

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

**MARKETPLACE COMMITTEE  
MINUTES  
MARCH 6, 2014**

**1. COMMITTEE MEMBERS PRESENT**

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

**2. OTHERS PRESENT**

- Ms. Amy Dowd, Your Health Idaho
- Mr. Alberto Gonzalez, Your Health Idaho

**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 3:10pm, Thursday, March 6, 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 Vice-Chair took roll call and determined the Chair, Mr. Veloz, Director Dick Armstrong and Mr. Tom Shores (via teleconference) were present, resulting in a quorum.

Representative Rusche was absent.

*Note:* Ms. Geyer-Sylvia joined the meeting at 3:20 pm. Mr. Shores left the meeting at 6:01 pm.

**5. MEETING MINUTES REVIEW: FEBRUARY 21, 2014**

Motion: Mr. Veloz moved to approve the minutes from the February 21, 2014 meeting.

Second: Mr. Shores.

The motion carried.

**6. REVIEW OF AGENDA**

There were no changes to the agenda

## 7. CONSUMER SUPPORT CENTER OPTIONS

The Committee reviewed Consumer Support Center (CSC) options, presented by Mr. Gonzalez. Mr. Gonzalez presented multiple CSC cost models encompassing flexible staffing plans in order to quickly ramp up for periods of high utilization. Your Health Idaho (YHI) is working to design the best CSC to fit Idaho's unique needs. Your Health Idaho is drafting an RFP for CSC.

### (a) Next Steps

- **CSC RFP:** Mr. Gonzalez asked the Marketplace Committee to recommend to the Board the issuing of a Consumer Support Center RFP.
  - a) Public Consulting Group (PCG) is working on the RFP for Consumer Support Services.
  - b) The RFP will be asking for a clear description of costs so we can better design the contract in a way that best serves our need and budget. Each function/task will be line itemed for review and analysis. This RFP can be quickly posted after Board approval and any additional modifications to the request.
- **Analysis for an In-House CSC:** In an effort to create the leanest CSC in the nation, we must also look inward for a fair comparison on what it would cost YHI to build and maintain its own CSC and to easily manage the scaling up and down of the CSC as budget and demand requires.
- **Evaluate RFP Responses and Provide Recommendation to Marketplace Committee:** After due diligence in evaluation of the RFPs as well as a comparison to an in-house CSC, staff will bring back a recommendation for the Marketplace to consider and bring to the Board.

Timing for the next steps would be issuing an RFP and conducting an in-house analysis in March. The RFP Finalist would be determined in April or May, at which time the RFP finalist would be compared against the YHI in-house analysis recommendation. Within the May-June timeframe, the Board would be expected to make a decision so that implementation can begin.

### (b) Discussion

The Committee wondered if there would be a benefit to issuing a RFI before issuing a RFP. Mr. Gonzalez informed the Committee that he does not believe the RFI would provide much additional information and feels Your Health Idaho has enough information to request a RFP from vendors.

Ms. Geyer-Sylvia asked for clarification on the vendors YHI would be asking to respond to an RFP and the business requirements that would be issued. Ms. Dowd clarified that PCG has already been hired to issue the RFP and suggested members of the PET team and members of the Committee participate in conversations with PCG during the RFP process to understand the process taking place.

To accommodate the timeline, Ms. Geyer-Sylvia suggested requesting the Board approve the issuance of the RFP, with the approval of the Marketplace Committee. Ms. Dowd and Mr. Gonzalez agreed with this process and will work with PCG to begin moving forward.

## **8. DEPT. OF HEALTH AND WELFARE EXCHANGE INTEGRATION**

Director Armstrong brought forward the suggestion to the Committee that a DHW Integration Project Manager be brought on as a shared resource between DHW and Your Health Idaho. The request was made that the Marketplace Committee accepts the resource request from DHW and recommends to the Board, pending approval of the Finance Committee, approval to cover 60% of the costs for the DHW Integration Project Manager between April 1, 2014 and April 1, 2015 in an amount not to exceed \$143,520, not including overtime.

The proposed cost split would require Your Health Idaho to cover 60% or \$143,520 and DHW to cover 40% or \$95,680. The cost analysis is currently an estimate.

The Committee discussed the need for support and given there is no conflict of interest, expressed desire to make a motion to make this recommendation to the Board. Ms. Geyer-Sylvia expressed interest in exploring keeping DHW relationship in place; Mr. Gonzalez confirmed that Your Health Idaho is exploring that option.

Ms. Dowd noted that because the cost analysis is an estimate, funding should be requested from the Finance Committee in the amount of \$150,000.

Motion: Ms. Geyer-Sylvia moved to recommend to the Board for approval, a resource request from DHW for a DHW integration project manager between April 1, 2014 and April 1, 2015 in an amount not to exceed \$150,000, not including overtime.

Second: Mr. Veloz.

The motion carried.

## **9. SHOP RECOMMENDATION REVIEW**

Ms. Dowd presented a recommendation to the Committee regarding the SHOP Marketplace. It is proposed that for 2015, Your Health Idaho duplicate the SHOP process the FFM used for 2014, but administer it at Your Health Idaho, which would include the following process:

- SHOP qualified Employer chooses a carrier and enrolls directly with the carrier
- Carrier reports the group data and group census to YHI
- YHI validates the carrier is a QHP, the employer, the plans selected are QHP's, employee participation rate, employer contribution, etc.
- YHI sends the employer a certificate that allows the employer to take the tax credit
- Carrier self-reports to YHI for 1.5% exchange fee for SHOP groups
- Tax credit eligibility: Group has to have < 25 employees with an average salary < \$50k, and group has to pay at least 50% of health insurance premium

In terms of timing, Ms. Dowd noted a recommendation would need to be made today if Your Health Idaho would like to independently offer SHOP.

Motion: Mr. Veloz moved to recommend to the Board that Your Health Idaho administer its own SHOP marketplace in 2015 through a paper application process currently used by the Federally Facilitated Marketplace and conduct further analysis to review the carrier and policy recommendations for SHOP beyond 2015.

Second: Mr. Shores.

The motion carried.

## **10. PROGRAM DECISION LOG**

The Committee reviewed the program decision log, as presented by Ms. Dowd. The log is maintained by the Accenture PMO, and each week, the project team does the following:

- Tracks and analyzes decisions, including context, implications, decision alternatives, risks, and decision owner
- Reviews high priority decisions with the Project Steering Team, capturing recommendations, rationale, and any next steps (including escalation)
- The updated decision log is available for review on the program SharePoint document repository.

A summary of the Your Health Idaho decision log was presented to the Committee.

## **11. PROJECT STATUS**

The Committee briefly reviewed the PMO program leadership dashboard, highlighting the achievements, upcoming milestones, workstream status and risk report. Ms. Dowd noted the format of the dashboard would be consistent and provided on a weekly basis.

The risk profile was given in detail, discussing the probability of a certain risk of occurring and what their impact would be on the program.

Ms. Dowd noted that moving forward, she would like additional clarity regarding the high risk items and the items that may become a high risk item in the near future. The focus of the risk reports should be on the top risks in red, but over time there should be an assessment of the trends of the medium and low risk items.

A technology solution update was provided by Accenture at this time. The aggressive timeline of implementation was also discussed by the Committee.

## **12. JAR/JAD SESSION PROGRESS**

Ms. Dowd presented an update on the JAR/JAD sessions and noted that Your Health Idaho is on-track and the sessions are going well. The Committee had no questions regarding this item.

## **13. CONTRACT NEGOTIATION SUPPORT**

The Committee received information relating to the services provided by Mr. Marty Barrack in Your Health Idaho contract negotiations. Ms. Dowd noted there was interest from Your Health Idaho to invite Mr. Barrack to assist with the IV&V and customer service contracts, given his expertise and familiarity. The initial contract would be in the amount of \$40,000.

Motion: Ms. Geyer-Sylvia moved to recommend to the Board for approval the allocation of an additional \$40,000 to be used for Contract Negotiation Support services from Mr. Marty Barrack to support the IV&V and Customer Service contracts.

Second: Mr. Veloz.

The motion carried.

#### **14. 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: Mr. Shores.

Executive Session Roll Call: Mr. Veloz called the Executive Session roll call and determined that the Chair, Mr. Veloz, Mr. Shores (via teleconference) and Ms. Geyer-Sylvia were present. Representative Rusche was absent. The Committee entered Executive Session at 5:55 pm MST.

#### **15. AGENDA AMENDMENT**

The Committee requested an amendment to the agenda to include an IV&V update.

Motion: Ms. Geyer-Sylvia moved to amend the agenda to include an IV&V update.

Second: Mr. Veloz

The motion carried.

#### **16. IV&V UPDATE:**

Motion: Mr. Veloz moved that the Marketplace Committee recommend to the Board for approval that First Data be selected as the vendor of the IV & V RFP, and that a contract be awarded to First Data consistent with the RFP in an amount not to exceed \$1.2M including expenses; and that the Executive Director and the Chair of the Marketplace Committee are authorized to negotiate and execute such contract.

Second: Ms. Geyer-Sylvia

The motion carried.

#### **15. NEXT MEETING**

The Committee will be determining the next Marketplace meeting after checking schedules, but intend to keep with the bi-monthly meeting cycle.

#### **11. ADJOURN**

The Chair adjourned the meeting at 6:20 pm.

Signed and respectfully submitted,

  
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Mark Estess, Committee Chair