

**IDAHO HEALTH INSURANCE EXCHANGE  
DBA YOUR HEALTH IDAHO BOARD  
MEETING MINUTES November 19, 2013**

Capital Building  
West Wing Room WW17 (lower level)

**Call to Order**

Chairman Weeg called the meeting to order at 8:06am

**Roll Call**

Mr. Erstad provided the roll call

**Members:**

Chairman Weeg, Ms. Zelda Geyer-Sylvia, Mr. Erstad, Mr. Shores, Mr. Self, Mr. Estess, Mr. Agenbroad, Mr. Settles, Mr. Veloz, Dr. Livingston, Director Armstrong, Ms. Henbest, Senator Rice, Representative Packer, Director Deal

Via phone: Representative Rusche, Ms. Vauk (10:50am)

Absent: Mr. Kreiling

**Agenda**

Motion: Mr. Self made a move to push O&E to approximately 10:30am to allow all O&E committee members to be present

Second: Mark Estess, motion carried.

**Minutes:**

9/30/13: The minutes were reviewed. Representative Packer asked to have her attendance checked.

Motion: Representative Packer approved the minutes, pending attendance confirmation (draft minutes were correct, no changes made)

Second: Mr. Self, motion carried.

10/3/13: The minutes were reviewed. Representative Packer asked to have attendance checked. Mr. Settles requested two grammatical edits. Changes were made.

Motion: Motion by Ms. Henbest pending grammatical changes and attendance confirmation.

Second: Representative Packer, motion carried.

10/22/13: The minutes were reviewed. Mr. Settles requested a review of his comment on Page 2, and Mr. Self said he had some questions.

Chairman Weeg stated the remaining three sets of minutes (10/22/13, 10/30/13 & 11/4/13) would be held pending updates and changes requested from Mr. Settles and Mr. Self.

#### **Call Center Structure Update**

Alberto Gonzalez provided an overview of Call Center progress achieved since July 2013, when the Board approved the budget. The requirement to hire, train and have staff ready, was met a week ahead of the timeline. Changes were made in the Cost Model regarding personnel, furniture and equipment, reducing the CSC Phase 1 budget by \$30,000.

Chairman Weeg requested the Board receive monthly updates of the call volumes and accompanying data. Mr. Gonzalez agreed to provide this.

#### **Technology Procurement Update: Process and Timeline**

Christian Jones (PCG) provided the board with a technology procurement update and a review of the next steps. He informed the board that all proposals being reviewed had met the requirements of the RFP. The Proposal Evaluation Team (PET) adopted a consensus-based decision making process (rather than voting), and all proposals were subject to review. All members have expertise in different areas, and technical assistance is provided by PCG (as required).

Motion: Mr. Erstad made a move that following the PET review, the top candidates are brought forth to the IT Committee for review

Second: Representative Packer

Chairman Weeg clarified that this would be after an initial Best and Final Offer (BAFO), but prior to further negotiations

Senator Rice made a point of order noting the creation of a Product Committee should be made prior to assigning the review of top candidates.

Amend motion: Mr. Erstad amended his motion to have the Product/IT/Ad Hoc Committee and the Executive Director assess top vendor candidates following the PET review, with a decision being provided to the full Board of Directors.

Motion carried.

#### **Subcommittee Restructure Update:**

Chairman Weeg asked the board to review and validate the Committee Requests that had been provided to him regarding subcommittee restructuring.

Motion: Mr. Erstad moved to approve the memberships of the following 4 committees: Ad Hoc Product, Finance, O&E, and Ad Hoc Operations, with the addition of Director Armstrong to Ad Hoc Product and Director Deal to O&E committee

Second: Mr. Shores, motion carried.

Chairman Weeg noted that because the committees are now formed, work may begin on the charters.

Break: 9:48am – 10:15am

### **Phase 2 Staffing Plan and Vendor Roles:**

Amy Dowd provided an overview of Phase 1 accomplishments, including cost savings of \$700K to date, and possible additional savings that are reflected in the O&E report being presented later. Ms. Dowd also informed the board of positions that are key to the success of Phase 2: IT Lead, Policy Analyst, and Accountant. In addition, contracts would need to be negotiated for a Program Management Office (PMO), and IV&V (Quality Control).

Motion: Ms. Geyer-Sylvia moved to approve moving forward with the PMO procurement with inclusion of the IT Lead and Policy Analyst positions in that procurement rather than as separate staff positions.

Second: Mr. Self, motion carried.

Motion: Representative Rusche moved to approve the Accountant position, with the assumption that the Accountant position will replace the current book keeping function.

Second: Mr. Veloz, motion carried.

Motion: Ms. Geyer-Sylvia moved to approve the need for an IV&V vendor.

Second: Ms. Henbest, motion carried.

Chairman Weeg asked that the organizational chart be updated to reflect 'YHI Board of Directors' at the top of the chart and the 'State and Federal Partners' as a dotted line to the side of the chart.

Chairman Weeg informed the board that this agenda item will be interrupted so that the board can move ahead to the Outreach and Education Update (11:03am).

### **Outreach and Education Update**

John Kotek (Gallatin), Matt Leppe (Proof Integrated Communications) and Susannah Buckley-Green (Gallatin) provided the Board with an overview on outreach, education, website updates and website redesign efforts. In regards to website design, things will remain as focused as possible, but also will become a guided experience so individuals can get to the enrollment process as quickly as possible. Additionally, Ms. Buckley-Green noted a delay in advertising due to HealthCare.gov difficulties.

A number of Board members voiced concerns on holding back on advertising campaigns. The Outreach and Education Committee was asked to meet and review the marketing plan for this enrollment period.

#### **Finance Committee Recommendations**

Pat Kelly presented the Board with recommendations resulting from the Finance Committee meeting held on 11/7/13. Items included carrier invoicing and the FY13 Financial Audit, which were audited by Harris & Co. A representative from Harris & Company presented the FY 13 audit to the Board.

Motion: Ms. Geyer-Sylvia moved to accept the FY13 Audit.

Second: Senator Rice, motion carried.

Mr. Kelly then presented the recommendation for additional office space—to be used primarily by project staff—for Phase 2. He also said start-up expenditures are expected to be less than \$40,000.

Motion: Mr. Shores moved to accept moving forward with additional office space for Your Health Idaho

Second: Mr. Veloz, motion carried

Mr. Agenbroad provided the board with financial results through 9/13/13.

Motion Mr. Agenbroad moved to accept September financials

Second: Mr. Erstad, motion carried

Mr. Agenbroad then presented the board with the FY14 Operating Budget.

Ms. Geyer-Sylvia asked about the cost for the Call Center.

Mr. Kelly explained that the goal is to move off the current plan for the Call Center and establish Idaho's own plan (separate from DHW).

Mr. Shores asked about IPAs and Tribal agreements.

Mr. Gonzalez explained payment for IPAs is not related to enrollment numbers, but it is related to the open enrollment period; however tribal support will be available year round.

Representative Packer asked if there was a way the board can get a dollar amount/line item for the consumer connectors.

Mr. Kelly said they could provide that information.

Motion: Mr. Erstad moved to approve the budget of \$10.7M

Second: Mr. Veloz

Mr. Estess added that Gallatin's (O&E) contract has not been technically extended.

Mike Stoddard agreed and said that the award of \$5.7M was approved in June. However, they entered into an Amendment (Statement of Work) which expired at end of October, and haven't got around to putting in the next Amendment (SOW).

Mr. Kelly was asked to put a line item on financials, indicating the number of enrollees both going into the exchange and a cumulative count.

Ms. Geyer-Sylvia said she would support the motion if it was amended to remove one position and adjust consumer assistance, based on previous discussions.

Mr. Agenbroad said that would adjust the budget by approximately \$30,000.

Mr. Settles would like to move forward with original motion; the motion is to approve the budget through FY14 monthly.

Senator Rice stated you can't leave positions in the budget that have not yet been approved by the board.

Motion: Senator Rice made a move to amend the motion by Mr. Erstad to approve the budget, with an exclusion of the Policy Analyst position, which is an adjustment of approximately \$30,000.

Second: Ms. Geyer-Sylvia, motion carried

**Other business:**


Ms. Dowd informed the board that additional metrics for the call center will be included in their weekly Friday report. She also inquired about the Board's preference for meeting materials: hard copies, electronic copies, etc. The consensus from the Board was for electronic copies via email that are also available on the Hawley Troxell share drive.

Mr. Settles agreed, as long as they match the board presentations. Representative Packer recommended if a hard copy is preferred, the board print it themselves. Ms. Geyer-Sylvia asked to receive materials five days in advance of board meetings. Chairman Weeg said they would work on timing of material receipt.

Chairman Weeg stated a Decision Log is currently being developed to comprehensively track Board motions. The next board meeting will potentially take place in the first week in December.

There being no other business, Chairman Weeg adjourned the meeting at 1:07pm.

Signed and respectfully submitted by:



Stephen Weeg  
Stephen Weeg, Chair