



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

**Governance Committee Meeting Minutes  
Friday, February 28, 2025**

**Committee Members Present**

- Ms. Heidi Hart, Chair (via videoconference)
- Mr. Hyatt Erstad, Vice Chair (via videoconference)
- Dr. Nicki 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. Nichol Lapierre, Your Health Idaho
- Ms. Julie Sparks, Your Health Idaho
- Mr. Matt Fuhrman, Your Health Idaho
- Mr. Mike Stoddard, Hawley Troxell (via videoconference)
- Mr. Adnan Khan, Accenture (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 9:02 a.m., Friday, February 28, 2025, 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 virtual meeting via a link that was 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 December 4, 2024, Governance Committee meeting 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 reviewed team member engagement. Highlights include the conversion of eight seasonal team members to full-time positions, ongoing leadership book discussions and workshops, total compensation conversations, and stay interviews. She added that Your Health Idaho (YHI) has been nominated for or has won several awards, including Top Companies in Treasure Valley, Empowering Women, and the Boise Chamber of Commerce Healthcare Industry Excellence award.

The employee Net Promoter Score (eNPS) dropped to 65 in February, a decrease of 10 points from January. Participation has remained steady at a 77% average for the past three months. Common positive themes include team members, culture, leadership, benefits, and the work we do to help Idahoans. Trends in opportunities are communication, pay, remote work flexibility, and career development.

### 7. Executive Session

**Motion:** Chair Hart moved that the Committee, pursuant to Idaho Code Section 74-206(1), convene in Executive Session to consider records that are exempt from disclosure, including those documents covered under Your Health Idaho's Privacy and Security policies and public records policy pursuant to Idaho Code Section § 74-206 (1)(d).

**Executive Session Roll Call:** Ms. Sparks took a roll call vote and determined Chair Hart, Mr. Erstad, Dr. Odom, and Ms. Triepke were present and agreeable, resulting in a quorum.

The committee entered into executive session at 9:14 a.m. and reconvened at 10:41 a.m. No final actions nor decisions were made while in Executive Session.

## **8. FY26 Compensation and Talent**

Mr. Kelly stated that with the expiration of the enhanced tax credits on December 31, 2025, premium costs are expected to double on average. An enrollment loss of up to 25% due to affordability concerns is expected. The YHI team intends to focus on three key areas to mitigate enrollment loss: Idahoans' experience, customer retention, and enrollment growth.

In order to be aligned with enrollment levels and focus on enrollment growth, the proposed headcount for Fiscal Year 2026 (FY26) is consistent with FY25. Efficiency gains in the Customer Support Center (CSC) enable a headcount increase in marketing and outreach. A merit recommendation of 3% is consistent with historical practices and norms and a market recommendation of 1% is informed by a compensation survey. No Economic Impact Adjustment is assumed, and vacancy is assumed at one headcount. The variable pay program aligns with strategic and operational goals. Variable pay and the employee benefit structure remain unchanged for FY26.

**Motion:** Mr. Erstad moved that the Governance Committee recommend to the Board approval of the Compensation and Talent Plan for FY26 as presented today. **Second:** Ms. Triepke. **The motion carried.**

## **9. FY26 Goal Concepts**

Mr. Kelly reviewed the FY26 goal concepts, which are Idahoans' Experience, Enrollment, and Low-Cost Promise. The committee was supportive of the continued simplified approach and the YHI team will bring the metrics to the committee in June.

## **10. Board and Committee Tenure**

Mr. Kelly announced that Senator Treg Bernt has agreed to serve on the YHI board. He will be a member of the Finance Committee. Eleven current board members are up for reapplication this year. Ms. Sparks will reach out to them and help them through the application process after the March 14, 2025 board meeting.

## 11. Executive Director Evaluation Process

Chair Hart reviewed the annual review process for Mr. Kelly, saying that they intend to use the same performance evaluation form, and the Executive Director self-assessment will be briefer.

## 12. Security Assessment Services Contract

Mr. Reddish reviewed the annual security assessment report required by the Minimum Acceptable Risk Standards for Exchanges (MARS-E). With the launch of Real-Time Eligibility in 2022, the clock was reset on the security assessment services contract. YHI is requesting an exception to the procurement policy to engage with Accenture for security assessment services through 2028. This will re-align the security assessment contract with Idaho's Authority to Connect (ATC) submission timeline.

**Motion:** Mr. Erstad moved that the Governance Committee recommend to the Board approval of a three-year contract to Accenture for similar work that Accenture is currently providing pursuant to a contract awarded under an RFP, which new contract includes Security Assessment Report Services for 2026 through 2028, as an exception to YHI's Procurement policy, and with any annual amount not to exceed 103% of the prior year's contract amount which is consistent with the current year's proposed budget and it is anticipated that the Board will include such funds in each subsequent year's budget.

**Second:** Ms. Triepke. **The motion carried.**

## 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 11:01 a.m.

Signed and respectfully submitted,

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Heidi Hart, Committee Chair