



Idaho Health Insurance Exchange  
DBA Your Health Idaho

Marketplace Committee Meeting Agenda  
Monday, December 2, 2024  
3:00 PM - 5:00 PM MT

Your Health Idaho, 1501 S Federal Way, Suite 100, Boise, ID 83705  
Via Videoconference: <https://www.gotomeet.me/yhipublic>  
Public Dial-in: 1-877-309-2073 Participant Code: 558-260-965

Call to Order	Chair Thomas
Roll Call	Chair Thomas
Prior Meeting Minutes (9/4/24) - <i>Action Item</i>	Chair Thomas
Review Agenda - <i>Action Item</i>	Chair Thomas
Review Roadmap - <i>Action Item</i>	Chair Thomas
<b><u>AGENDA:</u></b>	
Enrollment Update / Customer Experience	Mr. Kelly
2024 Enrollment	
2025 Open Enrollment	
Customer Profile	Ms. Husler
Customer Experience	
CSC Metrics	Mr. Vernon
Consumer Connectors	Mr. Vernon
Appeals Update	Ms. Husler
Marketing and Outreach Update	Ms. Lapierre
2024 / 2025 Paid Advertising	
Events and Outreach Efforts	
Plan Year 2025 Technology Roadmap	Ms. Husler
CMS and Policy Update	Mr. Kelly
Next Meeting	Chair Thomas
Adjourn	Chair Thomas

*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.*