

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

**MARKETPLACE COMMITTEE
MINUTES
FEBRUARY 19, 2014**

1. COMMITTEE MEMBERS PRESENT

- Mr. Mark Estess, Chair
- Mr. Fernando Veloz, Vice-Chair
- Ms. Zelda Geyer-Sylvia
- Representative John Rusche (via teleconference)
- Mr. Tom Shores

2. OTHERS PRESENT

- Mr. Wes Trexler, Idaho Department of Insurance
- Mr. Peter Sorensen, Blue Cross of Idaho
- Mr. Lance Hatfield, Blue Cross of Idaho
- Mr. Brad Frazer, Hawley-Troxell
- Mr. Mike Stoddard, 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
- Ms. Emily Patchin, Nelnet/Proxi
- Mr. Edwin Vinning, Nelnet/Proxi

3. CALL TO ORDER

Following proper notice in accordance with Idaho Code § 67-2343, the Marketplace Committee meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Mr. Mark Estess, Chair of the committee (Chair), at 8:03 am Wednesday, February 19, 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 roll call and determined that the Chair, Ms. Geyer-Sylvia, Mr. Veloz, Mr. Shores and Representative Rusche (via teleconference) were present resulting in a quorum. Director Armstrong was absent.

Note: Representative Rusche (via teleconference) left the meeting at 8:55 am.

5. MEETING MINUTES REVIEW: FEBRUARY, 13, 2014

Motion: Mr. Shores moved to approve the minutes from the February 13, 2014, meeting.

Second: Ms. Geyer-Sylvia.

The motion carried.

6. REVIEW OF AGENDA

The Committee discussed moving the Executive Session to the first item on the agenda to accommodate Representative Rusche's schedule. Following the Executive Session, Ms. Dowd suggested other agenda items be re-ordered to the following; Consumer Support Center, Call Center Plans, and Post Open Enrollment IPA Needs, to ensure that most timely items are discussed first.

Motion: Mr. Shores moved that the Committee amend the agenda to have the Executive Session first, followed by discussion of Consumer Support Center, Call Center Plans, and Post Open Enrollment IPA needs.

Second: Representative Rusche.

The motion carried.

7. EXECUTIVE SESSION

Motion: Mr. Veloz moved to enter 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: Ms. Geyer-Sylvia.

Executive Session Roll Call: Mr. Veloz called the Executive Session roll call and determined that the Chair, Ms. Geyer-Sylvia, Mr. Shores, Representative Rusche (via teleconference) and Mr. Veloz were present. Director Armstrong was absent. The Committee entered Executive Session at 8:09 am.

The Executive Session ended at 10:49 am. The Committee took no final action nor made any final decisions while in Executive Session.

8. CONSUMER SUPPORT SERVICES MODEL

Due to time constraints, Mr. Gonzalez was not able provide an update on the Consumer Support Services recommended model. He expressed urgency for a need to issue a Request for Proposals (RFP). Ms. Geyer-Sylvia voiced a desire to see more information about the model and details before moving forward with the RFP. Chair Estess suggested bringing together a group of stakeholder experts that have experience in this area, as was done for other RFPs.

Mr. Gonzalez will gather more research and present to the Committee again before the next board meeting.

9. CALL CENTER AND IPA POST OPEN-ENROLLMENT

(a) Existing Call Center Extension

Mr. Gonzalez updated the committee that the contract with the Idaho Department of Health & Welfare (DHW) for the temporary call center will be expiring on March 31, 2014. Your Health Idaho is able to extend the contract beyond March 31, 2014 if there Board support, but there is no pre-approved funding available. The board will need to approve funding beyond March 31, 2014 with an approximate cost of \$31,000 per month to retain all nine staff members.

Mr. Gonzalez identified a desire to have all nine temporary staff members stay on while Your Health Idaho determines its long-term call center strategy. In addition to supporting Idahoans that may qualify for special enrollment, these team members could also support the other Your Health Idaho team members on projects such as Alternate Data Migration, User Acceptance testing and other general support activities.

The Committee provided support for Mr. Gonzalez to notify Director Armstrong that Your Health Idaho will likely need to keep at least five staff from March 31, 2014 – June 30, 2014. Mr. Gonzalez will also notify him that Your Health Idaho may want to keep the additional four staff members and seek Board approval for a contract extension. Over the next 45 days, if Mr. Gonzalez can identify specific staffing needs, the Marketplace committee would support keeping the additional four team members.

Mr. Stoddard noted that in addition to the Board vote to extend the DHW contract, the Pro People portion of the contract will need to go to the Board as an exception to the procurement policy.

(b) IPA Contracts Post Open-Enrollment

Mr. Gonzalez updated the committee that contracts for In-Person Assister (IPA) entities are also set to expire on March 31, 2014. Included in the approved \$1.7M, Mr. Gonzalez had set aside \$182,000 in the event that Your Health Idaho needed to extend some or all of the contracts. Mr. Gonzalez's recommendation is to proceed with contract extension for one of the IPA organizations with state-wide reach to support Idahoans that will qualify for special enrollment.

This action does not require formal Committee approval, because it was already approved. The Committee did provide verbal support for Mr. Gonzalez to move forward with one of the state-wide organizations. Mr. Stoddard noted that the Contract will require a board vote as an exception to the procurement policy.

Mr. Gonzalez will present this approach and request Board approval at next board meeting.

10. LEARNING MANAGEMENT SYSTEM (LMS)

Mr. Gonzalez provided an overview of the need for a Learning Management System (LMS) to provide training and certification for the agents and IPA once the Your Health Idaho technology solution is in place. The cost of the system will fall under the \$15,000 threshold for the need for competitive bidding. Committee members provided support for Mr. Gonzalez to proceed with research of LMS systems with a recommendation to come before the Committee at a later date.

11. ADDITIONAL BUSINESS

The Committee agreed on the date and time for the next three committee meetings. The first will be held on Thursday, February 20, 2014 from 5:00 pm – 6:00 pm at Hawley Troxell. There will also be two meetings on Friday, February 21. One meeting will take place from 7:30 am – 8:00 am and the other will take place from 9:00 am – 9:30 pm MT at State Capitol WW17.

12. ADJOURN

The Chair adjourned the meeting at 11:29 am.

Signed and respectfully submitted,



Mark Estess, Committee Chair