

**IDAHO HEALTH INSURANCE EXCHANGE  
DBA YOUR HEALTH IDAHO  
PERSONNEL COMMITTEE  
MINUTES  
MAY 6, 2014**

**1. COMMITTEE MEMBERS PRESENT**

- Ms. Margaret Henbest, Chair
- Ms. Zelda Geyer-Sylvia
- Ms. Karen Vauk (via teleconference)
- Director Dick Armstrong

**2. OTHERS PRESENT**

- Ms. Amy Dowd, Your Health Idaho
- Ms. Cheryl Fulton, Your Health Idaho
- Mr. Pat Kelly, Your Health Idaho
- Ms. Susannah Buckley-Green, Burson-Marsteller
- Mr. Jesse Lewin, Burson-Marsteller
- Mr. Steve Berenter, 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 4:03pm, Tuesday, May 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 Chair took roll call and determined that Ms. Vauk (via teleconference), Ms. Geyer-Sylvia and Director Armstrong were present, resulting in a quorum.

Mr. Shores and Mr. Self were absent.

**5. MEETING MINUTES REVIEW: April 23, 2014**

There were no changes to the April 23, 2014 Minutes.

Motion: Ms. Zelda Geyer-Sylvia moved to approve the minutes from the April 23, 2014 meeting.

Second: Ms. Vauk.

The motion carried.

## 6. REVIEW OF AGENDA

The Chair asked to change the agenda to remove the Executive Session. She also asked to move the Roadmap review to the end of the agenda.

## 7. STAFFING FOR FY '15

Ms. Dowd was invited by Ms. Henbest to present a staffing plan for FY '15. The Chair said that what is presented is a best guess with the available data at this time. She said as a result of the technology design change YHI had to consider the new direction it is headed and adjust the operating model to match those changes. Although the team is not 100% certain of the full staffing needs at this time, we believe this is a fair representation of what YHI's needs will be in the future. She said the staffing plan calls for four additional FTE's for FY15 and includes:

- (a) Operations Director - 1 Existing FTE
- (b) Program Specialist Lead (was Policy Analyst) - 1 Existing Vacant FTE
- (c) Program Specialist (Operations & Consumer Connector) - 1 New FTE
- (d) Program Specialist (Policy, Marketplace, Analytics) – 1 New FTE
- (e) Consumer Assistance Specialist – 2 New FTE's

Ms. Dowd said the Exchange needs to have a flexible model that enables the team to support open-enrollment as well as the activities throughout the year with agents and brokers and prepping for open enrollment. The Program Specialist is an existing FTE (previously the Policy Analyst) with roles slightly shifted and currently being filled with vendor assistance. The second row contains the incremental Program Specialists and includes 1 FTE for Operations and Consumer Connectors and 1 FTE for Policy, Marketplace and Analytics. Finally there would be 2 FTE Consumer Assistance Specialists that would act as an escalation point for call support coming from DHW. The complex issues that can't be answered from Tier 1 support will be routed to these Specialists. It is envisioned all of these positions would report to the Operations Director and would all be cross trained on core functions in order to support the open enrollment period. The team expects it will need up to 8 people to support open-enrollment, but is staffing to 6 and will depend on vendor support to fill the gap this year. YHI continues to try to be as lean as possible.

Ms. Geyer-Sylvia thinks this is too small a team and thinks there will be problems keeping up with the workload during open enrollment. The Chair said the purpose of keeping it this lean is to learn from and then inform the Committee for budget planning for FY16. There was much discussion about the model, the proposed FTE's, the customer experience, temporary hires during open-enrollment and vendor assistance for these roles. Ms. Dowd said if the Committee is more concerned with adequate coverage, she would like to protect the analyst and the four FTE's and then add a couple of open-enrollment temps. Ms. Dowd stated that ideally she would like a full time analyst that does not have to be taken away from his/her job during open-enrollment.

Motion: Ms. Geyer-Sylvia moved to approve the recommendation to the Board for four additional Operations Team FTE's for FY15 as described previously in this meeting and as displayed on the Operations Team Staffing Plan along with the commensurate budget line item. In addition, the Committee recommends that the Board approve three contractors/temporary employees during open enrollment along with the commensurate budget line item.

Second: Ms. Vauk.

The motion carried.

## **8. COMPENSATION BUDGET**

Ms. Dowd said at the last meeting, the take-away was to come back with buckets or estimates for budgeting purposes for merit pay, market adjustment pay, and individual position reviews and she presented the document that was created as a result of this work. She asked Ms. Ball to go over the document with the Committee.

Ms. Ball said this document presents those buckets for merit, market and parity. The market surveys showed that a 3% merit increase has held steady again this year so merit was set at 3% for those employed over 90 days at year end. Market data reflects a 2% increase, so a 2% budget amount was also recommended for market purposes. Then adjustments based on expanded responsibilities, promotion, parity, etc. is the last line item and is represented by a flat dollar amount for those types of situations.

The next couple of lines include transitioning from a SIMPLE IRA to a 401k and a small increased benefits adjustment of about \$100 per month.

The final section includes the 4 new hires that will be part of the Operations team and any additional new hire expenses that might be incurred for a rough estimate of \$205K.

All of these compensation related adjustments total about \$273K.

Ms. Geyer-Sylvia said that 13% increase on the current payroll seems high. Ms. Ball said YHI is asking for approval now, but it doesn't mean they will need it since the Market Review is going to be done in conjunction with the budget. Ms. Henbest said that her view on this is building extra into the budget just in case some of these things actually happen. Ms. Geyer-Sylvia restated that 13% is high in this market even taking into consideration all of these factors. Ms. Dowd restated that these figures were based on benchmark data. Ms. Ball said that not every company follows the market and some may lag a percent in their budget; however, the budget recommendations are fairly common practice.

Ms. Vauk appreciates the caution around this increase, but this is a new organization and flexibility is needed and to calculate on the high end because it's safe. YHI does not have to spend these dollars. Ms. Geyer-Sylvia would prefer to leave it up to staff, but would like to see a reasonable budget to start with. Ms. Ball said the intent is to have the procedure and policy approved by committee and then Amy to have the ability to work within that budget. Ms. Vauk said we need to determine that ceiling.

Ms. Geyer Sylvia agrees that there should be a 3% merit increase but given the size of the staff she would like to see the market data before the budget decision. The Chair agrees with Ms. Vauk and thinks that flexibility should be built in. Ms. Geyer-Sylvia asked if there is time to do a market review by the end of May before the final budget is created and confirmed.

Motion: Ms. Geyer-Sylvia moved to make a recommendation to the Finance Committee to approve the 3% performance based merit increase, the transition costs and benefits, and the new hires and related expenses effective July 1, 2015, and address market and individual position reviews at a different time.

Second: Ms. Vauk.

The motion carried.

## **9. NEXT MEETING**

Since Ms. Vauk has to leave the meeting early, resulting in a loss of the quorum, the Committee decided that an additional meeting will need to be held prior to the next Board meeting on May 19 to complete the discussions. The date and time of that meeting will be determined by an online poll.

## **10. ADJOURN**

The Chair adjourned the meeting at 5:14pm.

Signed and respectfully submitted,

  
Margaret Henbest, Committee Chair