



**IDAHO HEALTH INSURANCE EXCHANGE
DBA YOUR HEALTH IDAHO
MARKETPLACE COMMITTEE MEETING AGENDA
WEDNESDAY, JUNE 10, 2020
11:00 AM - 12:30 PM MT**

Via Teleconference Only

Public Dial-in: (415) 594-5500 or (213) 226-1066 **Conf. ID:** 258-508-942

Call to Order	Chair Edgington
Roll Call	Chair Edgington
Prior Meeting Minutes (3/17/20) - <i>Action Item</i>	Chair Edgington
Review Agenda - <i>Action Item</i>	Chair Edgington
Review Roadmap	Chair Edgington
<u>AGENDA:</u>	
2020 Enrollment Update	Mr. Kelly
Customer Experience	
Customer Profiles	Ms. Husler
Market Research	Ms. McMartin
Customer Support Center Metrics	Ms. Nagashima
Appeals	Ms. Nagashima
PY'21 Preparations	
Policy Integration & Training Update	Ms. Nagashima
2021 Open Enrollment Timeline	Mr. Reddish
Technology Updates	Mr. Reddish
Marketing & Outreach Update	Ms. McMartin
CMS/Policy Update	Mr. Kelly
FY20 Strategic & Operational Goal Update	Mr. Kelly
FY21 Operational Goals Proposed	Mr. Kelly
Contract Addendums	
Risch Pisca SOW – <i>Action Item</i>	Mr. Kelly
DHW MOU – <i>Action Item</i>	Mr. Kelly
Enrollment Entity RFA – <i>Action Item</i>	Ms. Nagashima
Drake Cooper SOW – <i>Action Item</i>	Ms. McMartin
Next Meeting	Chair Edgington
Adjourn	Chair Edgington

This agenda is subject to change in accordance with the provisions of the Idaho Open Meeting Law. Items may be addressed in a different order than appears on this agenda. Individual items may be moved from one place on the agenda to another by the Board.