

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

**GOVERNANCE COMMITTEE
MINUTES
MONDAY, DECEMBER 5, 2016**

1. COMMITTEE MEMBERS PRESENT

- Dr. John Livingston, Chair
- Mr. Kevin Settles
- Mr. Scott Kreiling
- Mr. Hyatt Erstad

2. OTHERS PRESENT

- Mr. Pat Kelly, Your Health Idaho
- Ms. Cheryl Fulton, Your Health Idaho
- Mr. Kevin Reddish, Your Health Idaho
- Ms. Jody Olson, Your Health Idaho
- Ms. Anita Blagejevic, Your Health Idaho
- Mr. Mike Stoddard, Hawley Troxell
- Dr. John Rusche (via teleconference)

3. CALL TO ORDER

Following proper notice in accordance with Idaho Code §74-204, the Governance Committee meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Dr. John Livingston, Chair of the Committee (Chair), at 1:02 p.m., Monday, December 5, 2016, 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 Mr. Settles, Mr. Erstad, and Mr. Kreiling (via teleconference) were present, resulting in a quorum. Senator Rice was absent.

5. APPROVE PRIOR MEETING MINUTES

Motion: Mr. Settles moved to approve the minutes as presented from the September 9, 2016, Governance Committee meeting. **Second**: Mr. Kreiling. **The motion carried.**

6. REVIEW AGENDA

There were no changes made to the Agenda.

7. REVIEW COMMITTEE ROADMAP

The Chair reviewed the Roadmap which includes discussions around the Annual Board Training Program, review of the Operations and Governance Documents, review of the Annual Plan of Operations, Operational Goals progress and finally, the Committee Structure discussion.

8. ANNUAL BOARD TRAINING PROGRAM

Mr. Kelly said as part of the by-laws there is a requirement for annual Board Training. When we looked at the items that would be covered in training, it became clear that there are a lot of unknowns in terms of the Affordable Care Act (ACA) and Your Health Idaho. And rather than trying to formulate training content pending those uncertainties, we are proposing that we wait until the March meeting to formulate the training so that we can coalesce that training around the appropriate changes in the ACA and how it may trickle down to Your Health Idaho. It is clear we will get some better direction by then and trying to formulate the training now would be fruitless. This will cause us to formalize it and propose it all at the same time in March so that we can offer the training in April or May.

Mr. Settles asked if there is any clarity in knowing if the Governor's office will be ready with the plan by March? Mr. Kelly said he has been having regular conversations with the Governor's office and their intent is to have all the seats full, either by existing members or new appointee's as they see fit in time for the March meeting.

Mr. Kreiling asked about the timing of the legislative appointments and Mr. Kelly said that Ms. Perkins plans to have any changes confirmed during this session.

9. ANNUAL REVIEW OF OPERATIONS & GOVERNANCE DOCUMENTS

Mr. Kelly noted that the document for this topic was posted online for review prior to this meeting. He asked if there were any questions regarding these documents. There were none.

10. ANNUAL PLAN OF OPERATIONS

Mr. Kelly said the YHI governing documents require an annual review and adoption of the Annual Plan of Operations. He stated there were no material changes to the existing Plan of Operations, however, they have been updated to include organizational changes, the integration of the Consumer Support Center, Privacy & Security Policies related to CMS guidelines, MARSE2 requirements, best practices, and the digital advertising revenue recognition policy. More about the maturation of the organization than changes in the actual Plan of Operations. Mr. Stoddard reminded the Committee that the Plan of Operations is simply a compilation of all the policies that have been adopted by the board, the various roadmaps for the Committees, and the budget (which changes each year). So realistically the only changes are updates to policies or

new policies and the budget, all of which have already been approved at the Committee and Board level.

Motion: Mr. Kreiling moved that the Governance Committee, recommend to the Board, to adopt the Your Health Idaho Plan of Operations as presented today. **Second:** Mr. Erstad. **The motion carried.**

11. OPERATIONAL GOAL PROGRESS

Mr. Kelly said in June, the Board approved four Operational Goals for this financial year which runs July 1, 2016 through June 30, 2017. These goals centered on four key areas including Idahoans Experience, Retention and Enrollment, Compliance, and the Low-Cost Promise.

For the Idahoans Experience goal, if 1095A's were mailed today, 90% are ready to go. This means 10% are being worked currently and the team is working to close that gap. But currently the achievement benchmark is at 60%. As of today, 78% of customer cases are resolved in less than 5 days. On average, YHI is seeing a 3-day turnaround, not including appeals.

Mr. Kelly said in terms of the Retention and Enrollment goal, current enrollment is 94,000 which includes QHP and QDP, the bulk of those being renewals. We do not yet have many new enrollments, nor do we have effectuations, which is expected at this point in Open Enrollment.

Mr. Kreiling asked about staffing for the support center. Mr. Kelly said the last group of trainees are in training and will be out on the floor answering phones next week.

Mr. Reddish said the Compliance goal is related to the deficiencies we had last year in YHI's POA&M. Following that, we determined a number that we would like to achieve in reducing those findings and we exceeded the 100% benchmark by reducing those numbers by 64% currently and we are still working towards remediation on those that remain open. This goal will likely be paid at 100% in January.

Mr. Kelly said in relation to the Low-Cost Promise, which measures the cash balance at the end of the financial year, and we are currently tracking for the 80% benchmark. We did secure a grant extension, so that any grant funds remaining on December 21, 2016, we will have 12 additional months to submit for them. We have confirmed with multiple sources that these grant funds will not be affected by the change in administration. There will be about \$2M we cannot access unless we deploy SHOP, which we don't plan to do. Mr. Stoddard asked what those funds can be used for and Mr. Kelly said that they are for Establishment activities only.

12. COMMITTEE STRUCTURE ASSESSMENT

Mr. Kelly said in relation to discussions coming out of the Committee Assessments a few months back, YHI decided to look at the current Committee structure, what items were no longer relevant and look at how Committees have matured and how we might consolidate. YHI currently has six Committees in place with five meeting on a regular cadence. The Executive Committee meets on an Ad-Hoc basis, so the remaining five Committees, Personnel, Governance, Finance, Outreach & Education and Marketplace, are the ones we looked at. We are

proposing a consolidation of Committees from six to four. The two that would remain largely intact would be the Finance Committee and the Executive Committee.

We are proposing the Governance Committee would maintain its current focus on the Plan of Operations, Board and Committee evaluations and Policy and practices review. We would expand the Policies and practices to include Employee related items, which currently reside in Personnel. Compensation and Benefits from Personnel Committee would move to Finance and would become part of the normal budget review.

Currently the Outreach & Education Committee and Marketplace Committee have some existing overlap. Outreach & Education, as it exists today, focuses on earned media and paid advertising, customer and consumer connector surveys, certification and training, as well as community outreach and communication. Marketplace was originally created to deploy the technology and ensure the safeguarding of information. That has evolved now to more of an operations and customer experience focus. So now, in relation to the technology, it is focused on improving the customer experience (consumer, agent, carriers and brokers). These two Committees focus on the same thing, so would be a natural fit to combine.

In talking to legal counsel and Chairman Weeg, we are looking to have these changes to occur at the same time as the changes to the positions and appointments in March. Mr. Stoddard said this will all depend on when the Governor's office makes the appointments. Mr. Kelly said ideally these changes get approved at the December Board meeting so that the Committee meetings that take place in March would be the new, combined Committees.

Mr. Erstad said we know we have two vacancies coming up and we have ten positions that their terms are up. Mr. Kelly said the general view is to minimize turnover in the Board. Mr. Stoddard noted that he would need to draft new by-laws and Committee Charters and asked for that to be included in the motion.

Motion: Mr. Erstad moved that the Governance Committee, recommend to the Board, to adopt the changes in the Committee structure, and to make the appropriate changes in the by-laws and Committee Charters to accommodate the changes. **Second:** Mr. Settles. **The motion carried.**

13. NEXT MEETING

The next meeting of the Governance Committee will be held in early March 2017.

14. ADJOURN

There being no further business before the Committee, the Chair adjourned the meeting at 1:40 p.m.

Signed and respectfully submitted,



Margaret Henbest, Committee Chair