

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

**AD HOC PRODUCT COMMITTEE
MINUTES
JANUARY 29, 2014**

1. COMMITTEE MEMBERS PRESENT

- Mr. Mark Estess, Chair (via teleconference)
- Director Richard Armstrong
- Mr. Tom Shores (via teleconference)
- Mr. Fernando Veloz

2. OTHERS PRESENT

- Mr. Wes Trexler, Idaho Department of Insurance (via teleconference)
- Mr. Lance Hatfield, Blue Cross of Idaho (via teleconference)
- Mr. Peter Sorensen, Blue Cross of Idaho
- Mr. Mike Stoddard, Hawley-Troxell
- Mr. Brad Frazer, Hawley-Troxell
- Mr. Marty Barrack, Barrack Law Firm (via teleconference)
- Ms. Amy Dowd, Your Health Idaho
- Mr. Alberto Gonzalez, Your Health Idaho
- Mr. Pat Kelly, Your Health Idaho

3. CALL TO ORDER

Following proper notice in accordance with Idaho Code § 67-2343, the Ad Hoc Product Committee meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Mr. Mark Estess, Chair of the committee (Chair), at 1:00pm, Wednesday, January 29, 2014, 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

Mr. Veloz took the roll call and determined that Chair (via teleconference), Mr. Shores (via teleconference), Mr. Veloz and Director Armstrong were present, resulting in a quorum.

Ms. Geyer-Sylvia and Representative Rusche were absent.

5. MEETING MINUTES REVIEW: JANUARY 15, 2014

Motion: Mr. Veloz moved to approve the minutes from the January 15, 2014 meeting.

Second: Mr. Shores.

The motion carried.

6. REVIEW OF AGENDA

There were no changes to the agenda.

7. REVIEW COMMITTEE CHARTER

Mr. Stoddard gave an overview of the draft of the Product Committee Charter. The Committee discussed the level of detail needed in the charter. Mr. Stoddard discussed that many committees are keeping the language at a high level, focusing on the purpose of the Committee. Following approval of each Committee Charter, each committee will create a roadmap of activities that outlines more detailed work of the Committee for the year. The Committee agreed that the language should be kept at a high level.

Mr. Veloz suggested adding a reference in the Product Committee Charter to fiscal responsibility as it relates to the cost of the vendors and the implementation of the technology system. Mr. Stoddard mentioned that to address that point, a sentence could be added to the Charter that says: “the committee shall discharge its duties while balancing implementation cost and long-term sustainability.” Mr. Veloz and Mr. Stoddard will meet later in the week to create language that incorporates the Board mission of fiscal responsibility into the Product Committee Charter.

(a) Section 2.1

- Ms. Dowd pointed out that the word ‘processor’ should be changed to “processes” in the second line.
- Ms. Dowd and Mr. Gonzalez suggested the consumer support services function of the Exchange be named as one of the specific enrollment processes the Product Committee will oversee. Mr. Stoddard will incorporate this suggestion into the Product Committee Charter.

(b) Section 2.2 – Security

It will be the responsibility of the Product Committee to oversee third party validators that, ensure security protocol and processes are operating correctly. Mr. Stoddard mentioned that the internal and external security processes of the Exchange will be outlined in more detail in the Document Retention Policy that is being developed in the Operations Committee.

Mr. Veloz asked what Committee is responsible for assisting with the annual security certification process on behalf of the Board. Mr. Stoddard said that a technical certification beyond the first year is not required by the legislation. Ms. Dowd said the Exchange will likely provide an annual privacy and security audit going forward.

The Committee agreed that security certification of the technology and the eligibility and enrollment system would be included on the Committee’s yearly operations roadmap. Desktop security procedures for the In-Person Assister (IPA) Program would reside with the Outreach & Education Committee.

There are no changes to the language in section 2.2.

(c) Section 2.3 – SHOP

Ms. Dowd discussed that in the technology roadmap, Your Health Idaho has identified a date by which a decision will need to be made in order to open a SHOP marketplace in Idaho in the fall of 2014. An analysis still needs to be conducted to determine the costs associated with operating a SHOP marketplace. The PMO will assist in this process and the information will be presented to the Product Committee and Full Board.

There are no changes to the language in section 2.3.

(d) Section 2.4- Self Evaluation

The self-evaluation is an item that is in all Committee Charters.

There are no changes to the language in section 2.4.

(e) Next Steps

Mr. Stoddard will incorporate the amendments discussed at today's meeting and circulate back to the Committee to share any final thoughts on the Charter.

Motion: Mr. Veloz moved that the Ad Hoc Product Committee recommend the Product Committee Charter, subject to further modifications as discussed in today's meeting, be sent to the Operations Committee for review.

Second: Mr. Shores.

The motion carried.

8. OPERATIONS BUSINESS MODEL UPDATE

Mr. Gonzalez provided an update on the status of the Operations Business Model. The document was presented to the O&E Committee and then recommended it be sent to the Ad Hoc Product Committee.

(a) Key Design Factors of Your Health Idaho Operations Business Model

- Designing a cost-efficient and lean model.
- Leveraging and deferring much of the on-going client support to Agents/Broker, IPAs, and the Carriers.
- Meeting federal requirements and CMS/CCIIO approval of business model will play a major role.

(b) Next Steps

- Waiting on data points from Federal Consumer Support Functions & State Based Exchanges to conduct heavy data analysis inform the design. This detailed analysis will

inform our projected costs and help YHI develop a lean and efficient consumer support model for the future.

- The data points that will be analyzed from the FFM and other SBMs include volumes of: Manual Verifications, Case Updates, Medicaid Denial Transfers, Percentage of Calls to Enrollees, Paper Applications, E-mails, Outbound efforts, Appeals and Grievances and Technical Assistance
- Final forecast and recommended lean model will be brought to Ad Hoc Product Committee for review, following receipt of additional data points.
- The Operations Business Model will also be subject to CMS and CCHIO approval.

(c) Consumer Support Services/Existing Call Center – Next Steps

Mr. Gonzalez discussed that while Your Health Idaho is developing the Phase 2 plan for consumer support services, there will be a need to extend the agreement with the current call center, possibly through June.

The goal is to present an updated version of the Operations Business model after the data analysis is conducted on the week of February 17th along with a recommendation to proceed with a future call center solution.

9. EXECUTIVE SESSION

Motion: Mr. Veloz made a motion to move into Executive Session to consider preliminary negotiations involving matters of trade or commerce in which this governing body is in competition with another governing body pursuant to Idaho Code section 67-2345(1)(e).

Second: Mr. Shores.

Executive Session Roll Call: Mr. Veloz called the Executive Session roll call and determined that the Chair (via teleconference), Director Armstrong, Mr. Shores (via teleconference) and Mr. Veloz were present. The committee entered Executive Session at 1:51pm. Ms. Geyer-Sylvia and Representative Rusche were absent.

The Executive Session ended at 2:48pm. The committee took no final action nor made any final decisions while in Executive Session.

10. ADDITIONAL BUSINESS

The next meeting of the Ad Hoc Product Committee will be held on Wednesday, February 5, 2014 from 8:00 am – 11:00 am.

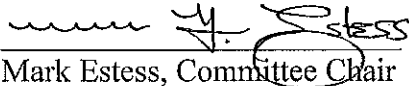
11. ADJOURN

Motion: Mr. Veloz made a motion to adjourn.

Second: Mr. Shores.

The motion carried and the meeting adjourned at 2:51 pm.

Signed and respectfully submitted,



Mark Estess, Committee Chair