# IDAHO HEALTH INSURANCE EXCHANGE DBA YOUR HEALTH IDAHO

# EXECUTIVE COMMITTEE MINUTES MARCH 20, 2014

# 1. COMMITTEE MEMBERS PRESENT

- Mr. Stephen Weeg, Chair (via teleconference)
- Mr. Scott Kreiling, Vice Chair
- Mr. Hyatt Erstad, Secretary
- Mr. Jeff Agenbroad, Treasurer (via teleconference)
- Representative Kelley Packer (via teleconference)

## 2. OTHERS PRESENT

- Ms. Amy Dowd, Your Health Idaho
- Ms. Cheryl Fulton, Your Health Idaho
- Mr. Mike Stoddard, Hawley-Troxell

#### 3. CALL TO ORDER

Following proper notice in accordance with Idaho Code § 67-2343, the Executive Committee meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Mr. Stephen Weeg, Chair of the Committee (Chair), at 4:05pm, Thursday, March 20, 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 called the roll and determined that Mr. Kreiling, Mr. Erstad, The Chair (via teleconference), Mr. Agenbroad (via teleconference) and Representative Packer (via teleconference) were present resulting in a quorum.

## 5. MEETING MINUTES REVIEW: AUGUST 28, 2013

Motion: Mr. Erstad moved to approve the minutes from the August 28, 2013 Executive Committee Meeting.

Second: Mr. Kreiling.

The motion carried.

#### 6. REVIEW OF AGENDA

Ms. Dowd asked to amend the agenda to add discussion of a Board member website.

<u>Motion:</u> The Chair moved to amend the agenda to discuss the Board Members Only Site on the Hawley Troxell shared drive.

Second: Mr. Kreiling.

The motion carried.

## 7. BOARD MEMBER ONLY SITE

The Chair stated that in discussions with Ms. Henbest and Ms. Dowd they determined it would be a good idea to have a protected site for Board members only where they could access information available to the Board only and not be subject to public records requests. This site would be in a separate location on the shared drive for Your Health Idaho on the Hawley Troxell site. Items that should remain only with the Board Members, such as employee reviews, could be uploaded to the protected site so that Board Members could access the files. The documents would be removed after a specific period of time.

Mr. Stoddard added that only the Board Chair and Vice Chair would have permissions set to upload and/or delete files, and that this site would remain when YHI has its own technology solution.

Motion: Mr. Erstad moved that the Executive Committee recommend that the Board establish a Board Access Only Website on the Hawley Troxell Sharefile.

Second: Mr. Agenbroad.

The motion carried.

#### 8. WEEKLY REPORT

Ms. Dowd reviewed the weekly Executive Director reports to the Board and discussed the format, which includes a summary top risks, accomplishments and an overview of outreach and enrollment events. The reports also include email attachments with enrollment updates, a phase 2 technology project dashboard and outreach & education consumer support metrics. Ms. Dowd said that if the Board wants to commit to this report going forward, the Board should understand it and agree to the format.

Mr. Kreiling likes the dashboard format. Due to the upcoming transition of IT platforms, he feels the Board should get more information rather than less during this critical time period to better support YHI's efforts. He said when the transition to Idaho's technology solution occurs, less information will be needed.

Mr. Erstad agreed that keeping the board in the loop is critical as YHI is progressing to getting the new technology platform up and running.

Representative Packer suggested adding a section on risks and next steps, what YHI is focusing on and what needs to happen, in each report. Then in the next report, show progress and next steps on those risks to maintain an ongoing record.

The Chair thinks there are other areas that need focus as well in addition to the migration. He questioned whether YHI has enough resources to accomplish what needs to be done within the proper timeframe and would recommend adding resources risk to the dashboard. He would like to see an appropriate level of detail so that the Board knows the project is being tended to and would like to see the Board tuned in to the big policy and key strategic decisions.

Ms. Dowd proposes that the milestones be more aligned with the roadmap, but is sensitive to having too many tools. She said it would be nice to have one dashboard, a Roadmap for each Committee and then the Board Decisions Roadmap.

Mr. Erstad said one thing that would be very useful to the Board is to know how many people have come into the Exchange, how many have actually paid for the coverage, then going forward, which products are being most utilized (which should be able to be tracked monthly), and then how many people have exited out, including metrics such as the drop off rate and behaviors of those that do so.

Ms. Dowd said it might be a little premature to get this information today, but to the extent that the carriers are willing to share this information, this can be done. This information certainly can be tracked and reported once YHI has its own technology platform. Ms. Dowd said that for the May Board meeting this is already a topic for discussion on the Agenda.

Mr. Kreiling said that it might be good to post some of this information on the website and then train the public to go there.

The Chair asked if this dashboard should be shared every couple weeks or every week and all agreed that for now at least, every other week and potentially push it out to monthly.

The Chair said that the Board needs to understand the categories on the dashboard and he will work with Ms. Dowd on this.

## 9. COMMITTEE COORDINATION

# (a) Committee Responsibilities

The Chair reviewed all of the Committee Charters and Roadmaps and asked how to determine which tasks need to be heard by each Committee so that it does not become too difficult to execute on the tasks.

Ms. Dowd said as a case in point, there was an offer from Director Armstrong for a shared resource, during a Personnel Committee meeting. This item then went to the Marketplace Committee, then to the Finance Committee and then to the full Board. Ms. Dowd wonders if there was a way to establish a set path for these items.

Mr. Agenbroad said YHI has an established budget and there is really no reason that everything needs to come through the Finance Committee when there is an established a budget and a new resource falls within that budget. Instead, if the budget is approved and available, a Committee

can check with the Finance Director to verify available budget for it, instead of going to the full Finance Committee.

The Chair agreed this would be a much smoother process.

Mr. Agenbroad recommended that if a resource item goes beyond our budget year or falls outside of the set budget, then it should go before the full Finance Committee before going to the Board.

The Chair expressed some confusion surrounding how some items end up in front of some Committees.

Ms. Dowd replied that those assigning tasks to Committees need to be sensitive to the amount of work each Committee has and look closely before assigning them.

# (b) YHI Agents and Brokers

The Chair said that many of agents and brokers have really stepped to the plate and some have not participated as much. He raised the question of how YHI works with our agent and broker community to be as inclusive as possible.

Mr. Erstad replied that until the YHI technology platform is up and running, the nightmares that people are experiencing on the federal platform are making people take notice. When the YHI platform is up and running, it needs to be state of the art, extremely smooth and not labor and time intensive. Currently the system is time intensive and many brokers do not want to spend that much time on it. Once YHI has its own system in place, it should be a much smoother process and we need to work with those agents and brokers at that time.

#### 10. CCIIO GATE REVIEW

## (a) Gate Review Meeting

Ms. Dowd reported that the CCIIO Gate Review of the Idaho Health Exchange was held on Monday, March 17, with CMS officials onsite at the Department of Health & Welfare. During the meeting, CMS officials reviewed details of YHI's management of contracts with vendors, sustainability model, technology and outreach and education. YHI demonstrated its dedication to the vision of CMS with a slight deviation from their design for technology solution integration. Most states have deviated from their design and only Kentucky did full integration and aligned with CMS's full vision, which took them 3 years and substantial amounts of money to complete. There were no conclusive results from the meeting.

# (b) YHI Proposed Integrated Eligibility Design

CMS officials demonstrated some concerns on the proposed design of the YHI integrated eligibility model, but they understand that Idaho is a small state and the importance of YHI financial sustainability. On the flip side CMS has standards and they want to ensure those standards are being met.

The proposed YHI design would have two separate rules engines to determine eligibility; the existing rules engine for DHW and a YHI rules engine to determine eligibility for APTC. CMS

has suggested that they prefer an integrated eligibility model that only uses one rules engine to determine eligibility for Medicaid and for APTC. Integrating the real-time eligibility process is costly, a large effort, and tethers YHI to Medicaid for the future. Ms. Dowd said she is waiting for definitive results from the Gate Review and should know more soon on next steps.

# (c) Navigators

Mr. Erstad read a press release from HHS about issues with the Navigator program. Ms. Dowd said that YHI must have a Navigator program next year to be funded through YHI. YHI's intent is to meet the requirements for a Navigator program and continue to work with the agents, brokers and IPA's we have today.

#### 11. NEXT MEETING

The time of the next meeting will be determined based on need, and no date was set.

#### 12. ADJOURN

There being no further business before the committee, the Chair adjourned the meeting at 5:05pm.

Signed and respectfully submitted,

Stephen Weeg, Committee Chair