



Washington State Health Benefit Exchange

Report to the Legislature

September 30, 2017

Report to the Legislature

Revised Code of Washington (RCW) 43.71.020(10) requires the Washington State Health Benefit Exchange (HBE or Exchange) to annually submit a detailed report to the Washington State Health Care Authority (HCA) and the House Appropriations and Senate Ways and Means Committees by September 30th. This report represents the third report.

Appendix A of this report provides salary information from 9/1/2016 through 8/31/2017, including the starting salary for employees hired after 9/1/2016 and any increases received, along with the basis for each increase. Appendix B provides the most recent salary, overtime and compensation policies for staff of the Exchange. Appendix C represents a list of all contracts in effect as of September 1, 2017. Finally, Appendix D provides state fiscal year (SFY) 2017 financial detail by object and fund source. Appendix E provides fund balance information for the Health Benefit Exchange Account (17T).

Beginning October 2017, the Exchange will submit its quarterly legislative financial report. Detailed financial reports continue to be provided monthly to OFM and legislative staff. RCW 43.71.030(8) directed HBE to develop metrics that capture current spending levels, including a per member per month (PMPM) metric, and establish five-year benchmarks for spending reductions. The Exchange is required to monitor ongoing progress toward achieving the five-year benchmarks and submit quarterly updates. This report will also be submitted to the Legislature in October 2017.

Background

The Exchange is governed by an 11-member bipartisan Board comprised of a Chair and eight voting members appointed by the Governor. Board members are nominated by the Republican and Democratic caucuses in both the State House and State Senate. The Exchange Board must have expertise in a variety of health care areas including employee benefits, health economics, consumer advocacy, individual insurance, small group insurance, and health plan administration. The Director of the Health Care Authority and Insurance Commissioner are ex-officio, non-voting Board members. There is currently one vacancy on the Board. There are currently 10 stakeholder committees, technical advisory committees or workgroups associated with the Board, including the Advisory Committee as well as a Technical Advisory Committees for key program areas including the navigator program, agents and brokers, health equity and outreach. There are three workgroups that address plan management, consumers and tribal issues.

Current board members include:

Chair: Ron Sims, retired Deputy Secretary for the U.S. Department of Housing and Urban Development

Don Conant, General Manager at Valley Nut and Bolt and Assistant Professor in the School of Business at St. Martin's University

Melissa Cunningham, JD, Corporate Counsel, Physicians Insurance

Ben Danielson, Medical Director at Odessa Brown Children’s Clinic

Phil Dyer, Senior Vice President at Kibble & Prentice/USI and former state legislator

Hiroshi Nakano, Director of Managed Care at Valley Medical Center

Mark Stensager, Retired Health System Administrator

Diane Zahn, Retired Secretary-Treasurer of United Food and Commercial Workers Local 21

Ex-Officio: Mike Kreidler, Washington State Insurance Commissioner

Ex-Officio: Louis McDermott, Interim Director of the Health Care Authority

Financial System

To increase financial accuracy and transparency, the legislature provided funding for a new financial system. The new system went live in October 2016.

Employee Salaries

The Exchange uses salary surveys to benchmark its salaries. Salary information for the Exchange is provided in Appendix A for those staff on the Exchange payroll August 31, 2017. This information only reflects the staff that are employed by the Exchange directly and does not reflect temporary employees hired through employment agencies or staff resources provided by consultants.

In July 2015, the Exchange had a total of 251 equivalent FTEs including 144 staff and 107 contractors. As of September 1, 2017, there were a total of 132.5 equivalent FTEs, including 120.5 staff and 12 contractors.

HBE STAFFING PLAN

Department	July 2015			August 2017		
	FTE (bodies)	Contractor	TOTAL	FTE (bodies)	Contractor	TOTAL
Regular Employees						
Executive/PMO	7	4	11	10.5	0	10.5
Policy	11	0	11	8	0	8
Legal	8	0	8	10.5	0	10.5
Communications	16	0	16	16.5	2	18.5
Finance & Administration	19	3	22	15	0	15
Operations	35	3	38	32.5	0	32.5
IT	30	34	64	27.5	10	37.5
SUBTOTAL	126	44	170	120.5	12	132.5
Temporary & Project Employees	18	63	81	0		0
TOTAL	144	107	251	120.5	12	132.5

Salary Changes

The following definitions describe the basis for salary increases made from September 1, 2015 to September 1, 2017.

<i>Across-the-board</i>	Salary adjustment made across-the-board (consistent with State employee raises).
<i>Adjustment</i>	An adjustment to an employee's salary based on internal equity (comparable position duties and skills and experience); or retention or other factors.
<i>Base Rate</i>	Employee salary level effective 9/1/2015
<i>Job Reclassification</i>	Changes made to the job classification which merit a change in salary range, either higher or lower.
<i>New Hire</i>	Starting salary of newly hired employee
<i>Promotion</i>	New position with a higher salary range than previous.
<i>Rehire</i>	Previous Exchange employee who left in good standing, hired into open an open position.
<i>Temporary Increase</i>	Non-permanent salary increase to reflect temporary change in duties.

Exchange Salary and Benefit Policies

The section of the Washington State Health Benefit Exchange's Employee Handbook outlining its salary and benefit policies is attached in Appendix B.

Exchange Quarterly Reporting

Beginning in October 2017, the Exchange will report financial information quarterly. These reports will be submitted in October, January, April and July.

Appendix A – Exchange Salaries

**Appendix A
HBE Report on Current Employee's Annual Salary
September 1, 2016 through August 31, 2017**

Job Title	Salary History Date	Salary History Increase Type	Annual Amount
Broker Program Support Specialist	10/24/2016	New Hire	51,409.92
	7/1/2017	Across-the-board	52,438.08
Budget Analyst	9/1/2016	Base Rate	84,493.92
	5/1/2017	Temporary Increase	92,943.60
	7/1/2017	Across-the-board	94,633.44
TO: Financial Analysis & Reporting Manager	8/1/2017	Promotion	94,633.44
Associate Director Legislative & External Affairs	9/1/2016	Base Rate	104,854.08
	7/1/2017	Across-the-board	106,951.20
Change Control Coordinator	9/1/2016	Base Rate	76,019.28
	7/1/2017	Across-the-board	77,539.68
SHOP Program Manager- OPERATIONS	9/1/2016	Base Rate	83,985.12
	7/1/2017	Across-the-board	85,664.88
TO: Business Systems Analyst II	9/1/2016	Base Rate	86,530.08
	7/1/2017	Across-the-board	88,260.72
Chief Information Officer	9/1/2016	Base Rate	138,957.12
	7/1/2017	Across-the-board	141,736.32
Facilities Assistant	9/1/2016	Base Rate	34,937.76
	3/1/2017	Adjustment	40,000.08
	7/1/2017	Across-the-board	40,800.00
Digital Communications Specialist	4/12/2017	New Hire	52,000.08
	7/1/2017	Across-the-board	53,040.00
Correspondence Developer	9/1/2016	Base Rate	80,274.48
	7/1/2017	Across-the-board	81,880.08
	7/16/2017	Promotion	85,974.24
Software Test Analyst Lead	9/1/2016	Base Rate	88,566.00
	7/1/2017	Across-the-board	90,337.44

Appendix A – Exchange Salaries

Job Title	Salary History Date	Salary History Increase Type	Annual Amount
Enrollment Analyst	9/1/2016	Base Rate	68,154.96
	7/1/2017	Across-the-board	69,518.16
Associate Director - Outreach	9/1/2016	Base Rate	103,292.88
	7/1/2017	Across-the-board	105,358.80
Policy Analyst	9/1/2016	Base Rate	63,115.92
	7/1/2017	Across-the-board	64,378.32
Navigator Program Manager	9/1/2016	Base Rate	82,572.48
	3/1/2017	Job Reclassification	90,828.96
	7/1/2017	Across-the-board	92,645.52
Enrollment Analyst	10/10/2016	New Hire	52,000.08
	7/1/2017	Across-the-board	53,040.00
Senior HR Generalist	9/1/2016	Base Rate	81,439.92
	7/1/2017	Across-the-board	83,068.80
Business Intelligence Lead	9/1/2016	Base Rate	118,450.08
Senior Program Specialist	9/1/2016	Base Rate	60,553.20
	7/1/2017	Across-the-board	61,764.24
Senior Program Specialist	9/1/2016	Base Rate	51,409.20
	7/1/2017	Across-the-board	52,437.36
Senior Administrative Assistant	9/1/2016	Adjustment	70,000.08
		Base Rate	61,706.40
	7/1/2017	Across-the-board	71,400.00
Senior Administrative Assistant	9/1/2016	Base Rate	61,706.16
	10/1/2016	Adjustment	70,000.08
	7/1/2017	Across-the-board	71,400.00
Senior Communications Specialist	9/1/2016	Base Rate	91,537.68
	7/1/2017	Across-the-board	93,368.40
Receptionist	12/19/2016	New Hire	33,281.28
	7/1/2017	Across-the-board	33,946.91

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Job Title	Salary History Date	Salary History Increase Type	Annual Amount
Business System Coordinator	10/28/2016	New Hire	43,699.92
	7/1/2017	Across-the-board	44,574.00
Business Systems Analyst	8/16/2017	Job Reclassification	51,409.92
Infrastructure Systems Engineer	9/1/2016	Base Rate	85,351.20
	3/1/2017	Remove Supervisor	
		Stipend	77,592.00
7/1/2017	Across-the-board	79,143.84	
Process and Documentation Analyst	9/1/2016	Base Rate	89,125.92
	7/1/2017	Across-the-board	90,908.40
Business Systems Analyst	7/17/2017	New Hire	57,000.00
UAT Analyst	9/1/2016	Base Rate	73,000.08
	7/1/2017	Across-the-board	74,460.00
Senior Accountant	9/1/2016	Base Rate	63,880.08
	7/1/2017	Across-the-board	65,157.60
Appeals Specialist	9/1/2016	Base Rate	54,524.16
		Job Reclassification	60,138.96
	7/1/2017	Across-the-board	61,341.84
Associate Director of Operations	9/1/2016	Base Rate	104,854.08
	7/1/2017	Across-the-board	106,951.20
AD Eligibility Appeals & Review	9/1/2016	Base Rate	87,238.56
	10/1/2016	Job Reclassification	98,508.00
	7/1/2017	Across-the-board	100,478.16
Senior Administrative Assistant	11/7/2016	New Hire	60,000.00
	7/1/2017	Across-the-board	61,200.00
Senior Administrative Assistant TO: Sr Navigator Specialist - Contracts	9/1/2016	Base Rate	61,706.16
	10/1/2016	Job Reclassification	70,000.08
	7/1/2017	Across-the-board	71,400.00
Eligibility Specialist	9/19/2016	New Hire	51,409.92
	7/1/2017	Across-the-board	52,438.08

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Job Title	Salary History Date	Salary History Increase Type	Annual Amount
Eligibility Specialist	4/17/2017	New Hire	52,440.00
	7/1/2017	Across-the-board	53,488.80
Enrollment Manager	11/28/2016	New Hire	89,775.12
	7/1/2017	Across-the-board	91,570.56
Eligibility Specialist	9/26/2016	New Hire	51,409.92
	7/1/2017	Across-the-board	52,438.08
Associate Director Policy	9/1/2016	Base Rate	104,854.08
	7/1/2017	Across-the-board	106,951.20
Broker Program Support Specialist	9/1/2016	Base Rate	57,669.84
	7/1/2017	Across-the-board	58,823.28
Enrollment Analyst	9/1/2016	Base Rate	65,658.48
	7/1/2017	Across-the-board	66,971.76
Enrollment Analyst	9/1/2016	Base Rate	57,669.84
	7/1/2017	Across-the-board	58,823.28
Budget Analyst	9/1/2016	Base Rate	84,493.92
	5/1/2017	Temporary Increase	92,943.60
	7/1/2017	Across-the-board	94,633.44
TO: Budgeting & Revenue Manager	8/1/2017	Promotion	94,633.44
Software Quality Manager	9/1/2016	Base Rate	120,582.24
	7/1/2017	Across-the-board	122,994.00
Contracts and Facilities Manager	9/1/2016	Base Rate	94,674.00
	7/1/2017	Across-the-board	96,567.60
Enrollment Analyst	9/1/2016	Base Rate	51,409.92
	7/1/2017	Across-the-board	52,438.08
Staff Accountant	9/1/2016	Base Rate	52,936.08
	7/1/2017	Across-the-board	53,994.72
Chief Financial Officer	9/1/2016	Base Rate	152,038.32
	7/1/2017	Across-the-board	155,079.12

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Job Title	Salary History Date	Salary History Increase Type	Annual Amount
Senior Administrative Assistant	9/1/2016	Base Rate	70,881.36
	7/1/2017	Across-the-board	72,299.04
Business Systems Analyst	9/1/2016	Base Rate	57,007.92
	7/1/2017	Across-the-board	58,148.16
Small Business Agent Rep	9/1/2016	Base Rate	88,991.52
	7/1/2017	Across-the-board	90,771.36
Senior Data Analyst	9/1/2016	Base Rate	86,504.64
	4/16/2017	Temporary Increase	90,829.92
	7/1/2017	Across-the-board	92,646.48
Associate Director of IT Technology Services	9/1/2016	Base Rate	136,310.40
	7/1/2017	Across-the-board	137,430.00
Enrollment Analyst	9/1/2016	Base Rate	57,669.84
	7/1/2017	Across-the-board	58,823.28
Executive Assistant	9/1/2016	Base Rate	87,804.96
	7/1/2017	Across-the-board	89,561.04
Associate Director - PMO	9/1/2016	Base Rate	125,824.80
Director of Organizational Effectiveness	12/1/2016	Promotion	138,834.00
	7/1/2017	Across-the-board	141,610.80
Communications Manager	9/1/2016	Base Rate	77,749.92
	7/1/2017	Across-the-board	79,304.88
Lead Enrollment Analyst	9/1/2016	Base Rate	60,648.00
	7/1/2017	Across-the-board	61,860.96
Manager of IT Infrastructure Services	9/1/2016	Base Rate	104,854.08
	7/1/2017	Across-the-board	106,951.20
Small Business Agent Manager	9/1/2016	Base Rate	94,368.72
	7/1/2017	Across-the-board	96,256.08
Infrastructure System Technician	6/5/2017	New Hire	58,000.08
	7/1/2017	Across-the-board	59,160.00

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Job Title	Salary History Date	Salary History Increase Type	Annual Amount
Enrollment Analyst	9/1/2016	Base Rate	57,669.84
	7/1/2017	Across-the-board	58,823.28
Accounting Assistant	9/1/2016	Base Rate	36,698.88
	7/1/2017	Across-the-board	37,432.80
TO: Senior Program Specialist - Communications	9/1/2016	Base Rate	51,409.92
	3/1/2017	Job Reclassification	63,880.08
	7/1/2017	Across-the-board	65,157.60
Chief Executive Officer	9/1/2016	Base Rate	170,649.84
	7/1/2017	Across-the-board	174,062.88
Senior Program Specialist	9/1/2016	Base Rate	65,009.52
	7/1/2017	Across-the-board	66,309.60
Appeals Specialist	9/1/2016	Base Rate	51,409.92
	7/1/2017	Across-the-board	52,438.08
Enrollment Analyst	9/1/2016	Base Rate	51,409.92
	7/1/2017	Across-the-board	52,438.08
Chief Marketing Officer	9/1/2016	Base Rate	140,043.12
	7/1/2017	Across-the-board	142,843.92
Information Security Specialist	9/1/2016	Base Rate	33,085.20
	7/1/2017	Across-the-board	33,746.88
Senior Systems Developer	9/1/2016	Base Rate	95,692.08
	7/1/2017	Across-the-board	97,605.84
Staff Accountant	9/1/2016	Base Rate	61,080.00
	7/1/2017	Across-the-board	62,301.60
Accounting Supervisor	9/1/2016	Base Rate	76,374.96
	7/1/2017	Across-the-board	77,902.56
Enrollment Analyst	9/1/2016	Base Rate	51,409.92
	7/1/2017	Across-the-board	52,438.08
Financial Accounting Supervisor	9/1/2016	Base Rate	85,980.48
	7/1/2017	Across-the-board	87,700.08

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Job Title	Salary History Date	Salary History Increase Type	Annual Amount
Senior Program Specialist - Navigator TO: Training Development Manager	9/1/2016	Base Rate	67,106.64
	12/1/2016	Promotion	73,817.28
	7/1/2017	Across-the-board	75,293.52
Security Analyst	9/1/2016	Base Rate	63,880.08
	7/1/2017	Across-the-board	65,157.60
Senior Systems Developer	9/1/2016	Base Rate	93,319.92
	7/1/2017	Across-the-board	95,186.40
Business Systems Analyst	9/1/2016	Base Rate	62,912.40
	7/1/2017	Across-the-board	64,170.72
Policy Analyst	11/1/2016	New Hire	64,999.92
	7/1/2017	Across-the-board	66,300.00
Senior Systems Developer	9/1/2016	Base Rate	102,175.92
Project Manager II	9/1/2016	Base Rate	83,781.60
	7/1/2017	Across-the-board	85,457.28
Senior Systems Developer	9/1/2016	Base Rate	96,717.36
	7/1/2017	Across-the-board	98,651.76
Information Security Specialist	9/1/2016	Base Rate	33,085.20
	7/1/2017	Across-the-board	33,746.88
Lead Enrollment Analyst	9/1/2016	Base Rate	59,976.48
	7/1/2017	Across-the-board	64,234.32
Business Systems Analyst	9/1/2016	Base Rate	57,007.92
	7/1/2017	Across-the-board	58,148.16
IT Coordinator	9/1/2016	Base Rate	52,849.92
	7/1/2017	Across-the-board	53,906.88
Director of Legal Services	9/1/2016	Base Rate	137,400.72
	1/1/2017	Adjustment	138,834.00
	7/1/2017	Across-the-board	141,610.80

Appendix A – Exchange Salaries

Job Title	Salary History Date	Salary History Increase Type	Annual Amount
Senior Program Specialist - Navigator	1/1/2017	New Hire	51,409.92
	7/1/2017	Across-the-board	52,438.08
Senior UAT Analyst	7/1/2017	Rehire	88,500.00
Senior UAT Analyst	12/1/2016	New Hire	90,000.00
	7/1/2017	Across-the-board	91,800.00
Business Systems Analyst	9/1/2016	Base Rate	57,669.84
TO: Business Systems Analyst II	11/1/2016	Promotion	70,815.12
	7/1/2017	Across-the-board	72,231.36
Chief Information Security Officer	1/1/2017	New Hire	115,000.08
	7/1/2017	Across-the-board	117,300.00
Project Management Administrator	9/1/2016	Base Rate	107,475.36
	7/1/2017	Across-the-board	109,624.80
Financial Reporting Analyst	9/1/2016	Base Rate	69,478.56
	7/1/2017	Across-the-board	70,868.16
Associate Director Call Center	9/1/2016	Base Rate	99,611.28
	7/1/2017	Across-the-board	101,603.52
Problem Management Analyst TO: Release Coordinator	9/1/2016	Base Rate	72,176.40
	6/1/2017	Job Reclassification	79,394.16
	7/1/2017	Across-the-board	80,982.00
Business Systems Analyst II	9/1/2016	Base Rate	84,000.00
	7/1/2017	Across-the-board	85,680.00
BSA II Lead	8/1/2017	Promotion	89,964.00
Tribal Liaison	9/1/2016	Base Rate	81,439.92
	7/1/2017	Across-the-board	83,068.80
Media Communications Associate	9/1/2016	Base Rate	68,206.08
	7/1/2017	Across-the-board	69,570.24
UAT Analyst	7/1/2017	New Hire	82,620.00
Senior Program Specialist	9/1/2016	Base Rate	51,409.92
	7/1/2017	Across-the-board	52,438.08

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Job Title	Salary History Date	Salary History Increase Type	Annual Amount
Associate Director Human Resources	9/1/2016	Base Rate	107,999.76
	7/1/2017	Across-the-board	110,159.76
Facilities Coordinator	9/1/2016	Base Rate	51,409.92
	3/1/2017	Adjustment	57,645.12
	7/1/2017	Across-the-board	58,798.08
Receptionist	9/1/2016	Base Rate	36,698.88
	7/1/2017	Across-the-board	37,432.80
Data and Reporting Analyst	8/28/2017	New Hire	80,000.16
Program Coordinator - Operations	1/30/2017	New Hire	43,680.00
	7/1/2017	Across-the-board	44,553.60
Senior Program Specialist	9/1/2016	Base Rate	62,912.40
	7/1/2017	Across-the-board	64,170.72
Eligibility Coordinator	10/17/2016	New Hire	34,999.92
	7/1/2017	Across-the-board	35,700.00
Director of Policy	9/1/2016	Base Rate	138,721.92
	7/1/2017	Across-the-board	141,496.32
Senior Systems Architect	9/1/2016	Base Rate	113,299.92
	7/1/2017	Across-the-board	115,566.00
Director of Operations	9/1/2016	Base Rate	139,382.40
	7/1/2017	Across-the-board	142,170.00
Eligibility Specialist	9/1/2016	Base Rate	51,409.92
	7/1/2017	Across-the-board	52,438.08
Access & Education Specialist TO: Senior Program Specialist - Communications	9/1/2016	Base Rate	66,058.08
	3/1/2017	Job Reclassification	72,663.12
	7/1/2017	Across-the-board	74,116.32
Project Manager II	9/1/2016	Base Rate	99,611.28
	7/1/2017	Across-the-board	101,603.52

Appendix A – Exchange Salaries

Job Title	Salary History Date	Salary History Increase Type	Annual Amount
Associate Director Finance	9/1/2016	Base Rate	111,979.92
	7/1/2017	Across-the-board	114,219.60
Senior Plan Manager	9/1/2016	Base Rate	91,620.00
	7/1/2017	Across-the-board	93,452.40
Business Process Program Specialist	1/1/2017	New Hire	63,880.08
	7/1/2017	Across-the-board	65,157.60
Project Manager II	9/1/2016	Base Rate	79,999.92
	7/1/2017	Across-the-board	81,600.00
Conditional Eligibility & Verification Supervisor	9/1/2016	Base Rate	67,705.92
	7/1/2017	Across-the-board	69,060.00

Appendix B – Exchange Salary and Compensation Policies

Appendix B Exchange Salary and Compensation Policies COMPENSATION/PAYROLL (Revised May 2017)

COMPENSATION POLICY (Revised 5/2017)

The goal of WAHBE's Compensation Policy is to attract, motivate and retain the best and brightest employees with skills needed to achieve WAHBE's mission. This compensation program will strive to:

- Be competitive within relevant labor markets;
- Reward contribution and excellence using multiple recognition strategies;
- Maintain internal equity;
- Be fiscally responsible; and
- Facilitate career development.

Compensation Committee

The Compensation Committee, comprised of the CEO, CFO, Director of Organizational Effectiveness and the Associate Director Human Resources, will develop compensation guidelines, and approve any exceptions to those guidelines to ensure organization-wide equity and consistency in the application of our compensation policies and practices.

New Hire Offers – Placement on Salary Range

An offer will typically be extended at or below 25th percentile of the salary range for candidates who meet the minimum qualifications for the positions. Those with additional experience, certifications, education or other qualifying criteria will be typically hired at or below the 75th percentile of the salary range. All such offers should be reviewed for internal equity. *Any offers in excess of the 75th percentile must be approved by the Leadership's Compensation Committee in advance of the offer being extended.*

Determining Annual Merit/Cost of Living Adjustment (COLA) Increases

The Annual Salary Increase process is an opportunity for managers to review employees' salaries in context to this philosophy, ensure increase dollars are allocated effectively to reward employee performance and contributions and to address compelling market issues.

Each year the Board approves the budget for annual merit and/or COLA increases (if any), expressed as a percentage of current compensation.

COLA increases are calculated as a percentage of current salary and concurrently increase the current salary range structure.

Merit Increases are determined by department directors and are expected to be consistent with the overall budgeted percentage increase. Human Resources staff are available to discuss options for meeting those objectives.

Employees meeting performance expectations and who satisfied the basic requirements of their role should be recognized appropriately. However, we encourage rewarding employees who have had the greatest impact and contribution, above and beyond established expectations of performance, and sought out new opportunities to contribute to the success of the department/organization at the highest levels.

Appendix B – Exchange Salary and Compensation Policies

Merit increases should be consistent with the employee's latest performance appraisal and contribution to the organization. Employees whose overall performance rating was “Needs Improvement” will not receive a merit increase.

Factors to consider in determining individual merit increase amounts include the employee's:

- Type, complexity and level of work;
- Individual performance and effectiveness in working with others;
- Contribution to the organization;
- Salary in relation to peers performing similar work;
- Salary in relation to external market.

An employee's base salary should be equal to at least the minimum of the employee's salary range for their classification grade and should not exceed the salary range maximum.

Reclassifications

Reclassification is a change from one job position/title and duties to another that typically results in an increase in pay. Reclassification usually occurs as a result of one of the following:

- A vacant position exists that a supervisor wants to change to a different position to better meet the needs of the department.
- An employee's job duties have changed to the extent that he/she is performing duties of a higher level position at least 50% of the time. (When change results in higher grade level, salary is increased to minimum of new grade, or 10%, whichever is higher.)

Market Adjustments

The Associate Director Human Resources will propose changes to job classifications and salary ranges based on published market survey data. Market adjustments are used to address compelling internal and/or external market and retention issues. Market adjustment requests must be brought before the Compensation Committee for review and are generally effective on the same date as the annual merit/COLA increase.

The Human Resources department, with the oversight of Compensation Committee, is solely responsible for conducting market analysis to identify prevailing rates in the labor markets within which the Exchange competes for talent by using publishing labor market data and salary surveys. Please contact Human Resources if you have any questions or concerns regarding internal or external market information.

Transfers

When an employee is transferred to a new position within the same salary range, no salary increase is given. When an employee is transferred to a new position with a higher salary range (promotion), the employee's salary is increased 10% or to the 25th percentile of the new range, whichever is higher. When an employee is transferred to a new position with a lower salary range (voluntary or involuntary demotion), the employee's salary is reduced to the maximum of that salary range (if necessary) and “red-circled.”

Red-Circled

Employees “red-circled” are being paid at the maximum of their salary range and are not eligible for further increases to their base salaries. If a COLA is approved, red-circled employees will be paid a COLA

Appendix B – Exchange Salary and Compensation Policies

Lump Sum in the amount of the approved COLA percentage increase for staff on the first paycheck following the effective date of the COLA approval.

Supervisory Salary Increases

When an employee's position is changed to include Lead or Supervisory duties, a salary increase of 5 or 10 percent is awarded, respectively. The salary increase is removed if the Lead or Supervisory duties are removed from the position.

Executive Compensation

All compensation (starting salaries or salary increases) for these Leadership positions require prior Board Approval by the Board Chair and the Chair of the Operations Committee: Chief Executive Officer, Chief Financial Officer, Chief Information Officer, Chief Marketing Officer, Director of Legal Services, Director of Operations, Director of Organizational Effectiveness and Director of Policy.

PAY DAYS

The Exchange employees receive two paychecks each month: on the 15th for time worked the 1st through the 15th; and on the last day of each month for time worked the 16th through the end of the month. If a payday falls on a Saturday, Sunday, or holiday, you will be paid on the preceding business day. Please contact the Accounting Supervisor if you have any questions about your paycheck. (Temporary employees and Interns are paid in arrears for actual hours worked; hours worked 1st through 15th is paid on the end of the month payroll.)

WORK SCHEDULES AND HOURS

The normal Exchange workday will consist of eight hours with an unpaid meal period. Workday hours will vary between departments and will be assigned by the department manager based on business needs.

Because of the nature of our business, it is important that employee hours are scheduled in a manner as to provide for efficient and uninterrupted service. And while the Exchange recognizes that the importance of providing employees with a stable work schedule, our ability to do so depends on our business needs and conditions. Consequently, we reserve the right to modify schedules and hours of all or any part of our work force. All requests for variations to your schedule should be submitted to your department manager.

This Handbook is not intended to be a guarantee of employment for a specified number of hours per day, week, or month. It may be the case that employee hours may be reduced if management believes it is necessary due to lack of work, interruptions in workflow, or other business reasons.

Appendix B – Exchange Salary and Compensation Policies

FLEXIBLE WORK SCHEDULES AND TELECOMMUTING

Standard Business Hours

Standard business hours at the Exchange are 8:00 a.m. to 5:00 p.m., Monday through Friday, except for specified legal holidays. Full-time employees will work those standard business hours of the Exchange unless an alternate work schedule is approved in writing by the supervisor.

Non-exempt employees will:

- Work no more than 40 hours in a work week without advance permission from their supervisor;
- Take up to 60 minutes (but no less than 30 minutes) unpaid meal break each day;
- Take a paid rest period of 15 minutes for each four hours of working time.

Overtime, meal and rest break requirements do not apply to exempt employees.

Flexible Work Schedules

An employee may work a fixed work schedule outside of the Exchange's Standard Business Hours, with prior written approval by his or her supervisor. The starting time may be no earlier than 6:00 a.m., and the ending time no later than 6:00 p.m.

Telecommuting

WAHBE recognizes that there may be circumstances when staff may wish to work from home. Serious consideration will be given to any such requests and a decision regarding the suitability of working at home will take into account all relevant circumstances. The supervisor must approve any telecommuting arrangement and complete a Telecommuting agreement. When completed, the supervisor will provide a copy to HR. The decision of the supervisor is final.

Eligibility for Telecommuting

When determining if a position is eligible for telecommuting, the supervisor and Human Resources must jointly review the essential functions of the job.

- Not Eligible — Positions which require the employee's presence in the workplace will not be suitable for telecommuting arrangements.
- Limited — Other positions, may be restricted to occasional or infrequent telecommuting.
- Eligible — Suitable for short-term or intermittent telecommuting arrangements. Due to the collaborative, time sensitive, work environment of the Exchange.

Qualifying Conditions

A telecommuting arrangement is subject to the following criteria:

- Prior agreement from the supervisor indicating approved day or dates, and work hours;
- The employee must have demonstrated competency in his or her position, not require direct supervision, and have a record of being reliable and self-directed.
- The absence from the office will not be detrimental to productivity of the employee's work unit or undermine customer service.
- A telecommuting agreement is signed by both the employee and the supervisor; which will include the employee's work schedule, effective dates of the agreement, and any other job related expectations.
- Employee has a contact telephone number and stable internet connection available during the designated work hours, provided and paid for by the employee.

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Working Arrangements

- Employees authorized to telecommute may be issued a laptop and other related equipment.
- The employee is required to take reasonable care of all equipment, to keep it secure and to use it in accordance with operating instructions, and all IT Security policies. Equipment must NOT be left unattended in any vehicle at any time.
- Equipment should only be accessible to the employee and safeguarded from access by other members of the household and visitors.
- IT staff will have unrestricted access to all WAHBE equipment for audits, updates or other business needs.
- Telecommuting employees will be available by phone or email during work hours.
- The employee has an obligation to maintain a safe and secure work space at the remote location.
- Telecommuting is *not* designed to be a replacement for appropriate child care. Although an individual employee's schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering into a trial period.

Injuries Sustained While Telecommuting

Injuries sustained by the employee while at a remote work location and in conjunction with regular work duties are normally covered by the Exchange's workers' compensation policy. Telecommuting employees are responsible for notifying the supervisor of such injuries in accordance with Exchange's Safety Policy. The employee is liable for any injuries sustained by visitors to his or her worksite.

Revocation of Telecommuting

The availability of telecommuting as a flexible work arrangement may be discontinued at any time at the discretion of the supervisor. The Exchange reserves the right to withdraw their approval for telecommuting if it is determined that:

- The employee's performance is not meeting expectations;
- The employee is not available to the supervisor, co-workers or customers during the agreed upon scheduled hours;
- The business requirements of the work unit no longer allow for telecommuting or any other reasonable needs of the employer to carry out its business.

Full Time Remote Work (New 5/2017)

In very limited circumstances, the CEO may approve an employee to work remotely. In addition to the other requirements of those Telecommuting, approval will be based on the following:

- When there is no other acceptable way to accomplish the work.
- The employee is highly skilled and would be difficult to replace.
- The job can be accomplished from a remote location at an acceptable level of performance.
- The employee will not supervise HBE employees from the remote site – supervisory duties will be reassigned.
- These will be exceptional, not routine circumstances.
- Must be approved by CEO and re-evaluated every 60 days.

Appendix B – Exchange Salary and Compensation Policies

LUNCH (MEAL PERIOD) AND REST PERIODS

The granting and entitlement to scheduled lunch and rest periods for non-exempt employees is required and protected under state and federal labor laws. To ensure compliance with these laws, non-exempt employees are expected to follow these guidelines or be subject to disciplinary action, up to and including termination. (While exempt employees are expected to take meal and rest breaks, they are not subject to state or federal regulatory oversight.)

Lunch (Meal Period)

Employees are entitled to unpaid meal periods of not less than 30 minutes, if they work shifts of six hours or more. Non-exempt employees must record the length of their meal period each day. Employees only working five-hour shifts are not required to take a meal period.

Rest Periods

Rest Periods are considered time worked and should adhere to the following guidelines:

- Employees are required to take a rest period of 15 minutes (paid time) for every segment of four hours-worked.
- Rest breaks generally can be taken on an informal basis throughout the day, although they may at times need to be scheduled due to the nature of the job.

REPORTING HOURS WORKED

The workweek is defined as 12:01 a.m. Sunday to 12:00 p.m. Saturday. Not reporting time worked or the falsifying of any time record is prohibited and may be grounds for disciplinary action, up to and including immediate termination.

Non-Exempt Reporting

Non-exempt employees are expected to report to the Accounting Supervisor hours worked for each semi-monthly pay period using the most current Finance time and attendance form. This reporting is required to satisfy state and federal laws, as well as to compute payroll information. Rest periods are considered time worked and should not be recorded.

Non-exempt employee wages will be based upon hours worked. Failure to report all hours worked may result in reduced pay for that pay period. Work time does not include meal periods. Any time not worked should be reported. Scheduled hours must be accounted for on the time and attendance form, with absences identified as either PTO, LWOP, Jury Duty, or Bereavement. All absences must match leave requested through the Employee Self Service leave system.

Exempt Reporting

Exempt employees are expected to request PTO, LWOP, Jury Duty, or Bereavement leave through the Employee Self Service leave system.

The Exchange has established a Time Certification process in support of federal regulation policies that require all staff working 100% of their time on a specific federal grant to “certify” their time. Exchange staff complete a Time Certification form, obtain supervisor/manager approval, and submit to the Controller on a quarterly basis.

Appendix B – Exchange Salary and Compensation Policies

OVERTIME PAY

Non-exempt employees are compensated for overtime in accordance with Federal and State regulations and are paid at the rate of one and one-half times their normal hourly rate of pay for any hours worked more than forty (40) hours in a workweek.

Non-exempt employees are required to seek pre-approval of all overtime hours. Employees are encouraged to review their timesheet periodically during the week and to let their manager know if they may incur overtime. Pay for holidays, vacations, and other time not worked will not count as “hours worked” for computing overtime.

Employee attendance at lectures, meetings, and internal training programs will be considered hours of work if management requires such attendance. *Voluntary* attendance at any training paid for by the Exchange is not paid time if taken outside of regular work hours.

We do not track hours for exempt employees, per the Fair Labor Standards Act (FLSA) they are paid for work performed. As an exempt employee, you may be expected to work more than your scheduled hours to fulfill your responsibilities. This includes working different hours or days than scheduled or working additional hours. Exempt employees are not eligible for overtime pay or compensatory time off.

CORRECTIONS TO PAY CHECK

If you have questions, or feel your paycheck is not accurate, promptly notify the Accounting Supervisor. By bringing corrections in payment of your wages to our attention as soon as possible, you will help us make sure you are promptly paid for all the work you perform.

DIRECT DEPOSIT

Employees are required to have payroll directly deposited to a financial institution. The first payroll after hire and the first payroll after a change of bank account will be by check while the bank information is verified. You may select multiple accounts of any combination of checking and savings accounts.

EMPLOYEE SELF SERVICE SYSTEM

We use the Employee Self Service system to enable employees to manage their personal information, payroll preferences and leave requests. You may change addresses and other contact information, emergency notification information, tax withholding allowances, and bank accounts, among others. You may monitor your PTO accruals, rate of pay, and print out your earnings statements through this system.

PAYROLL DEDUCTIONS

On each payday, your earnings statement showing gross pay, deductions, and net pay will be available to you electronically on Employee Self Service. Local, State, Federal, Social Security and Medicare taxes will be deducted automatically. No other deductions will be made unless required or allowed by law, contract, or your written authorization. You may elect to have additional voluntary deductions taken from your pay only if you authorize the deductions in writing or electronically.

It is your responsibility to review this data for accuracy and to report errors to the Accounting Supervisor as soon as practical. The Exchange reserves the right to retro-actively correct errors upon discovery.

Appendix B – Exchange Salary and Compensation Policies

At the end of each calendar year, you will be supplied with your Wage and Tax Statement (W-2) form. This statement summarizes your income and deductions for the year. If you have any questions regarding these deductions, please contact the Accounting Supervisor.

GARNISHMENTS AND LEVIES

As provided by state and federal law, the Exchange is required to make deductions from your salary should a wage garnishment or levy be ordered against you by a court or governmental agency.

Please notify Human Resources if you become aware of a pending garnishment. No employee will be terminated because of the fact that his/her earnings have been subject to garnishments or levies for indebtedness.

**Appendix C
Exchange Contracts**

Contract ID	Contract Name	Contract Manager	Contract Type	Description	Start	Current Term End	Initial Value	Current Contract Value	No. of Amend
HBE-027	Deloitte	Vincent Barrailler	Contract	Systems integration contractor	4/19/2012	6/30/2020	\$63,079,517	\$180,248,897	37
HBE-028	Faneuil	Beth Walter	Contract	Call center operations	2/23/2013	6/30/2018	\$11,684,606	\$75,000,000	14
HBE-039	GMMB	Michael Marchand	Contract	Marketing and outreach	3/12/2013	7/31/2018	\$7,867,851	\$19,277,077	11
HBE-043	Rich Wyde	Brian Peyton	Contract	Legal assistance	9/24/2012	12/31/2018	\$180,000	\$160,000	2
HBE-048	KP LLC	Beth Walter	Contract	Printing services	4/12/2013	12/31/2017	\$4,000,000	\$14,000,000	5
HBE-050	Outsolve LLC	Bill Kinney	Contract	Affirmative action consultation	1/17/2013	12/31/2018	\$1,900	\$10,594	4
HBE-086	Milestone	Vincent Barrailler	Contract	IT Services	9/21/2015	12/31/2017	\$2,200,000	\$2,200,000	4
HBE-108	KJS Company LLC	Carole Holland	Contract	810 Jefferson Street Lease	10/10/2012	6/30/2023	\$536,883	\$5,541,597	3
HBE-163	Altriva	Beth Walter	Contract	CRM development and support	8/7/2014	12/31/2017	\$19,800	\$158,715	15
HBE-169	Coolsoft	Vincent Barrailler	Contract	Optional use contract for technical staffing	9/21/2015	6/30/2018	\$4,000,000	\$4,000,000	2
HBE-170	Ciber	Vincent Barrailler	Contract	Optional use contract for technical staffing	9/21/2005	6/30/2018	\$4,000,000	\$4,000,000	3
HBE-171	TEKSystems	Vincent Barrailler	Contract	Optional use contract for technical staffing	9/21/2015	6/30/2018	\$4,000,000	\$4,000,000	2
HBE-173	Cognizant	Vincent Barrailler	Contract	Functional and system analysis and project management	1/15/2015	6/30/2018	\$4,000,000	\$4,000,000	1
HBE-180	ISG (IRM Services)	Bill Kinney	Contract	Consulting services to project management office	9/24/2015	6/30/2018	\$589,000	\$589,000	8

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Contract ID	Contract Name	Contract Manager	Contract Type	Description	Start	Current Term End	Initial Value	Current Contract Value	No. of Amend
HBE-187	Wakely Consulting Group	Carole Holland	Contract	Actuary, enrollment projections and ad hoc analysis	5/20/2015	6/30/2018	\$110,000	\$220,000	2
HBE-197	Sitecrafting	Michael Marchand	Contract	Corporate website development	7/26/2015	6/30/2018	\$85,350	\$129,950	4
HBE-198	Portland Webworks	Michael Marchand	Contract	Web content management system (CMS)	11/19/2015	12/31/2017	\$332,000	\$364,684	2
HBE-217	Resource Group	Carole Holland	Contract	Financial system	3/11/2016	6/30/2018	\$316,812	\$427,044	9
HBE-218	eHealth - SAAS	Vincent Barrailler	Contract	HPF provider file directory	4/1/2016	10/31/2017	\$1,200,000	\$1,740,960	4
HBE-220	BerryDunn	Carole Holland	Contract	Audit services	5/2/2016	6/30/2018	\$179,000	\$227,500	3
HBE-225	American Indian Health Coalition (AIHC)	Molly Voris	Contract	FY 2017 outreach services	9/21/2016	9/30/2017	\$3,000	\$3,000	1
HBE-333	Karen Merrikin	Pam MacEwan	Contract	Health services consulting	1/12/2017	12/31/2017	\$98,000	\$98,000	0
HBE-335	Ruxed	Michael Marchand	Contract	Design, development and implementation of SharePoint/Intranet	3/7/2017	10/31/2017	\$94,000	\$94,000	0
HBE-337	GetInsured	Vincent Barrailler	Contract	Consumer decision support tool for QHP shopping on HPF	5/12/2017	5/30/2019	\$770,000	\$770,000	0
HBE-338	BetterDoctor	Vincent Barrailler	Contract	Provider directory	5/10/2017	6/30/2019	\$581,890	\$581,890	0
HBE-342	Korean Women's Association	Michael Marchand	Contract	Navigator organization	8/1/2017	6/30/2018	\$60,133	\$60,133	1
HBE-343	Better Health Together	Michael Marchand	Contract	Lead navigator organization	8/1/2017	6/30/2018	\$312,825	\$312,825	1

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Contract ID	Contract Name	Contract Manager	Contract Type	Description	Start	Current Term End	Initial Value	Current Contract Value	No. of Amend
HBE-344	CHOICE Regional	Michael Marchand	Contract	Lead navigator organization	8/1/2017	6/30/2018	\$234,573	\$234,573	1
HBE-345	Kitsap Public Health	Michael Marchand	Contract	Lead navigator organization	8/1/2017	6/30/2018	\$376,737	\$376,737	0
HBE-346	Public Health Seattle	Michael Marchand	Contract	Lead navigator organization	8/1/2017	6/30/2018	\$626,915	\$626,915	1
HBE-347	SeaMar Community Health	Michael Marchand	Contract	Lead navigator organization	8/4/2017	6/30/2018	\$510,025	\$510,025	1
HBE-348	Whatcom Alliance	Michael Marchand	Contract	Lead navigator organization	8/1/2017	6/30/2018	\$376,737	\$376,737	1
HBE-349	Yakima Neighborhood	Michael Marchand	Contract	Lead navigator organization	8/1/2017	6/30/2018	\$159,052	\$159,052	1
HBE-350	Tri-Cities Community	Michael Marchand	Contract	Lead navigator organization	8/1/2017	6/30/2018	\$155,104	\$155,104	1
HBE-351	Wenatchee Valley Hos	Michael Marchand	Contract	Lead navigator organization	8/1/2017	6/30/2018	\$122,543	\$122,543	1
HBE-352	Athena Group	Bill Kinney	Contract	Lean consultant	7/7/2017	6/30/2018	\$90,000	\$90,000	0
HBE-355	Avvento Consulting	Vincent Barrailler	Contract	IT consulting contract	7/10/2017	9/30/2017	\$64,200	\$64,200	0
HBE-356	Gail Maurer	Brian Peyton	Contract	Presiding Officer	8/1/2017	6/30/2018	\$50,000	\$50,000	0
HBE-357	Lauren Erickson	Brian Peyton	Contract	Presiding Officer	7/12/2017	6/30/2018	\$50,000	\$50,000	0
HBE-358	James McNamara	Brian Peyton	Contract	Presiding Officer	7/12/2017	6/30/2018	\$50,000	\$50,000	0
HBE-359	John Dzedzic	Brian Peyton	Contract	Presiding Officer	7/12/2017	6/30/2018	\$40,000	\$40,000	0
HBE-360	Brenda Valentine	Brian Peyton	Contract	Presiding Officer	7/12/2017	6/30/2018	\$50,000	\$50,000	0

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Contract ID	Contract Name	Contract Manager	Contract Type	Description	Start	Current Term End	Initial Value	Current Contract Value	No. of Amend
IAA-001	Health Care Authority	Brian Peyton	Inter-Agency Agreement	Cooperative Agreement and SLAs	1/12/2015	12/31/2017	N/A	N/A	2
IAA-055	Office of Insurance Commissioner (OIC)	Molly Voris	Inter-Agency Agreement	Memorandum of Understanding	6/1/2013	12/31/2030	N/A	N/A	2
IAA-057	DSHS Coop Agreement + ACES	Vincent Barrailler	Inter-Agency Agreement	DSHS Datashare ACES access	3/15/2013	12/31/2030	N/A	N/A	0
IAA-066-A	Verizon (DES #06012)	Vincent Barrailler	Inter-Agency Agreement	Verizon Wireless agreement	4/16/2012	1/24/2019	N/A	N/A	0
IAA-066-B	Pacific Office Automation (DES #05214)	Carole Holland	Inter-Agency Agreement	Lease agreement for copiers/scanners/faxes	7/31/2017	5/30/2022	N/A	N/A	0
IAA-066-C	Granicus (DES #01313)	Michael Marchand	Inter-Agency Agreement	Email marketing and outreach efforts	8/30/2017	8/29/2018	\$42,299	\$42,299	0
IAA-066-D	Lingualinx (DES #04312)	Vincent Barrailler	Inter-Agency Agreement	Translation services	10/11/2013	11/30/2017	N/A	N/A	0
IAA-066-E	Oracle (DES #09112)	Vincent Barrailler	Inter-Agency Agreement	Software license	7/1/2017	2/27/1931	N/A	N/A	0
IAA-066-F	Right! Systems (DES #09212)	Vincent Barrailler	Inter-Agency Agreement	Optional use contract for IT infrastructure staffing	8/28/2017	9/25/2017	\$30,000	\$30,000	0
IAA-066-G	All Ways Travel (DES #01913)	Carole Holland	Inter-Agency Agreement	Travel agency services	10/1/2015	9/30/2019	N/A	N/A	0
IAA-066-H	Lemay (DES #07412)	Carole Holland	Inter-Agency Agreement	Mobile shredding	5/30/2013	6/30/2019	N/A	N/A	0

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Contract ID	Contract Name	Contract Manager	Contract Type	Description	Start	Current Term End	Initial Value	Current Contract Value	No. of Amend
IAA-066-I	En Point (DES #06016)	Vincent Barrailler	Inter-Agency Agreement	Microsoft enterprise agreement and license subscription	10/1/2016	9/30/2019	\$166,972	\$166,972	2
IAA-118	CMS Document Files	Vincent Barrailler	Inter-Agency Agreement	Agreement to connect to CMS data services	6/19/2013	12/31/2030	N/A	N/A	0
IAA -132	HBE Trading Partner Agreements	Molly Voris	Inter-Agency Agreement	Trading partner agreements	Various	auto	N/A	N/A	N/A
IAA-222	AG's Office - Chad Smith	Brian Peyton	Inter-Agency Agreement	Trademark legal advisor	8/9/2012	6/30/2018	\$15,000	\$15,000	4
IAA-229	DES Services Agreements	Vincent Barrailler	Inter-Agency Agreement	Surplus, technology services, real estate	1/1/2013	12/31/2030	N/A	N/A	0
MLA-008	CITRIX	Vincent Barrailler	Master Level Agreement	Phone and webinar system	5/4/2015	12/31/2030	N/A	N/A	0
MLA-042	Oracle - Support Services and Licenses	Vincent Barrailler	Master Level Agreement	Oracle products EXCEPT VM and Linux (see MLA-219)	5/31/2014	5/30/2018	\$826,301	\$5,695,501	4
MLA-096	Premier Global Services (PGI)	Vincent Barrailler	Master Level Agreement	Web conferencing	6/12/2013	9/7/2017	N/A	N/A	2
MLA-179	Edifecs	Vincent Barrailler	Master Level Agreement	Master license and service agreement	3/17/2015	3/17/2018	\$708,446	\$2,331,281	10
MLA-219	Oracle - Linux & VM	Vincent Barrailler	Master Level Agreement	Linux and VM products	2/11/2016	2/18/2018	\$6,138	\$54,876	1
MLA-330	Samange	Vincent Barrailler	Master Level Agreement	IT ticketing system	6/18/2013	6/17/2018	\$40,265	\$71,202	3

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Contract ID	Contract Name	Contract Manager	Contract Type	Description	Start	Current Term End	Initial Value	Current Contract Value	No. of Amend
MLA-334	Microsoft Corporation	Vincent Barrailler	Master Level Agreement	Premier support services	2/1/2017	1/31/2018	\$80,762	\$199,961	4
MLA-339	Rapid7	Vincent Barrailler	Master Level Agreement	Security application	5/24/2017	5/4/2019	\$107,712	\$147,664	0
MLA-340	OffsiteDataSync	Vincent Barrailler	Master Level Agreement	Offsite backup	5/4/2017	5/3/2018	\$1,214	\$12,144	0
MLA-341	Continuant	Vincent Barrailler	Master Level Agreement	Support for VOIP phone system.	3/14/2013	1/10/2018	\$105,030	\$195,977	11
MLA-362	Hewlett Packard Enterprise	Vincent Barrailler	Master Level Agreement	Software support and licensing	8/3/2017	8/2/2018	N/A	\$40,174	2
MLA-363	Atlassian	Vincent Barrailler	Master Level Agreement	JIRA software (Cloud) + JIRA software (Server) annual licensing	8/1/2017	8/1/2018	N/A	N/A	1
SLA-011	Application Software	Bill Kinney	Service Level Agreement	Flexible health care spending accounts for staff	7/1/2015	12/31/2030	N/A	N/A	0
SLA-029	ADP Inc.	Bill Kinney	Service Level Agreement	Payroll and hiring application	10/16/2012	12/31/2030	N/A	N/A	0
SLA-030	Alliance 2020	Bill Kinney	Service Level Agreement	Employment screening and reporting	11/5/2012	10/31/2018	N/A	N/A	2
SLA-056	Alarm Center (Custom Security)	Carole Holland	Service Level Agreement	Security monitoring and services	2/7/2013	12/31/2030	N/A	N/A	0
SLA-062	KeyBank	Carole Holland	Service Level Agreement	KeyBank	6/12/2013	12/31/2030	N/A	N/A	1

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Contract ID	Contract Name	Contract Manager	Contract Type	Description	Start	Current Term End	Initial Value	Current Contract Value	No. of Amend
SLA-067	Comcast	Vincent Barrailler	Service Level Agreement	Communication services (Internet)	4/18/2013	4/18/2018	N/A	N/A	1
SLA-071	First Choice Health	Bill Kinney	Service Level Agreement	EAP, MAP or PAP services	7/1/2013	12/31/2030	N/A	N/A	1
SLA-088	Sumbridge	Bill Kinney	Service Level Agreement	Clerical, financial staffing agency	6/10/2013	12/31/2030	N/A	N/A	0
SLA-092	Professional Temp Staffing Agency	Bill Kinney	Service Level Agreement	Human resources/ clerical staffing	7/2/2013	12/31/2030	N/A	N/A	0
SLA-093	Aramark	Carole Holland	Service Level Agreement	Entrance mats	2/25/2013	12/31/2030	N/A	N/A	0
SLA-101	Hasler Portable Mete	Carole Holland	Service Level Agreement	Postage meter rental	10/21/2015	10/21/2018	N/A	N/A	1
SLA-104	Crisis Reality Training	Bill Kinney	Service Level Agreement	Workplace violence training for staff	7/26/2013	12/31/2030	N/A	N/A	4
SLA-116	Akamai	Vincent Barrailler	Service Level Agreement	IT application	8/22/2013	9/30/2018	\$91,500	\$602,200	11
SLA-137	Legal Track/Vertical Solutions	Brian Peyton	Service Level Agreement	Legal Track license	8/28/2013	12/31/2030	N/A	N/A	0
SLA-156	Immersion Consulting	Michael Marchand	Service Level Agreement	Professional consulting services	4/18/2014	6/30/2018	\$1,713	\$233,804	8
SLA-159	Century Link	Vincent Barrailler	Service Level Agreement	VPN, IP addresses, etc.	10/29/2013	10/28/2018	N/A	N/A	0

Appendix C – Exchange Contracts

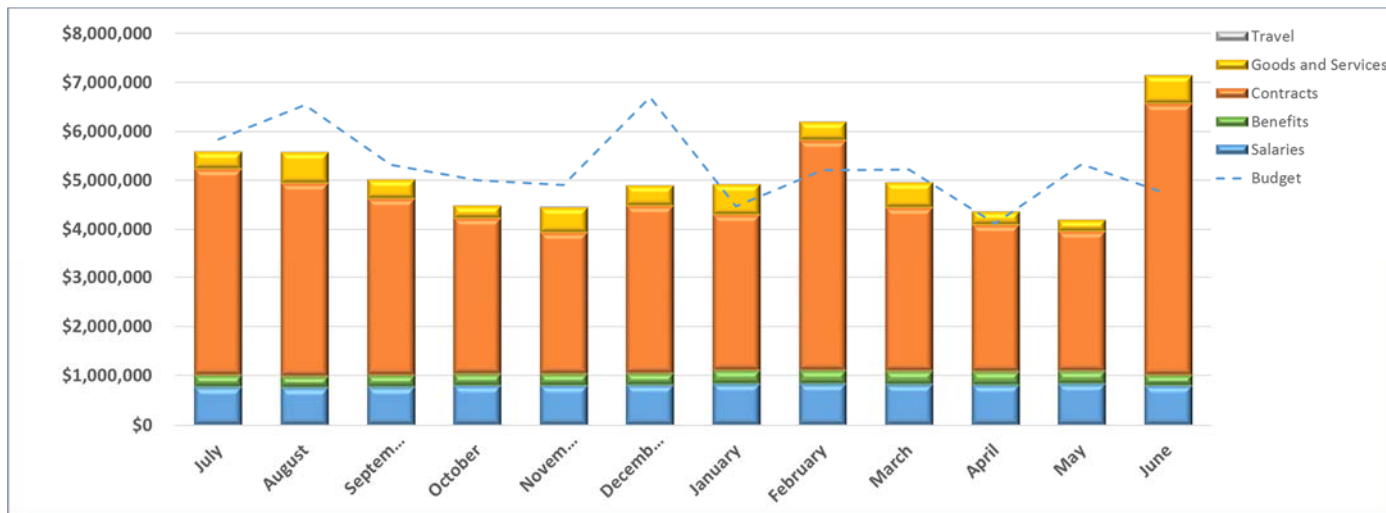
Contract ID	Contract Name	Contract Manager	Contract Type	Description	Start	Current Term End	Initial Value	Current Contract Value	No. of Amend
SLA-174	Agility Recovery Solution	Bill Kinney	Service Level Agreement	Disaster recovery assistance	12/11/2014	12/31/2030	N/A	N/A	0
SLA-186	Green Clean Systems	Carole Holland	Service Level Agreement	Janitorial services	6/27/2013	12/31/2017	\$33,600	N/A	0
SLA-191	Guidance Corporation	Bill Kinney	Service Level Agreement	Human resources/ clerical staffing	6/13/2014	12/31/2030	N/A	N/A	0
SLA-192	Kelly Services	Bill Kinney	Service Level Agreement	Human resources/ clerical staffing	12/3/2014	12/31/2030	N/A	N/A	0
SLA-193	Matrix Finance	Bill Kinney	Service Level Agreement	Human resources/ clerical staffing	1/1/2015	12/31/2030	N/A	N/A	0
SLA-194	Smart Talent	Bill Kinney	Service Level Agreement	Human resources/ clerical staffing	9/3/2014	12/31/2030	N/A	N/A	0
SLA-195	Office Team of Robert Half	Bill Kinney	Service Level Agreement	Human resources/ clerical staffing	12/15/2014	12/31/2030	N/A	N/A	0
SLA-213	KJS LLC (Parking)	Carole Holland	Service Level Agreement	Off-site parking lease	1/1/2016	6/1/2018	\$15,360	\$15,360	0
SLA-221	Anitian	Vincent Barrailler	Service Level Agreement	IT consulting services	4/29/2016	12/31/2030	\$44,500	N/A	0
SLA-226	ZenDesk	Vincent Barrailler	Service Level Agreement	Support ticketing software agreement	7/26/2016	7/25/2018	\$166,320	\$336,216	1
SLA-332	DocuSign	Vincent Barrailler	Service Level Agreement	Electronic signature program + support (3-year term)	1/1/2017	12/31/2019	N/A	\$18,837	0

Appendix C – Exchange Contracts

Contract ID	Contract Name	Contract Manager	Contract Type	Description	Start	Current Term End	Initial Value	Current Contract Value	No. of Amend
SLA-336	Ames Bros.	Michael Marchand	Service Level Agreement	Design and production of marketing materials	2/24/2017	10/1/2017	\$150,000	\$150,000	1
SLA-354	Quench	Carole Holland	Service Level Agreement	Water service	6/22/2017	6/21/2020	N/A	N/A	0

Appendix D
State Fiscal Year 2017 Expenditures
 By Object

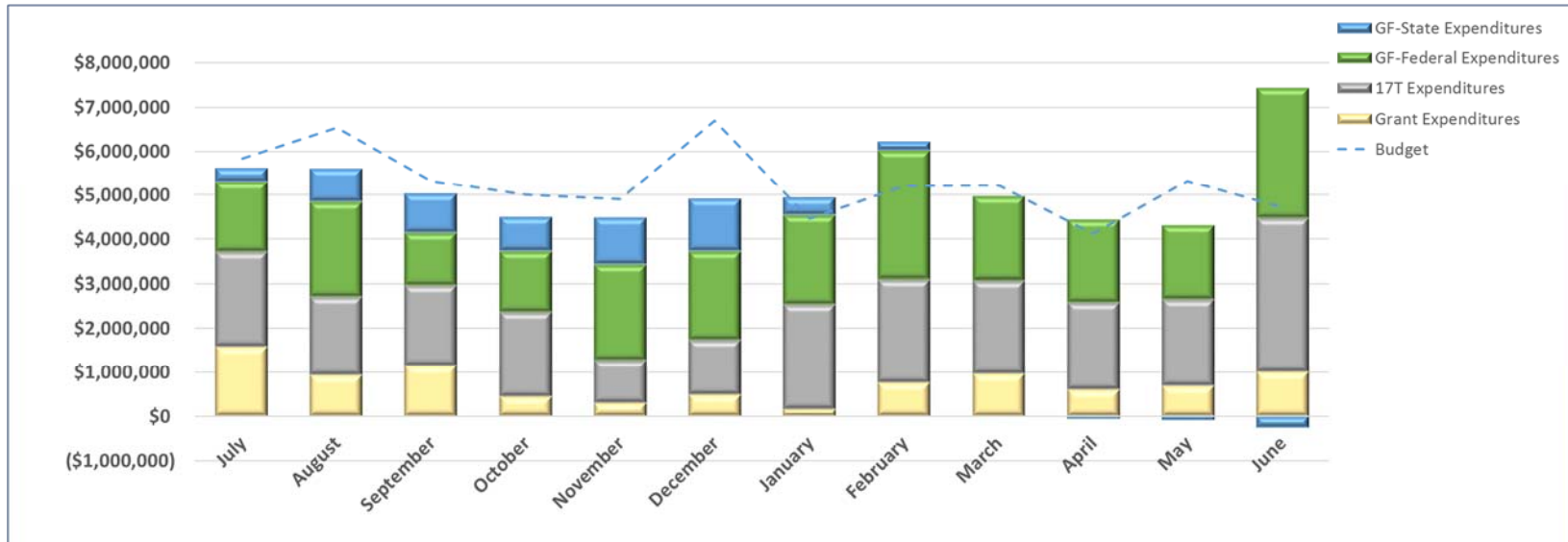
All Departments	July	August	September	October	November	December	January	February	March	April	May	June	FY 2017
Budgeted	\$5,840,001	\$6,534,680	\$5,321,293	\$5,002,668	\$4,907,374	\$6,700,493	\$4,465,747	\$5,212,101	\$5,224,187	\$4,118,662	\$5,321,786	\$4,723,784	\$63,372,777
Salaries	\$786,664	\$776,103	\$791,052	\$805,556	\$820,627	\$843,551	\$843,794	\$836,430	\$836,430	\$836,430	\$836,430	\$836,456	\$9,849,525
Benefits	\$235,758	\$237,382	\$244,207	\$245,521	\$258,127	\$265,844	\$263,127	\$263,127	\$263,127	\$263,127	\$263,127	\$349,153	\$3,151,631
Contracts	\$4,239,781	\$4,599,345	\$3,594,568	\$3,341,290	\$3,168,509	\$4,867,093	\$2,719,127	\$3,489,413	\$3,499,868	\$2,390,666	\$3,581,533	\$2,905,036	\$42,396,229
Goods and Service	\$563,420	\$907,472	\$677,089	\$595,924	\$645,734	\$709,628	\$625,322	\$608,754	\$610,385	\$614,063	\$626,319	\$618,758	\$7,802,868
Travel	\$14,377	\$14,377	\$14,377	\$14,377	\$14,376	\$14,376	\$14,376	\$14,376	\$14,376	\$14,376	\$14,376	\$14,380	\$172,524
Expenditures	\$5,603,575	\$5,594,617	\$5,025,433	\$4,490,052	\$4,477,988	\$4,907,845	\$4,940,978	\$6,208,383	\$4,969,175	\$4,375,474	\$4,213,353	\$7,154,584	\$62,184,851
Salaries	\$761,578	\$745,594	\$761,491	\$779,738	\$777,863	\$795,760	\$816,550	\$816,117	\$806,325	\$797,624	\$815,595	\$784,182	\$9,458,417
Benefits	\$241,466	\$237,180	\$240,954	\$244,865	\$242,722	\$247,196	\$282,761	\$280,662	\$275,339	\$272,954	\$270,888	\$220,509	\$3,057,496
Contracts	\$4,221,885	\$3,962,897	\$3,623,065	\$3,195,157	\$2,915,205	\$3,435,147	\$3,200,454	\$4,709,741	\$3,364,304	\$3,015,876	\$2,867,500	\$5,560,187	\$44,255,362
Goods and Service	\$372,553	\$639,141	\$395,214	\$267,071	\$518,330	\$423,765	\$630,089	\$395,211	\$517,844	\$282,261	\$244,958	\$585,102	\$5,310,989
Travel	\$6,092	\$9,805	\$4,709	\$3,221	\$23,869	\$5,977	\$11,123	\$6,652	\$5,363	\$6,759	\$14,412	\$4,604	\$102,587
Variance	\$236,427	\$940,063	\$295,860	\$512,616	\$429,386	\$1,792,648	(\$475,231)	(\$996,282)	\$255,012	(\$256,812)	\$1,108,433	(\$2,430,800)	\$1,187,927
Salaries	\$25,087	\$30,509	\$29,561	\$25,818	\$42,764	\$47,791	\$27,244	\$20,314	\$30,106	\$38,807	\$20,836	\$52,274	\$391,108
Benefits	(\$5,708)	\$203	\$3,253	\$656	\$15,406	\$18,649	(\$19,634)	(\$17,535)	(\$12,211)	(\$9,827)	(\$7,761)	\$128,644	\$94,135
Contracts	\$17,896	\$636,448	(\$28,497)	\$146,133	\$253,304	\$1,431,946	(\$481,327)	(\$1,220,329)	\$135,563	(\$625,210)	\$714,033	(\$2,655,151)	(\$1,859,133)
Goods and Service	\$190,867	\$268,331	\$281,875	\$328,853	\$127,404	\$285,863	(\$4,767)	\$213,544	\$92,541	\$331,802	\$381,361	\$33,657	\$2,491,880
Travel	\$8,285	\$4,572	\$9,668	\$11,156	(\$9,493)	\$8,399	\$3,253	\$7,725	\$9,013	\$7,617	(\$35)	\$9,776	\$69,936



Appendix D – State Fiscal Year 2017 Expenditures

By Fund

All Departments	July	August	September	October	November	December	January	February	March	April	May	June	FY 2017
Budgeted	\$5,840,001	\$6,534,680	\$5,321,293	\$5,002,668	\$4,907,374	\$6,700,493	\$4,465,747	\$5,212,101	\$5,224,187	\$4,118,662	\$5,321,786	\$4,723,784	\$63,372,777
GF State	\$213,458	\$376,081	\$311,037	\$230,607	\$451,835	\$689,415	\$562,434	\$588,706	\$439,074	\$439,901	\$441,534	\$439,920	\$5,184,000
GF-Federal	\$1,525,127	\$1,764,337	\$1,457,300	\$1,530,398	\$1,924,130	\$2,641,842	\$1,659,788	\$1,960,617	\$1,805,838	\$1,553,809	\$1,949,899	\$3,698,917	\$23,472,000
17T	\$2,556,788	\$2,886,710	\$2,702,964	\$2,736,001	\$2,215,742	\$2,590,163	\$1,977,787	\$2,218,942	\$2,062,844	\$1,886,620	\$2,105,824	\$96,615	\$26,037,000
Grants	\$1,544,629	\$1,507,553	\$849,992	\$505,662	\$315,667	\$779,072	\$265,738	\$443,836	\$916,431	\$238,333	\$824,530	\$488,333	\$8,679,777
Expenditures	\$5,603,575	\$5,594,617	\$5,025,433	\$4,490,052	\$4,477,988	\$4,907,845	\$4,940,978	\$6,208,383	\$4,969,175	\$4,375,474	\$4,213,353	\$7,154,584	\$62,184,851
GF State	\$309,641	\$763,322	\$892,544	\$766,884	\$1,060,382	\$1,192,224	\$405,470	\$197,653	(\$0)	(\$60,879)	(\$88,143)	(\$255,098)	\$5,184,000
GF-Federal	\$1,584,440	\$2,133,468	\$1,173,411	\$1,361,178	\$2,147,291	\$1,986,396	\$2,007,094	\$2,927,409	\$1,912,557	\$1,857,951	\$1,650,948	\$2,941,199	\$23,799,032
17T	\$2,137,299	\$1,772,270	\$1,816,204	\$1,924,334	\$974,952	\$1,248,703	\$2,377,683	\$2,327,237	\$2,090,960	\$1,975,641	\$1,966,989	\$3,466,210	\$24,170,830
Grants	\$1,572,194	\$925,557	\$1,143,274	\$437,657	\$295,364	\$480,521	\$150,732	\$756,084	\$965,658	\$602,761	\$683,558	\$1,002,273	\$9,030,988
Variance	\$236,427	\$940,063	\$295,860	\$512,616	\$429,386	\$1,792,648	(\$475,231)	(\$996,282)	\$255,012	(\$256,812)	\$1,108,433	(\$2,430,800)	\$1,187,927
GF State	(\$96,184)	(\$387,242)	(\$581,507)	(\$536,277)	(\$608,547)	(\$502,809)	\$156,964	\$391,054	\$439,074	\$500,780	\$529,676	\$695,017	\$0
GF-Federal	(\$59,313)	(\$369,131)	\$283,888	\$169,220	(\$223,161)	\$655,445	(\$347,306)	(\$966,792)	(\$106,719)	(\$304,143)	\$298,950	\$757,718	(\$327,032)
17T	\$419,489	\$1,114,440	\$886,760	\$811,668	\$1,240,790	\$1,341,460	(\$399,895)	(\$108,295)	(\$28,116)	(\$89,021)	\$138,835	(\$3,369,595)	\$1,866,169
Grants	(\$27,565)	\$581,996	(\$293,282)	\$68,005	\$20,303	\$298,551	\$115,006	(\$312,248)	(\$49,227)	(\$364,428)	\$140,972	(\$513,940)	(\$351,211)



**Final Appropriated Biennial Budget to Expenditures
Summary by Fund Source**

All Departments	FY2016 Enacted Budget	FY2017 Enacted Budget	Biennial Budget
Budgeted	\$57,155,000	\$54,693,000	\$111,848,000
GF State	\$5,942,000	\$5,184,000	\$11,126,000
GF-Federal	\$24,514,000	\$23,472,000	\$47,986,000
17T	\$26,699,000	\$26,037,000	\$52,736,000
Expenditures	\$54,366,411	\$53,153,863	\$107,520,274
GF State	\$5,880,490	\$5,184,000	\$11,064,490
GF-Federal	\$21,168,241	\$23,799,032	\$44,967,273
17T	\$27,317,680	\$24,170,830	\$51,488,510
Variance	\$2,788,589	\$1,539,137	\$4,327,726
GF State	\$61,510	\$0	\$61,510
GF-Federal	\$3,345,759	(\$327,032)	\$3,018,727
17T	(\$618,680)	\$1,866,170	\$1,247,490

Fund Balance By Fund Source

In SFY 17, the Exchange used its final federal grant dollars. The three remaining fund sources for SFY 18 include: General Fund-State; General Fund-Federal and the Health Benefit Exchange Account (17T). General Fund-State and 17T are provided to the Exchange in two lump sum payments; by July 15, 2017 and January 15, 2018. Medicaid payments are made every two weeks and are provided as reimbursement for expenses, so there is no fund balance.

The only fund balance for the Exchange is for the remaining fund source, 17T, which receives carrier assessments quarterly based an average of paid enrollments. The account also receives the carrier 2% premium tax pre-payments as directed by law (45% by June 15th; 25% by September 15; 25% by December 15 and the remaining 5% by March 15th, at which time the prior year’s prepayment is adjusted). The following chart shows the balance for 17T for SFY 2016 and 2017, along with the amount transferred from the account to HBE.

SFY	Ending Balance June 30 th	Transferred July 15	Fund Balance After Transfer
2016	\$7,202,000	\$12,700,000	(\$5,498,000)
2017	\$13,576,000	\$16,253,000	(\$2,677,000)

The average ending month balance throughout SFY17 was about \$1,828,000, which is less than one month of operating capital.