



IDAHO HEALTH INSURANCE EXCHANGE
DBA YOUR HEALTH IDAHO

GOVERNANCE COMMITTEE MINUTES
TUESDAY, JUNE 2, 2020

1. COMMITTEE MEMBERS PRESENT

- Ms. Margaret Henbest, Chair (via teleconference)
- Mr. Hyatt Erstad (via teleconference)
- Mr. Paul Zurlo (via teleconference)
- Senator David Nelson (via teleconference)
- Director Dean Cameron (via teleconference)

2. OTHERS PRESENT

- Mr. Pat Kelly, Your Health Idaho (via teleconference)
- Mr. Kevin Reddish, Your Health Idaho (via teleconference)
- Ms. Alanee Thomas, Your Health Idaho (via teleconference)
- Ms. Meghan McMartin, Your Health Idaho (via teleconference)
- Ms. Frances Nagashima, Your Health Idaho (via teleconference)
- Ms. Tresa Ball, HR Precision (via teleconference)
- Mr. Mike Stoddard, Hawley Troxell (via teleconference)
- Ms. Cheryl Fulton, Your Health Idaho (via teleconference)

3. CALL TO ORDER

Following proper notice in accordance with Idaho Code §74-204, the Governance Committee meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Ms. Margaret Henbest, Chair of the Committee (the Chair), at 1:04 p.m., Tuesday, June 2, 2020, via video and teleconference. In accordance with Idaho Code §41-6104 (8), the meeting was streamed in audio format. Members of the public could access the audio stream by dialing into a telephone number that was included in the notice of meeting posted on the Exchange Board's website.

4. ROLL CALL

The Chair called roll and determined that Mr. Erstad (via teleconference), Mr. Zurlo (via teleconference), Senator Nelson (via teleconference), and Director Cameron (via teleconference) were present, resulting in a quorum.

5. PRIOR MEETING MINUTES

Motion: Mr. Erstad moved to approve the meeting minutes from the March 10, 2020, Governance Committee meeting as presented today. **Second:** Mr. Zurlo. **The motion carried.**

6. REVIEW AGENDA

The Chair reviewed the Agenda and there were no changes.

7. REVIEW ROADMAP

The Chair reviewed the Roadmap and there were no changes.

8. COVID-19 RESPONSE UPDATE

Mr. Kelly said YHI's approach to COVID-19 balances the health and safety of the team while adhering to Governor Little's Rebound plans. On March 25, YHI transitioned to a fully remote workforce. This was preceded by the creation of a remote access policy followed by remote access training for all employees, equipment training for headsets and Chromebooks, and team members understood that no Wi-Fi connections are allowed for customer facing roles (only wired connections allowed). On April 24, the team was surveyed on how comfortable they are in returning to the office. About 40 percent of the workforce was comfortable returning on a voluntary basis on May 11, and the other two-thirds were either not comfortable returning or were not quite sure. On April 29, additional details on the health and safety measures YHI is taking were shared with the team as well as the larger re-entry plan. YHI provided masks and hand sanitizer for each person returning as well as daily temperature screenings and daily touch surface disinfecting. The feedback from the team has been positive, the team values social interactions with colleagues, has adjusted well to wearing masks and reporting temperatures, and jumped into volunteering for twice daily touch surface disinfecting.

9. INFECTIOUS DISEASE POLICY

Mr. Kelly said Ms. Ball suggested implementing an Infectious Disease Policy. YHI developed a policy based on federal, state and local guidelines that focuses on key topics like staying home when ill, tele-work, social distancing, as well as compensation and HR related items. This is a standalone policy with an annual review and signature required by employees. As part of our annual Employee Handbook review, this may end up being incorporated into the Employee Handbook.

Motion: Mr. Erstad moved that the Governance Committee, recommend to the Board, approval of the Infectious Disease policy as presented today. **Second:** Senator Nelson. **The motion carried.**

10. EMPLOYEE ENGAGEMENT SURVEY RESULTS

Mr. Kelly reminded the Committee that YHI uses the Gallup Q12 survey which was developed utilizing data from over one hundred thousand companies of various sizes across the country. It measures employee engagement on a scale of one to five with three being neutral and five being strongly agree. Twelve questions and one overall satisfaction question comprise the survey. YHI has also formed an Employee Engagement Task Force (EETF) that works on areas of opportunity from the survey results. YHI did see a decline of just over 1 percent compared to the survey one year ago. This places YHI in the 86th percentile of all companies using the Gallup survey which is still very strong despite the drop in score. COVID-19 presented unique

challenges and while there are areas of opportunity, YHI is very encouraged by the increases from the fall of 2019 survey.

Mr. Kelly shared highlights from the survey which included comparisons between Spring 2019, Fall 2019, and Spring 2020. The questions/focus areas the EETF worked on based on the Fall 2019 survey include question #1 - I know what's expected of me at work, question #3 - At work, I have the opportunity to do what I do best every day, and question #12 - This last year, I have had opportunities at work to learn and grow. During the interview process in January, most team members felt that concerns with the above areas were being addressed. Although the team had great momentum, due to COVID-19, initiatives from EETF were not fully deployed. Ms. Thomas added that the improvement from Fall 2019 to Spring 2020 show growth and she was happy with the work the EETF team did.

Mr. Kelly shared the score results and said the 4.16 is the average of the twelve questions. YHI had a substantial re-organization in January and part of that was targeted to address some of the Fall 2019 survey opportunities. COVID-19 created unique challenges around materials and equipment, onboarding new supervisors and managers, and creating the opportunities to develop relationships and set expectations.

11. BEST PLACES TO WORK RESULTS

Ms. Thomas updated the Committee on a new survey that was implemented this year to get a different viewpoint than the Gallup Survey. Initial results have been received and the team is still working through that information. YHI also ordered additional granular reports that will be available mid-June. YHI will update this Committee at the next Committee meeting in September.

12. FY20 GOALS UPDATE

Mr. Kelly reviewed the completed goals for 2020 which included a 96 percent achievement rate on Idahoans' Experience which represents YHI's commitment and dedication to customers and the ability to collaborate well with partners as it related to Medicaid Expansion. For Retention and Enrollment, YHI had 100 percent achievement with automation of renewals at 99.8 percent and over 82,000 enrollments versus a target of 78,000. Risk Management focuses on social engineering, phishing campaigns and internal training as well as the report rate. This goal came in at 100 percent achievement.

Mr. Kelly said for the goals that have not been completed for the current year, Low-Cost Promise is on track and nearing the 100 percent payout. This goal focuses on reducing operating expenses from the approved budget and will end on June 30 and this goal targets reduction in operating expenses of about \$400K. For Employee Engagement, the COMPASS card portion of the goal is trending at 100 percent achievement, but the Gallup survey portion will see a zero-payout due to the score being lower than last year.

13. FY21 OPERATIONAL & STRATEGIC GOALS

Mr. Kelly said YHI's overall Strategic Goal is to provide a Flawless Customer Experience and we intend to keep this goal as YHI's true north.

Mr. Kelly moved to the proposed goals for fiscal year 2021 which covers July 1, 2020 through June 30, 2021. YHI has retained the same five categories, but in some cases the criteria for achieving the goal has been changed and for others, the metrics have been changed. For the Idahoans Experience Goal, the three same criteria are proposed, but the thresholds are increased. For First Contact Resolution (FCR), YHI is proposing to reduce the percentage of customers requiring three or more contacts from 3.4 to 3.2 percent. For Turnaround Time (TaT), we are proposing the percentage of customers that take longer than three days to resolve their concern be reduced from 2.8 to 2.5 percent. Finally, Net Promoter Score (NPS) is proposed to increase from a score of 32 to a score of 34. As a reminder, the NPS measures the percentage point difference between those people that would recommend YHI to a friend (score of 9 or 10) and those that would not that are scoring a 6 or lower.

For Retention and Enrollment, there was no material change to the metrics, although the targets for percentage of new customers remains at 25 percent of enrollments and new enrollments expected to increase by about 2,000 (just under 5 percent) for April 2021 compared to April 2020. That is aligned with the financial plan that was approved by the Board in April.

Risk Management will again be focused on the privacy and security training and social engineering. The goal assumes there will be six campaigns, and target a reporting rate of at least 95 percent, which is an increase over last year, and also a response rate of 8 percent.

Chair Henbest added that the timing is off on Committee meetings this year as other Committees still need to vet their relevant goals: Finance recommends Low Cost Promise, Marketplace reviews Retention and Enrollment and Idahoan's Experience, then all go through Governance and then the Board. Since Governance was first this year, which is how it played out in order to get quorums in all Committee's, Finance and Marketplace will need to review their goals later this week and into next. That means there is the possibility that those goals could be altered and not go through Governance to accept those changes. Mr. Kelly and Chair Henbest previously discussed how that would be handled should it occur and decided to obtain feedback from Committee chairs and have a deeper discussion should it occur. Mr. Kelly said if there are changes, they would be discussed at the Board meeting.

Mr. Kelly moved to Low Cost Promise, which focuses on operating expenses relative to budget, and YHI is proposing a savings of \$385k versus the operating expense budget (or roughly 5 percent). YHI does exclude the DHW and GI contracts from these goals and that's important because DHW is based on a cost allocation methodology, while the GI contract is a fixed cost contract. Those were removed in order to center on costs YHI can control. and these two contracts make up about \$2.5M to \$2.7M out of a \$9.9M annual budget.

The last Goal is Employee Engagement and the team will continue to focus on areas of opportunity from the survey results. It will also focus on COMPASS cards distribution for peer recognition of YHI's values (72 percent to 75 percent). The second part of the goal is the Gallup Q12 survey and YHI is proposing a goal of a 1 percent increase from 4.16 to 4.2 out of a maximum of 5. For Best Places to Work, YHI will continue to participate, but since it has been a struggle to get data, this goal will not be measured.

Motion: Mr. Zurlo moved that the Governance Committee, recommend to the Board, approval of the FY21 Operational Goals as presented today. **Second:** Mr. Erstad. **The motion carried.**

14. PRIVACY & SECURITY POLICY UPDATES

Mr. Reddish said there were only minor changes made again to the policies this year and he thanked Mr. Fuhrman who reviewed all the policies and provided the redlines on the Sharefile site to review prior to the meeting. To summarize the changes, it included minor changes to titles, a few reporting changes, the platform used for phishing campaigns was updated, and a new remote access policy due to COVID-19. Finally, there were some minor updates to the Website Privacy Policy as YHI has shifted away from email support to a web-based form with some drop-down functionality.

Motion: Senator Nelson moved that the Governance Committee, recommend to the Board, approval of the revisions to the Privacy & Security policies as presented today. **Second:** Mr. Erstad. **The motion carried.**

15. ANNUAL BOARD CONFLICT DISCLOSURE

Chair Henbest reviewed the timeline for the Annual Board Conflict Disclosure. The document was included in the packet today and if there are no suggestions for changes, the documents will be sent via email from Ms. Fulton to the Board on June 8 and will be due back to Ms. Fulton and Mr. Stoddard by June 26. Mr. Stoddard confirmed that a simple email attestation of prior year form information remaining accurate is acceptable.

16. EXECUTIVE SESSION

Motion: The Chair moved that the Committee enter into Executive Session Pursuant to Idaho Code Section § 74-206(1), to consider the evaluation of an employee pursuant to Idaho Code Section § 74-206 (1)(b).

Executive Session Roll Call: The Chair took a roll call vote and determined that Mr. Erstad (via teleconference), Mr. Zurlo (via teleconference), and Senator Nelson (via teleconference), were present and agreeable, resulting in a quorum.

The Committee entered into Executive Session at 2:07 p.m. and reconvened at 3:03 p.m. No final actions nor decisions were made while in Executive Session.

Motion: Mr. Erstad moved that the Governance Committee, recommend to the Board, the overall FY21 Executive Director Variable Pay Weighting as determined today and subject to approval at the June 19, 2020, Board of Directors meeting. The weighting will remain consistent with what was approved last year. **Second:** Mr. Zurlo. **The motion carried.**

17. NEXT MEETING

The Chair noted that the next meeting will be held in August or September.

18. ADJOURN

There being no further business before the Committee, the Chair adjourned the meeting at 3:05 p.m.

Signed and respectfully submitted,



Margaret Henbest, Committee Chair

APPROVED