaboration with lawmakers, other partners in government, and the public about Marketplace operations. Contact Chiqui Flowers, Marketplace administrator, at [chiqui.l.flowers@oregon.gov](mailto:chiqui.l.flowers@oregon.gov), to get or stay more involved.

You can also join us for periodic Marketplace Advisory Committee meetings. Find them listed at [OregonHealthCare.gov/MAC](https://OregonHealthCare.gov/MAC).

# Appendix: Financial statements

A statement of financial condition, as of Dec. 31, 2020, for the Health Insurance Exchange Fund.

This section discusses the financial condition of the Health Insurance Exchange Fund as of Dec. 31, 2020. Budget or fiscal activities after that date are not reported here. All amounts discussed below exclude the Compact of Free Association Premium Support Program and the Senior Health Insurance Benefit Assistance Program because those programs are not funded by the Health Insurance Exchange Fund.

The Marketplace is financially stable and self-sufficient for the remaining six months of the 2019-21 biennium. As of Dec. 31, 2020, the Marketplace can fund approximately 17.2 months of activities with an available fund balance of \$8.5 million.

The 17.2 months is above the statute authority; however, we are certain that will drop, driven by the fund sweep of \$3.8 million to occur in May 2021 (discussed below), as well as an expected drop of enrollment due to COVID-19-related extensions of coverage for Medicaid and other health insurance programs.

The 2019-21 biennium budget for the Oregon Health Insurance Marketplace is shown here:

## 2019-21 Legislatively Approved Marketplace Budget

Section	2019-21 LAB	Positions	FTE
Marketplace	14,709,878	17	17.0
Shared Services	1,744,302		
<b>Total</b>	<b>16,454,180</b>	<b>17</b>	<b>17.0</b>

Through the end of the biennium, the Marketplace is expected to use about 87 percent of its budget limitation. This includes total expenses for Marketplace and Shared Services. Through December 2020, the Marketplace has recorded \$846,739 of its shared services limitation. The Marketplace assumes that it will use its entire shared service budget over the remaining six months of the biennium.

## Oregon Health Insurance Exchange 2019-21 LAB and Actuals

Section	2019-21 LAB	Actual expenditures as of 12/31/2020	Projection 1/2021-6/2021	Actual and projected	Variance over/(under)	Percent of variance
Marketplace	14,709,878	8,628,224	2,157,227	12,575,757	(2,134,121)	85%
Shared Services	1,744,302	846,739	897,563	1,744,302	-	100%

The following table shows revenues for the Health Insurance Marketplace during CY 2020.

### Oregon Health Insurance Exchange CY 2020 Balances and Revenue

Account description	2020 Q1	2020 Q2	2020 Q3	2020 Q4	Year total
Beginning balance	8,990,072	8,767,702	8,466,626	8,649,890	
PMPM assessment - Medical	1,225,575	952,652	1,172,982	1,172,635	4,523,844
PMPM assessment - Dental	14,031	10,477	10,175	12,875	47,558
Interest and investments	49,568	33,197	25,655	18,336	127,476
Other revenue	-	-	-	-	-
<b>Total</b>	<b>1,289,174</b>	<b>997,046</b>	<b>1,208,812</b>	<b>1,203,846</b>	<b>4,698,878</b>

The following table shows CY 2020 Health Insurance Marketplace expenditures. These expenditures occurred in the 2019-21 biennium.

### Oregon Health Insurance Exchange CY 2020 Expenditures and Transfers

Account description	2020 Q1	2020 Q2	2020 Q3	2020 Q4	Year total
Personal services	566,921	630,905	625,307	559,265	2,382,398
Services and supplies					
Travel	22,981	1,562	2,337	1,558	28,438
Employee training	23,058	-900	488	60	22,706
Office expenses	11,032	5,308	4,429	5,161	25,930
Telecommunications	26,061	19,162	20,233	213,919	279,375
State government service charges	76,766	2,677	7,087	75,782	162,313
Data processing	9,693	11,707	11,445	8,920	41,766
Publicity and publications	93,508	209,773	40,171	56,539	399,991
Professional services	67,912	7,479	27,353	19,074	121,818
IT professional services	41,396	32,196	21,464	10,750	105,806
Attorney General legal fees	243	28	9,916	439	10,625
Facility rent and taxes	14,605	11,187	11,187	7,698	44,136
Other services and supplies	22,316	10,337	6,889	12,102	51,644
<b>Services and supplies total</b>	<b>409,031</b>	<b>310,515</b>	<b>162,998</b>	<b>412,003</b>	<b>1,294,547</b>
Distribution to grantees	212,859	155,080	74,856	128,695	571,490
Capital outlay	-	24,744	-	-	24,744
<b>Total expenditures</b>	<b>1,188,811</b>	<b>1,121,244</b>	<b>863,162</b>	<b>1,099,963</b>	<b>4,273,180</b>
Shared services	322,733	176,878	162,386	170,329	832,326
<b>Total expenditures with shared services</b>	<b>1,511,544</b>	<b>1,298,122</b>	<b>1,025,548</b>	<b>1,270,292</b>	<b>5,105,506</b>
Ending fund balance	8,767,702	8,466,626	8,649,890	8,583,444	

The 2020 Q2 growth in publicity and publications over 2020 Q3 is a typical expenditure pattern for the Marketplace. It reflects Marketplace outreach efforts at the beginning of open enrollment.

# Fund sustainability

## Marketplace Per Member Per Month (PMPM) assessment

Oregon’s Marketplace is primarily funded through a per member per month fee. These fees apply only to plans purchased through the federal exchange. In 2020, the fee for medical plans was \$5.50 per member per month and \$0.36 per member per month for dental plans. Assessments for the 2021 plan year are the same: \$5.50 for medical plans and \$0.36 for stand-alone dental plans.

## Federal technology fee

The federal technology charge to insurers was 2.5 percent of the average premium for plan year 2020. Oregon Revised Statute 741.105(2)(a) limits the Marketplace’s assessment to no more than 5 percent of premium. The Marketplace’s position is that the Marketplace’s per member per month fee, plus the federal platform charge, should be below 5 percent of premium. The total PMPM plus federal technology fee was 3.47 percent of premium in 2020. The Marketplace expects it to be 3.45 percent for plan year 2021.

## Enrollments

Medical enrollment for the 2020 plan year was 2.86 percent lower than forecast. The Marketplace expected, on average, about 131,574 medical policies each month. There were actually about 127,817 medical policies each month. Dental enrollment for the 2020 plan year was 13.6 percent higher than forecast. The Marketplace expected 20,596 monthly dental policies on average. There were actually 23,400 dental policies on average each month during the plan year. The forecast numbers are from February 2020 and represent the data the Marketplace based their 2021 assessment rate decision on. Please note that actual enrollment counts may be updated by insurers until June 2021.

### Oregon Health Insurance Exchange CY 2020 Enrollment

Month	Forecast 2020 enrollment		Actual 2020 enrollment		Absolute forecast error	
	Medical	Dental	Medical	Dental	Medical	Dental
Jan. 2020	142,438	23,634	133,352	24,876	9,086	1,242
Feb. 2020	140,739	23,404	132,035	24,701	8,704	1,297
Mar. 2020	138,323	22,774	131,466	24,581	6,857	1,807
Apr. 2020	136,131	22,161	130,746	24,748	5,385	2,587
May 2020	133,318	21,565	129,590	24,494	3,728	2,929
June 2020	131,496	20,985	128,618	23,012	2,878	2,027
July 2020	129,906	20,420	127,829	22,968	2,077	2,548
Aug. 2020	128,315	19,871	127,168	22,898	1,147	3,027
Sept. 2020	127,174	19,336	126,025	22,771	1,149	3,435
Oct. 2020	125,821	18,477	123,967	22,348	1,854	3,871
Nov. 2020	123,853	17,656	122,388	21,739	1,465	4,083
Dec. 2020	121,371	16,871	120,624	21,663	747	4,792
Average	131,574	20,596	127,817	23,400	3,756	2,804

The 2020 forecast was based on federal law at the time of the forecast. There continues to be significant policy and legal uncertainty about the Affordable Care Act at the federal level.

## Rebate

In compliance with ORS 741.105(b), the Oregon Health Insurance Marketplace rebated \$4,163,015 in 2020 plan year. The following table shows the rebate calculation:

### Allowed Balance and Rebate

2019-2021 budget	HB 5050	HB 5011	Total
Marketplace	14,510,661	-57,618	14,453,043
CSD - Marketplace	1,717,187	-5,165	1,712,022
<b>Total</b>	<b>16,227,848</b>	<b>-62,783</b>	<b>16,165,065</b>
		Limit	4,041,266
6/30/2019 ending balance		8,616,853	
17-19 expenditures after 6/30/2019		412,572	
<b>Total rebate amount</b>		<b>4,163,014.75</b>	

Based on the above discussion, DCBS expects the Health Insurance Exchange Fund to remain stable and self-sustaining for the remainder of the 2019-21 biennium. At the end of the biennium, the Marketplace expects to have 12.6 months of reserves in the Marketplace fund, after the \$3.8 million sweep to occur in May 2021. In the event we don't see a decline in revenue, this will trigger a rebate.