

**IDAHO HEALTH INSURANCE EXCHANGE**  
**OUTREACH & EDUCATION COMMITTEE AND**  
**IT COMMITTEE MEETING**  
**Meeting Minutes**

**July 18, 2013**

Hawley Troxell Offices  
877 Main Street, Suite 1000  
Boise, Idaho

**COMMITTEE MEMBERS PRESENT**

Mark Estess, Chairman  
Tom Shores  
Frank Chan  
Zelda Geyer-Sylvia  
Fernando Veloz  
Kelly Packer – phone  
Dave Self - phone

**ABSENT**

Karen Vauk  
Scott Kreiling

**OTHERS PRESENT**

Richard Armstrong  
Bill Deal  
Amy Dowd  
Jody Olson  
Alberto Gonzalez  
Alison Verrinder

**CALL TO ORDER**

Following proper notice in accordance with Idaho Code, Section 67-2343, and pursuant to call the by the Chairman, the Subcommittee's meeting of the Idaho Health Insurance Exchange was called to order by Mark Estess, Chairman of the Outreach & Education Subcommittee at 8:04am, July 18, 2013, at the offices of Hawley Troxell, 877 Main Street, Boise, Idaho.

## **ROLL CALL**

Alison Verrinder called the roll. Roll call showed **five (5)** members present, **two (2)** members present by teleconference. With **seven (7)** voting members present, Chairman Estess declared a quorum.

## **AGENDA AMENDMENTS**

Chairman Estess opened the meeting and asked for any amendments pertaining to the agenda. Frank Chan moved that the Idaho Health Insurance Joint IT and Outreach & Education Committee, pursuant to Idaho Code §67-2343 accept a revised agenda which reflects the correct Idaho Code §2345(1)(d) for the Executive Session.

Second: Tom Shores, Motion carried.

## **REVIEW AND APPROVAL OF MEETING MINUTES FROM THE IT COMMITTEE MEETING ON JULY 3, 2013**

Chairman Estess asked if there were any amendments required to the meeting minutes dated July 3, 2013, there being none, a motion was made to accept the minutes.

Motion: Frank Chan: I move to accept and approve the IT Committee meeting minutes for July 3, 2013.

Second: Fernando Veloz.

## **REVIEW AND APPROVAL OF MEETING MINUTES FROM OUTREACH & EDUCATION COMMITTEE MEETING ON JUNE 20, 2013 AND JULY 9, 2013**

Chairman Estess asked if there were any amendments required to the Outreach & Education Committee meeting minutes dated June 20, and July 9, 2013, there being none, a motion was made to accept the minutes.

Motion: Tom Shores: I move to accept and approve the meeting minutes for June 20, and July 9, 2013.

Second: Dave Self, Motion carried.

## **IT SUBCOMMITTEE REPORT – PROFESSIONAL SERVICES AGREEMENT CONTRACT UPDATE**

Amy Dowd reported that the selection process of the Professional Services vendor had been completed and that a press release announcing the vendor will be made shortly.

## **CONSUMER CONNECTORS PROGRAM DESIGN UPDATE/ CALL CENTER**

Alberto Gonzalez presented a series of slides that provided updates and plans: Key points:

- The exchange is responsible for training and certifying Consumer Connectors
- Healthcare.gov is responsible for training Agents/Brokers with an expected 4hr on-line training scheduled for mid-August; with the state in charge of licensure
- The exchange is anticipating 10 contract staff to initially operate the customer support services center; servicing approximately 21,000 calls and 800 emails per month. In Idaho we are required to provide a 1-800-number
- The exchange is hoping to secure 1,000-1,500 square feet of space at the Department of Health and Welfare building.
- The cloud-based software will allow for rapid expansion as needed

Zelda Geyer-Silvia stated that Blue Cross will also have to train staff on their own products and they are putting materials together for this. Tom Shores said that they also have training modules ready, and they just need to be loaded onto the specific computer program.

Amy asked that the exchange be given a copy of all the materials and outlines as soon as possible.

Alberto commented on the importance of security, process, procedures and protocols that must be satisfied for any organizations that do not have existing processes in place. This would include background checks and fingerprinting.

Chairman Estess asked if the exchange could provide an architectural diagram of the planned work-flows.

## **EXECUTIVE SESSION**

### **MOTION AND ORDER TO MOVE TO EXECUTIVE SESSION**

I, Mark Estess, hereby move that the Outreach & Education committee and the IT committee, pursuant to Idaho Code Section 67-2345(1)(d), convene in Executive Session to consider records that are exempt from disclosure.

Mark Estess: Chairman, requested roll call vote. Roll call for Executive Session revealed **seven (7)** Ayes' and no Nay's. Motion carried.

Executive Session commenced at: 9.20am.

Executive Session ended at 11:08am and the meeting returned to regular session.

**Agenda for Next Meeting**

Topics and agenda items to be discussed in the near future.

**Set Time for Next Meeting**

The next meeting will be deferred until after the Board meeting on 7/25/13.

**Other Business**

There being no other business, Chairman Estess asked for a motion to adjourn.

Zelda Geyer-Silvia: Motion to adjourn meeting

Second: Tom Shores, motion carried

**Adjourn:** Meeting adjourned at 11:10am

Respectfully signed and submitted by:

  
Mark Estess, Chairman