



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

BOARD OF DIRECTORS MEETING AGENDA

FRIDAY, DECEMBER 13, 2019 9:00 AM - 12:00 PM MT

Idaho State Capitol Building, West Wing Room WW17 (lower level)

Live Stream Link: <https://www.idahoptv.org/shows/idahoinsession/>

Call to Order	Chairman Weeg
Roll Call	Secretary Erstad
Public Comment Period	Chairman Weeg
Prior Meeting Minutes (9/20/19) - <i>Action Item</i>	Chairman Weeg
Review Agenda	Chairman Weeg

AGENDA:

Executive Summary	Mr. Kelly
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Marketplace	Mr. Kelly
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Plan Year '19 Enrollment Update

Plan Year '20 Open Enrollment Highlights

Customer Experience

CSC Metrics

Quality Tracking

Appeal Update

Consumer Connector Update

Technology Update

Outreach & Education/Marketing & Communications Update

CMS and Policy Update

Finance	Mr. Kelly
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Financial Results through September 30, 2019 - *Action Item*

FY20 Forecast and Commercial Real Estate Update

Financial Policies Update - *Action Item*

Governance	Mr. Kelly
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Employee Engagement

Gallup Q12 Results and Next Steps

Employee Handbook - *Action Item*

Annual Plan of Operations - *Action Item*

Operational Goals Update	Mr. Kelly
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Executive Session - <i>Action Item</i>	Chairman Weeg
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Pursuant to Idaho Code Section 74-206 (1), convene in Executive Session to

consider the evaluation of an employee pursuant to Idaho Code 74-206 (1)(b).

Employee Compensation and Benefits - <i>Action Item</i>	Chairman Weeg
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Wrap up & Next Steps:

Next Meeting	Chairman Weeg
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Adjourn	Chairman Weeg
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