



**IDAHO HEALTH INSURANCE EXCHANGE
DBA YOUR HEALTH IDAHO
MARKETPLACE COMMITTEE MEETING AGENDA
MONDAY, NOVEMBER 30, 2020
2:30 PM - 4:00 PM MT**

Via Video - Teleconference Only (per the Governor's Proclamation dated March 13, 2020)

Link: <https://www.gotomeet.me/yhipublic>

Public Dial-in: 1-877-309-2073

Participant Code: 558-260-965

Call to Order	Chair Edgington
Roll Call	Chair Edgington
Prior Meeting Minutes (9/1/20) - <i>Action Item</i>	Chair Edgington
Review Agenda - <i>Action Item</i>	Chair Edgington
Review Roadmap - <i>Action Item</i>	Chair Edgington

AGENDA:

Enrollment Update/ Customer Experience	
2020 Enrollment Update	Mr. Kelly
2021 Open Enrollment Updates	Mr. Kelly
CSC Metrics	Ms. Nagashima
Consumer Connectors	Ms. Nagashima
Appeals Update	Ms. Nagashima
Plan Year 2021 Technology Roadmap	Ms. Husler
Marketing & Outreach Update	Ms. McMartin
Events & Outreach Efforts	
Open Enrollment Advertising	
Website Analytics	
CMS & Policy Update	Mr. Kelly
Operational Goal Update	Mr. Kelly
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.