



**IDAHO HEALTH INSURANCE EXCHANGE  
DBA YOUR HEALTH IDAHO**

**GOVERNANCE COMMITTEE  
MINUTES  
THURSDAY, AUGUST 29, 2019**

**1. COMMITTEE MEMBERS PRESENT**

- Ms. Margaret Henbest, Chair
- Mr. Hyatt Erstad, Vice Chair
- Ms. Karen Vauk (via teleconference)
- Rep. Mat Erpelding
- Mr. Paul Zurlo
- Kathy McGill (for Director Dean Cameron)

**2. OTHERS PRESENT**

- Mr. Pat Kelly, Your Health Idaho
- Mr. Kevin Reddish, Your Health Idaho
- Ms. Alanee DeRouen, Your Health Idaho
- Ms. Cheryl Fulton, Your Health Idaho
- Ms. Meghan McMartin, Your Health Idaho
- Ms. Tresa Ball, HR Precision
- Mr. Mike Stoddard, Hawley Troxell

**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 (Chair), at 9:00 a.m., Thursday, August 29, 2019, at the offices of Hawley Troxell Ennis & Hawley, 877 W Main Street, Suite 1000, Boise, Idaho. In accordance with Idaho Code §41-6104(8), the meeting was held in an open public forum and 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 Web site and at the meeting location.

**4. ROLL CALL**

The Chair took roll call and determined that Ms. Vauk (via teleconference), Mr. Zurlo and Kathy McGill (for Director Cameron) were present, resulting in a quorum. Mr. Erstad arrived at 9:08 a.m. and Rep. Erpelding arrived at 9:17 a.m.

## 5. APPROVE PRIOR MEETING MINUTES

The Chair noted there was one correction to the minutes to the June 12, 2019 meeting minutes on page six. The time of adjournment was 10:44 a.m. not p.m.

**Motion:** Ms. Vauk moved to approve the minutes with the change noted from the June 12, 2019, Governance Committee meeting. **Second:** Mr. Zurlo. **The motion carried.**

## 6. REVIEW AGENDA

There were no changes made to the Agenda.

## 7. REVIEW COMMITTEE ROADMAP

The Chair reviewed the Roadmap and there were no changes.

## 8. EMPLOYEE ENGAGEMENT

### a) *Best Places to Work*

Mr. Kelly said as a follow up out of the June Board meeting, YHI was asked to look into The Best Places to Work in Idaho. The survey looks at five primary areas: Compensation and Benefits, Work Environment, Company Management, Employee Growth and Development, and Work-life Balance. The survey will be deployed in February of 2020 and the cost of the program is about \$200. There are options to purchase additional survey details that begin at just over \$1k and there are additional detailed reports that can be purchased for \$450 each. YHI plans to move forward with this with the initial cost being \$200 and YHI may or may not purchase additional reports. We would expect at a minimum it would be \$1500 and likely no more than \$2500. We would receive the survey results in March of 2020 and the strengths and weaknesses report the following month. While this isn't a specific line item in the budget, we would be able to find funding for this elsewhere in the budget.

Ms. Vauk asked what the driver of this was? Mr. Kelly said this topic was raised in June by Mr. Donaca who had used it in his company, Delta Dental of Idaho. He found a couple of benefits. It provides insight into employee engagement to help enforce areas where they had strengths and areas of opportunity. He indicated that there were some tangential benefits from this. He said when the survey scored high, it helped build engagement. This is just another tool to make sure our team has what they need, that they are highly engaged, and increase the effectiveness of the team.

Mr. Stoddard asked if organizations like YHI have participated in this program. Ms. DeRouen said she hasn't seen any governmental entities on the list of past companies, but she will look into it.

Chair Henbest said YHI should consider if it is too much effort, too much surveying, and if the survey is really relevant for our particular kind of organization. She said the relevancy of it should be considered, not just the results. Mr. Kelly said that YHI would evaluate the relevancy of the survey after the survey is completed.

**b) *Staffing Update***

Mr. Kelly said seasonal hiring started in July and the first training class began this past Monday. We are encouraged by the size of the class relative to some of the challenges we had this time last year. We have had a good pool of applicants, training and onboarding has been streamlined, and we are encouraged by the early response. The next training class begins September 9 and there are four classes planned with room for a fifth. Most of the classes will be ready and on the floor on October 1 and all the trainees will be on the floor and fully trained to take calls by November 1.

Mr. Kelly said there has been a little bit of turnover internally. The Privacy and Security Analyst position should be filled shortly, our Knowledge base specialist starts Tuesday and we are in the final stages of the Director of Finance final interview process.

Mr. Zurlo noted the training for the seasonal employees includes Medicaid Expansion training. He asked if there was also any training around Enhanced Short-Term Plans. Mr. Kelly said the Medicaid Expansion reference is more focused on the number of people YHI is hiring and not so much on the training. Year over year YHI call volumes are lower so we are anticipating the same total headcount for this coming year as last year as we believe that call volume during open enrollment will actually be the same as last year, despite lower call volumes to date. There will be training around both Medicaid Expansion and Enhanced Short-Term Plans, once we know what those look like. Those calls would likely be redirected to the carriers.

Mr. Stoddard asked what the timing is in terms of these Enhanced Short-Term Plans. Mr. Kelly said we are targeting the second quarter of 2020. YHI is still working through the details with the carriers and the Department of Insurance on the technology requirements. Once we know that, we can work with GetInsured to figure out when it would be deployed on the Exchange. Without those two key elements it is difficult to determine a firm timeline for implementation. Chair Henbest asked if the consumer will even know these products are available? Mr. Erstad said there will be discussion at the Idaho Health Underwriters later this month and the carriers are pushing legislative updates in their fall training, so they will be ready to go. Ms. McGill added that the Temporary and Proposed Rules can be viewed on DOI's website. Mr. Kelly said we do think the products will be on the market before YHI can get them on the Exchange. The timing is just difficult. YHI

will figure out our messaging and make sure the carriers approve of what the YHI message will be.

**c) *Team Member Appreciation Week***

Mr. Kelly said as part of our semi-annual offsite, we decided to celebrate the entire team for the whole week last week. We had themes every day, food, ice cream, and a scavenger hunt that was all centered around a low cost with high return model. It was very well received. During the all hands meeting we shared a timeline of all the key milestones we have had. It began with March of 2013 and the legislature signing the legislation and progressed through the first time hitting 100K enrollments to 200k phone calls. This really energized the team with open enrollment on the horizon. We will likely do this again conjunction with the company offsite in the spring.

**9. ANNUAL COMMITTEE SELF-EVALUATION**

Chair Henbest said when you think about the history of YHI, this is one of those historical documents that was created early on. The Governance Committee was charged with developing the questions geared towards ensuring the Committees stay productive and within their roles. She asked the committee to consider the relevancy today of these questions and consider adding any additional questions if necessary.

**a) *Do committee meetings (frequency and length), as well as actions, align appropriately with its defined charter?***

Mr. Erstad said the organization and the Committee has matured and the frequency has been streamlined. The Chair said the September meeting is typically a really light meeting and last year we took the whole hour. We ended up having a robust and valuable discussion. We discussed if it was necessary to meet four times a year or make the September meeting an as needed meeting. Mr. Zurlo said an hour on a quarterly basis is not asking too much so the cadence and frequency makes sense. Rep Erpelding believes meeting prior to the full Board meeting is relevant.

**b) *Do committee meetings have written agendas and materials related to significant decisions, and are materials provided to committee members in advance?***

Chair Henbest said the YHI team does a great job of getting materials out in a timely manner.

**c) *What improvements to the effectiveness of this committee occurred over the last year?***

Mr. Kelly said the Committee Charter was updated at this meeting this past year. Chair Henbest noted those changes to the Charter articulated the changes to Finance and Governance. Mr. Kelly said part of the Charter revisions was related to the interaction of the budgeting and staffing compensation with Finance as well as an escalation path if that normal process doesn't work. We also added a section around succession planning and different situations where the Executive Director might be gone for an interim period or a permanent departure. Those were the primary changes to the charter that were discussed in this meeting a year ago.

**d) *What suggestions for improvement should this committee consider?***

Mr. Erstad thinks the succession planning was a good add. He doesn't think any more modifications are necessary. Ms. Vauk added that the one on one meetings in between Board meetings adds significant value. Chair Henbest asked if we should add a question about the value of those one on ones? Ms. Ball added that the question might be around the communication between Board Members, Committee Members and the Executive Director effective in between meetings. Mr. Kelly added that about 70 percent of Board members participate in these one on ones and those that don't generally have other monthly meetings with us and get caught up in those meetings. The committee encouraged Mr. Kelly to carry the question of communication outside formal committee meetings to the committees this coming week so that he can receive feedback on this important question immediately.

- e) *Communications* – The Committee members feel the email communications is just right with monthly Board Updates and the one on one's in between.

## **10. NEXT METING**

The Chair noted the next meeting of the Governance Committee will be held in late November of 2019.

## **11. ADJOURN**

The Committee adjourned at 9:45 a.m.

Signed and respectfully submitted,

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Margaret Henbest, Committee Chair