



**Idaho Health Insurance Exchange
DBA Your Health Idaho**

**Governance Committee Meeting Minutes
Wednesday, February 21, 2024**

Committee Members Present

- Ms. Heidi Hart, Committee Chair (via videoconference)
- Mr. Hyatt Erstad, Vice Chair (via videoconference)
- Dr. Nicole Odom (via videoconference)
- Ms. Julie Triepke (via videoconference)
- Ms. Shannon Hohl for Director Dean Cameron (via videoconference)

Others Present

- Mr. Pat Kelly, Your Health Idaho
- Mr. Kevin Reddish, Your Health Idaho
- Ms. Kelly Fletcher, Your Health Idaho
- Ms. Julie Sparks, Your Health Idaho
- Mr. Mike Stoddard, Hawley Troxell (via videoconference)

1. Call to Order

Following proper notice in accordance with Idaho Code Section 74-204, the Governance Committee meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Ms. Hart (Chair) at 9:00 a.m., Wednesday, February 21, 2024, at the offices of Your Health Idaho. In accordance with Idaho Code Section 74-203 (1), the meeting was open to the public and streamed in video conference format via GoToMeeting and the Idaho Public Television web site. Members of the public were encouraged to access the audio stream by dialing into a telephone number and view the materials by accessing a meeting link that were included in the notice of meeting posted on the Exchange Board's website, social media platforms, and at the meeting location.

2. Roll Call

Ms. Sparks called roll and determined Chair Hart, Mr. Erstad, Dr. Odom, Ms. Triepke, and Ms. Hohl for Director Cameron were present, resulting in a quorum. Senator Ruchti was absent.

3. Prior Meeting Minutes

Chair Hart asked if there were any changes to the minutes from the prior meeting and there were none.

Motion: Mr. Erstad moved to approve the meeting minutes from the November 30, 2023, Governance Committee meetings as presented today. **Second:** Dr. Odom. **The motion carried.**

4. Review Agenda

Chair Hart reviewed the agenda, no changes were made.

5. Review Roadmap

Chair Hart reviewed the roadmap, no changes were made.

6. Team Member Engagement Update

Ms. Fletcher reported that Your Health Idaho (YHI) has been selected for two awards: one of the 2024 Top Companies in the Treasure Valley and the 2024 Empowering Women award. Both awards will be presented at a combined luncheon. Committee members congratulated the team for the awards, commenting that it was nice to see the team's hard work publicly recognized.

YHI does a monthly employee Net Promoter Score (eNPS) survey to measure team member engagement and satisfaction. February's score was 51, with a monthly average of 53. Themes from team members include an appreciation for the work we do and overall culture, with a desire for more consistency in practices, more training, and flexible work schedules. Other things YHI does to help us understand how to increase team member engagement are annual total compensation and stay interviews, along with new hire interviews 90 days after a team member's start date.

Dr. Odom inquired if YHI's turnover rate was known, and Ms. Fletcher replied that it is 12% for Fiscal Year 2024 (FY24) year to date.

7. FY25 Compensation and Talent Discussion

Mr. Kelly gave an overview of the proposed compensation and talent plan for FY25, saying that previous staffing challenges have largely subsided, and current staffing levels are expected to be sufficient to support budgeted enrollment growth. YHI engaged a third

party to perform a compensation survey to ensure we are compensating our team fairly and appropriately. The market survey provided the basis for a 2% market pool which is needed for specific positions with the goal of bringing pay to 90% of the mid-point. Some positions may require two or more years to reach 90% of the mid-point. Merit increases are recommended at 3% which is consistent with historical practices and norms. The benefit structure is unchanged with a 15% increase for health insurance and historical increases for other benefit costs. The proposed overall headcount is 74.

Briefly discussed was the idea of keeping seasonal team members employed year-round and contracting them out to another company. This will be discussed in greater detail at the March board meeting.

Motion: Mr. Erstad moved that the Governance Committee recommend to the Board approval of the Compensation and Talent Plan for FY25, as presented today. **Second:** Ms. Triepke. **The motion carried.**

8. FY24 Goals Update

Mr. Kelly presented an update on the current status of YHI's variable pay goals. Net Promoter Score (NPS) is 81, which is 110% payout. Brand image was achieved at 100%. The enrollment goal was met and paid out at 110%, with 122,011 enrollments at the end of OE. The low-cost promise goal is forecast to be paid at 80%. Moving risk management to individual accountability has resulted in some of the best results since starting this goal, with proper reporting at 96% and a 2.8% response rate. The corporate leadership and culture goal was paid out at 100% for the first six months of FY24, with the second half tracking slightly lower.

9. FY25 Goal Concepts

Mr. Kelly reported that the executive team met with the purpose of simplifying the FY25 variable pay goal concepts. While the goals will still be measured and paid out when achieved, the number of categories has been cut back to three: Idahoans' Experience, Enrollment, and Low-Cost Promise. Risk Management, paid twice per year, and Quality Assurance, paid quarterly goals will remain as individual incentives. Culture and leadership goals will continue but not have compensation tied to the goal outcome. The committee was generally supportive of the direction of the goal concepts.

10. Board and Committee Tenure

Mr. Kelly reviewed the tenure of board and committee officers and members and said that the next term to expire will be the office of Board Treasurer in December 2024, a position that is currently held by Mr. Settles.

11. Executive Director Evaluation Process

Chair Hart reviewed the process for Mr. Kelly's annual evaluation and noted that the only proposed change this year was to make the self-assessment portion briefer.

12. Revisit Strategic Initiatives

Mr. Kelly stated that since the enrollment goal was nearly met a year early, the executive team decided to revisit YHI's strategic initiatives. They focused on Big Hairy Audacious Goals, or BHAGS, to motivate the team and provide long-term targets. Tactical slides have been included in the committee decks with the intent to discuss and collaborate at the March Board meeting.

There was discussion amongst the committee regarding the uninsured population in the state and Ms. Hohl of the Department of Insurance (DOI) offered to share some resources on the matter.

13. Next Meeting

The next committee meeting will be held at the end of May or beginning of June. Ms. Sparks will reach out to committee members regarding availability.

14. Adjourn

There being no further business before the committee, the Chair adjourned the meeting at 10:09 a.m.

Signed and respectfully submitted,

Heidi Hart, Committee Chair