



Kaiser Foundation Health Plan
Program Offices

November 5, 2013

The Honorable Charles E. Grassley
Ranking Member
Committee on the Judiciary
135 Hart Senate Office Building
Washington, DC 20510

The Honorable Orrin G. Hatch
Ranking Member
Committee on Finance
104 Hart Senate Office Building
Washington, DC 20510

Dear Senator Grassley and Senator Hatch:

Thank you for your letter of October 24, 2013 to Bernard Tyson, President and Chief Executive Officer of Kaiser Foundation Health Plan and Kaiser Foundation Hospitals. We appreciate your interest in our early experiences with the health insurance marketplaces.

Kaiser Permanente comprises Kaiser Foundation Health Plan, Inc., the nation's largest not-for-profit health plan, and its health plan subsidiaries outside California and Hawaii; the not-for-profit Kaiser Foundation Hospitals, which operates 38 hospitals and over 600 other clinical facilities; and the Permanente Medical Groups, independent physician group practices that contract with Kaiser Foundation Health Plan to meet the health needs of Kaiser Permanente's members.

Our mission is to provide high quality and affordable health care, and improve the health of the communities we serve. As the largest private integrated healthcare delivery system in the United States, Kaiser Permanente participates in the individual and small group health insurance marketplace in the eight states and the District of Columbia where we operate. We continue to implement and operationalize our qualified health plans ("QHPs") sold on the health insurance marketplaces, in coordination with State-based Marketplaces and the Centers for Medicare and Medicaid Services ("CMS") operating the Federally-facilitated Marketplace.

1. How many people, to date, have been enrolled in Kaiser Permanente plans through the exchange? When answering, please list all plan levels with total enrollee amounts.

The DC Health Link, the State-based Marketplace administered by the District of Columbia, released aggregate data as of October 21, 2013.¹ This data includes the number of individual and small group accounts created, the number of completed on-line applications, the number of individuals who have selected a plan, and the number of requested invoices for the first month's premium. However, an individual or small group employer is not enrolled onto a QHP until the first month's premium is received by DC Health Link.

As of October 31, 2013, DC Health Link reported 3 members enrolled onto Kaiser Permanente QHPs. We note the enrollment numbers are not static and may change. The chart below lists the enrollment by plan metal level:

	Bronze	Silver	Gold	Total
DC Health Link	1	1	1	3

2. In the information received from the exchanges, were there any instances of individuals being enrolled in multiple plans or the same plan multiple times?

Yes, Kaiser Permanente received data that contained instances of duplicate records of the same individual enrolled in the same QHP. After identifying these duplicate enrollments, we worked with the health insurance marketplace to identify the unique enrollments.

3. What complications, if any, has Kaiser Permanente experienced since October 1, 2013?

Kaiser Permanente experienced some of the complications with the health insurance marketplaces that have been well chronicled by media reports. Consumers have experienced issues with technical problems that blocked or slowed the creation of an online account, that prevented shopping and plan comparisons, and that prevented submission of complete applications on the online health insurance marketplace portals. As noted in response to question 2, we have received enrollment data containing instances of duplicate records.

We are in daily contact with the health insurance marketplace staff to identify and resolve technical and data issues, as they arise.

¹ Available at: <https://dchealthlink.com/node/466> (accessed Oct. 31, 2013).

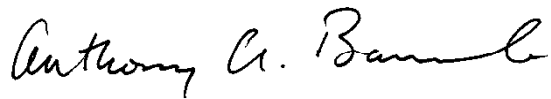
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4. Has Secretary Sebelius or any other government official asked Kaiser Permanente to not publicize how many individuals have signed up for health insurance? If yes, please provide the name of the government official and all related correspondence.

Kaiser Permanente has not received a request from Secretary Sebelius or any other federal government official to refrain from publicizing the number of individuals enrolling in the health insurance marketplaces.

We appreciate the opportunity to share our experience with the health insurance marketplaces. If you have questions, please contact Laird Burnett at (202) 216-1900 or me at (510) 271-6835.

Sincerely,

A handwritten signature in cursive script that reads "Anthony A. Barraeta".

Anthony Barraeta
Senior Vice President, Government Relations
Kaiser Permanente