

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

**PERSONNEL COMMITTEE  
MINUTES  
MARCH 5, 2014**

**1. COMMITTEE MEMBERS PRESENT**

- Ms. Margaret Henbest, Chair
- Director Dick Armstrong
- Ms. Zelda Geyer-Sylvia
- Mr. Dave Self (via teleconference)
- Mr. Tom Shores
- Ms. Karen Vauk

**2. OTHERS PRESENT**

- Ms. Tresa Ball, Your Health Idaho
- Ms. Amy Dowd, Your Health Idaho
- Mr. Steve Berreuter, Hawley-Troxell

**3. CALL TO ORDER**

Following proper notice in accordance with Idaho Code § 67-2343, the Personnel Committee meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Ms. Margaret Henbest, Chair of the committee (Chair), at 2:04pm, Wednesday, March 5, 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**

The Chair took roll call and determined that the Chair, Director Armstrong, Ms. Geyer-Sylvia, Mr. Self (via teleconference) and Ms. Vauk were present resulting in a quorum.

*Note:* Mr. Shores joined the meeting at 2:33 pm and left the meeting at 3:15 pm. Mr. Self left the meeting at 2:56 pm.

**5. MEETING MINUTES REVIEW: FEBRUARY 25, 2014**

Motion: Ms. Vauk moved to approve the minutes from the February 25, 2014, meeting.

Second: Ms. Geyer-Sylvia.

The motion carried.

**6. REVIEW OF AGENDA**

There were no changes to the agenda

## **7. STAFFING UPDATE**

### **(a) IT Lead Role**

Ms. Dowd presented a draft job description for the IT lead role to the Committee. The priority areas of responsibility for the position include: oversight of vendor technology products and platforms, ensuring appropriate levels of information privacy and security oversight and controls and serving a desktop support IT function for the YHI organization.

The Committee discussed the job description and provided feedback on the document. Ms. Geyer Sylvia suggested narrowing the focus of the primary job responsibilities and qualifications, as it may be difficult to find a candidate with all of the qualifications and expertise currently outlined. Ms. Ball said that the intent of the job description was to cast a wide net to attract candidates with a wide range of expertise.

Ms. Dowd clarified that the needs from this role would change over time. In the first phase, this role would be responsible for assisting in the coordination and management of the development of the Idaho technology solution. In the long-term, the role would be responsible for overseeing day to day IT operations, an IT project management plan, direct strategy and management of external technology vendors.

The Committee suggested clarifying the opening section of the job description to make a distinction between the internal roles and the external vendor management responsibilities of the position. The Chair also suggested telling the narrative of the near term needs of the position versus the longer term needs once the technology solution is implemented.

As a next step, Ms. Ball will take the feedback from the Committee meeting and make appropriate adjustments to the job description. The job description will also be shared with the Marketplace Committee and the Finance Committee for review, input and feedback ahead of the Board meeting on March 14.

### **(b) DHW Project Manager**

Director Armstrong presented a proposal for a Project Manager that could be a shared resource between Your Health Idaho and the Department of Health and Welfare for coordinating the system level operation and execution of project work between Your Health Idaho (YHI), Dept. of Insurance (DOI), and the Dept. of Health and Welfare (DHW). The Project Manager would act as the liaison between the federal agencies (CMS, CCIIO, and HHS), including the vendors acquired for the management and solution of the State Based Marketplace (SBM). This position works closely with these entities in establishing a clear understanding of the Federal requirements needed to obtain full certification (authority to operate) for a State Based Marketplace for Idaho.

As YHI and DHW work together in the coming months on creating an integrated eligibility process, this role would serve a critical function in the implementation of the integrated eligibility mode and fill the need for a unique skill set still needed for our integration with Medicaid beyond the resources available through the DHW Accenture contract. The primary contract would be with the DHW, and DHW would bill YHI for the time they use the resource. It

is estimated that DHW would use this resource approximately 40% of the time, and YHI would use the resource 60% of the time. The Project Manager would report to Mr. Greg Kunz at DHW and to Ms. Dowd at YHI and would represent DHW and YHI's interests.

The Committee raised questions on how this role would fit in with the resources we currently have through the Accenture contract and asked for clarification on the different levels of oversight of systems integration perhaps presented in an organization chart. Mr. Self also requested the Marketplace Committee review this proposal as that Committee ultimately has oversight over our Medicaid integration.

Ms. Geyer-Sylvia also suggested considering whether a larger cost allocation may be needed for systems integration given the complexity of the project. Director Armstrong mentioned that the Project Manager would fill the resource needs right now.

Next Steps: This request will be presented before the Marketplace Committee on March 6.

## **8. PERSONNEL POLICIES**

### **(a) PTO Policy Amendments**

Ms. Dowd and Ms. Ball worked together to amend the Paid Time Off (PTO) policy from the Employee Handbook to implement suggestions from the Committee to raise PTO time that is offered for YHI personnel and also to allow for use of PTO time when a new staff member starts before the PTO time is accrued.

The proposal is that the management team receives 40 hours of PTO upon hire and that full-time employees would begin accruing PTO at a higher rate, including three weeks a year for three years of service or less, 4 weeks for 4-8 years of service and five weeks for eight years of service or more.

Mr. Berreuter clarified the first 40 hours of PTO upon hire are a grant, which means that it belongs to the employee as soon as they begin. The risk would be if the employee were to leave three weeks later, the 40 hours would need to be paid out.

Ms. Ball will continue to implement revisions and present a clean version to the Committee in the coming days.

### **(b) Policies Overview**

The Chair requested the Committee review the Employee Handbook initially approved by the Operations Committee last June and bring suggestions to the Committee of any updates that may be needed.

## **9. COMPENSATION PRACTICES OVERVIEW**

Ms. Ball provided an overview of the YHI Compensation practices and how the organization is using market based pay rates to set compensation. Your Health Idaho is targeting the 50<sup>th</sup> percentile of pay ranges for positions to determine salary levels. Determining individual pay is evaluated on a case-by-case basis, taking into consideration the individual's skills, experience,

business needs of YHI, individual's pay requirements in order to join YHI and related factors, such as taking into account the risk of working at a start-up.

The Committee suggested taking into account the size of the companies used for comparison as well.

Moving forward it will be important to identify where different positions fit into the compensation structure to ensure consistency and to put in place a process for updates to the compensation structure as needed.

In terms of timing for market reviews, Ms. Ball suggested conducting them once a year around the time of annual employee evaluations and coordinating the market research with the budget timeline from the Finance Committee.

Ms. Dowd is currently conducting a performance review process of staff, ahead of the budget process. She is hearing questions from staff about salary increases as well.

Ms. Geyer-Sylvia suggested the Committee further discuss whether pay increases should be on a merit based system or just a flat/tenure based increase.

## 10. EXECUTIVE SESSION

Motion: The Chair moved to enter into Executive Session to discuss personnel matters pursuant to Idaho Code §67-2345(1) (a) & (b).

Second: Ms. Vauk.


Executive Session Roll Call: The Chair called the Executive Session roll call and determined that the Chair, Director Armstrong, Ms. Geyer-Sylvia, and Ms. Vauk were present. The Committee entered Executive Session at 3:26 pm.

The Executive Session ended at 3:43 pm. The Committee took no final action nor made any final decisions while in Executive Session.

## 11. ADJOURN

The Chair adjourned the meeting at 3:45 pm.

Signed and respectfully submitted,

  
Margaret Henbest, Committee Chair