

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

**GOVERNANCE COMMITTEE
MINUTES
JUNE 16, 2014**

1. COMMITTEE MEMBERS PRESENT

- Dr. John Livingston, Chair
- Mr. Kevin Settles, Vice Chair
- Mr. Hyatt Erstad
- Representative Rusche (via teleconference)
- Mr. Scott Kreiling

2. OTHERS PRESENT

- Mr. Mike Stoddard, Hawley Troxell
- Ms. Amy Dowd, Your Health Idaho
- Mr. Trent Cummins, Your Health Idaho
- Mr. Pat Kelly, Your Health Idaho
- Ms. Cheryl Fulton, Your Health Idaho
- Mr. Jesse Lewin, Burson-Marsteller
- Ms. Jessica Hunt, Peyron Strategic Communications

3. CALL TO ORDER

Following proper notice in accordance with Idaho Code § 67-2343, the Governance Committee meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Dr. Livingston, Chair of the Committee (Chair), at 1:01pm, Tuesday, June 16, 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 that the Chair, Mr. Settles, and Mr. Kreiling (via teleconference) and were present, resulting in a quorum.

Mr. Self was absent. Rep. Rusche joined via teleconference at 1:11 pm.

5. MEETING MINUTES REVIEW: May 6, 2014

Motion: Mr. Kreiling moved to approve the minutes from the May 6, 2014 meeting.

Second: Mr. Erstad.

The motion carried.

6. REVIEW OF AGENDA

There were no changes made to the agenda.

7. REVIEW ROADMAP

Ms. Dowd looked to the Committee for direction on a process for appeals and protest. Mr. Stoddard affirmed this is the right Committee for this. Currently YHI does not have a process in terms of how appeals are processed. Mike Stoddard will have a draft of the process for appeals and protest ready at the July meeting and the Committee will review the draft in July during the next meeting to be finalized and presented to the Board.

Mr. Kreiling suggested bringing in a third party resource to do Board training. Mike Stoddard, with the help of Dr. Livingston, will prepare a two to three hour training to review open meeting laws, Board processes, procurement, conflict of interest, etc. Ms. Dowd suggested an extended Board meeting in July to conduct this training. It was confirmed that the Committee Charters will be reviewed in August with suggested changes discussed and presented to the Board. The Chair suggested combining the Board training along with the Charter reviews. Mr. Kreiling recommended a memo be emailed asking Committees to review their Charters and advise if anything should be adjusted.

Ms. Dowd reminded the Committee that the annual Board self-evaluation is due in August to determine effectiveness of the Committees and the Board as a whole. Mr. Erstad is concerned that some of the Committees are busy right now and questions whether they will have time. The Committee agreed upon a short and simple survey. Ms. Dowd suggested enlisting the help of the YHI HR consultant and asking her to attend the July Committee meeting with a draft survey for the Committee to approve to be able to implement in August.

8. FY 15 GOALS REVIEW

Ms. Dowd reminded the Committee that the YHI staff had proposed 8-10 goals at the May Board meeting. YHI was asked to follow up on the Idaho Control, Online User Experience, Low Cost Promise, Consumer Assistance and Retention and Enrollment goals.

Idaho Control – YHI's intent is to have a paper application for SHOP for 2015 Enrollment. The Committee felt comfortable with the risk measurement presented.

Online User Experience – The goal is that the Idaho Exchange will be just as effective in 2015, if not more so, than the FFM user experience in 2014. Ms. Dowd confirmed that up to 2 business days will be added to the enrollment process to allow for DHW to calculate a consumer's APTC and send electronic results to the YHI marketplace. Mr. Erstad asked if this will affect people who are already in the system and Ms. Dowd responded yes. Ms. Dowd said the eligibility determination for APTC will be completed by the Department of Health and Welfare with a 95% accuracy level.

Low Cost Promise – YHI added the term “substantially lower” to the phrase “The assessment fee is lower than the assessment fee in the Federally Facilitated Marketplace.”

The Committee discussed a price range instead of a fixed fee, or using a percentage rather than a fixed fee.

Consumer Assistance – YHI added a benchmark survey to be conducted with consumers post 2015 open-enrollment to test customer satisfaction of ease of finding consumer connectors. The average speed to answer calls and the abandon rates are not yet determined. YHI should have those final numbers for the Board meeting on Friday, June 20. Escalations and grievances will receive an initial response from YHI within 2 business days.

Retention and Enrollment – Ms. Dowd discussed Fiscal Year 2015 Enrollment Target. YHI had approximately 76,000 effectuated individuals at the end of 2014 Open Enrollment. If 80% of those individuals retain a YHI plan, there will be 60,800 renewals in 2015. Open Enrollment estimates for 2015, determined by information received from the carriers, will range from 16,000 to 40,000, assuming there will be no expansion of Medicaid. This is information from the YHI research conducted as per the Board request to see projected enrollment numbers. The purpose of this goal will affect the strategic goals and the variable compensation, and will assist in the goals for 2016. Other factors to consider in the future are whether the mandate will be pushed out further, co-op sustainability, funding reserves for DDI and operating capital.

Ms. Dowd mentioned the importance of ensuring that all goals are attainable, reasonable and objective, and if not, determine who is responsible for altering them. Mr. Kreiling felt that the adjustments should be sent to the Executive Committee for review and then taken to the Board should it need to be changed. A quarterly dashboard process could be used to review goals, but an alert process is needed to address goals that need to be changed. The Committee decided to initiate an alert process so that if an issue arises, the Executive Committee will be notified.

Motion: Mr. Settles moved that the Executive Director will notify the Executive Committee when a strategic goal needs to be changed.

Second: Mr. Erstad.

The motion carried.

9. CONFLICT DISCLOSURE FORM

Mr. Stoddard discussed the Memorandum from Hawley Troxell discussing the proposed Conflict Disclosure Form. Said Memorandum outlined the topics that the Governance Committee is tasked to address in the coming months. The first item is to undertake a general review of YHI policies and procedures. That process will likely take place during August and September, and the Governance Committee will then report its finding to the Board and provide recommendations as appropriate for Board action. Mr. Stoddard asked Rep. Rusche if he would also review suggestions to the Conflict Disclosure Form. Legal counsel will be sending to each Board member the Conflict Disclosure form. The Governance Committee will be taking suggestions for refining the form.

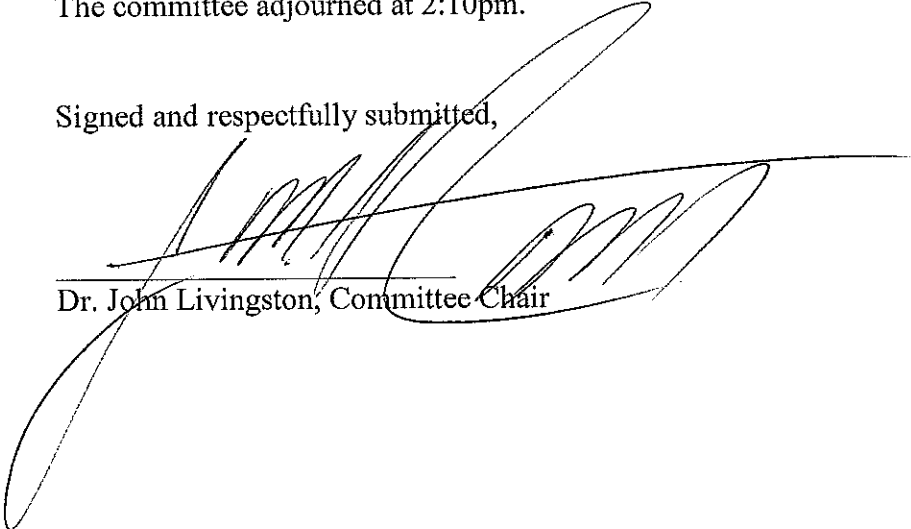
10. NEXT MEETING

The next Committee meeting will be held in July or August and will depend on Committee availability.

11. ADJOURN

The committee adjourned at 2:10pm.

Signed and respectfully submitted,



Dr. John Livingston, Committee Chair