



IDAHO HEALTH INSURANCE EXCHANGE
DBA YOUR HEALTH IDAHO

GOVERNANCE COMMITTEE MINUTES
MONDAY, AUGUST 31, 2020

1. COMMITTEE MEMBERS PRESENT

- Ms. Margaret Henbest, Chair (via teleconference)
- Mr. Hyatt Erstad (via teleconference)
- Ms. Karan Tucker (via teleconference)
- Senator David Nelson (via teleconference)

2. OTHERS PRESENT

- Mr. Pat Kelly, Your Health Idaho (via teleconference)
- Mr. Kevin Reddish, Your Health Idaho (via teleconference)
- Ms. Alanee Thomas, Your Health Idaho (via teleconference)
- Ms. Tresa Ball, HR Precision (via teleconference)
- Mr. Mike Stoddard, Hawley Troxell (via teleconference)
- Ms. Cheryl Fulton, Your Health Idaho (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 Ms. Margaret Henbest, Chair of the Committee (the Chair), at 10:00 a.m., Monday, August 31, 2020, via GoToMeeting and teleconference. In accordance with Idaho Code §41-6104 (8), the meeting 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.

4. ROLL CALL

The Chair called roll and determined that Mr. Erstad, Ms. Tucker, and Senator Nelson (all via teleconference), were present, resulting in a quorum. Mr. Zurlo and Director Cameron were absent.

5. PRIOR MEETING MINUTES

Motion: Senator Nelson moved to approve the meeting minutes from the July 10, 2020, Governance Committee meeting as presented today. **Second:** Ms. Tucker. **The motion carried.**

6. REVIEW AGENDA

The Chair reviewed the Agenda and there were no changes.

7. REVIEW ROADMAP

Chair Henbest reviewed the roadmap and there were no changes.

8. COVID UPDATES

Mr. Kelly shared updates on how Your Health Idaho (YHI) handled the COVID pandemic as well as how the organization moves forward through Open Enrollment and at what point the whole team returns to the office. The overlying question is how does YHI deliver on its' mission as it relates to Open Enrollment. Given the workforce year round, call volumes, and customer needs during Open Enrollment, it became pretty clear that in order to achieve the mission of maintaining maximum control of Idaho's insurance marketplace at minimum cost to its citizens, YHI needs seasonal workers onsite to handle those call volumes. With that being one of the primary "must haves" for Open Enrollment, we asked how we support that need. YHI determined that we need technical support, the customer support center manager, supervisors, leads and a handful of existing customer advocates onsite to serve as buddies for the seasonal workforce. This buddy system is used to support the seasonal workers as they have questions and work through customer inquiries. There was additional discussion around how YHI can support the onsite team members and minimize the chance of an outbreak onsite. That led to determining safety measures to keep the risk of an outbreak down and includes temperature screening, one way pathways in the office, lots of surface and hand sanitizer, and a daily health survey that will need to be completed prior to entering the building. Finally, YHI wanted the team to have some clarity on returning to onsite work. When looking at key activities such as Open Enrollment which is followed by the 1095-A tax forms that are due at the end of January, it became clear that the date with the least risk for returning to the office was February 1, 2021. Feedback from team so far shows that they are thankful for balanced approach of how to best serve YHI Customers while keeping team members safe. There remain concerns around school and childcare. In addition, there are holidays coming up and still some uncertainty around travel. Those types of issues will be handled by following federal regulations as well as YHI HR policy in a one-off manner. Because the situation with COVID can change often, YHI is taking an open-minded approach and will evaluate and communicate any changes with the team.

9. EMPLOYEE ENGAGEMENT

Ms. Thomas said each year YHI does the Employee Engagement Survey (Gallup Q12). Following the Employ Engagement Survey, the Employee Engagement Task Force identifies questions that they want to work on prior to the May survey. This year, EETF identified two questions: *I know what is expected of me at work* and *My supervisor, or someone at work, seems to care about me as a person*. These questions scored lower than the prior survey and is what the team felt were good questions to work on to yield results. The Task Force then interviews each team member and asks a series of questions in relation to the Gallup questions.

EETF is currently evaluating the interview responses, but overall, team members are reporting that they may have answered the interview questions differently than when they took the survey. This resulted from many of them having new managers when the survey was taken, and they have since had time to get to know their managers and their expectations and vice versa.

Ms. Tucker asked who takes the survey, who does the interviews and who do they interview. Ms. Thomas said the survey is done online in May. The EETF is made up from a cross-section of employees who volunteer to be on the Task Force. Those individuals review the survey results, decide which questions to work on, and work on interview questions to ensure consistency across the organization. Finally, they reach out to the remainder of the organization and perform the interviews.

Ms. Thomas said that she also met with Supervisors and Managers and reviewed the reports for their teams from the survey as well to help them understand how their teams scored and where potential issues may be.

Ms. Thomas said YHI still does the COMPASS cards, which are cards that relate to our company guiding principles. These are for peer to peer recognition and are very popular with team members. COMPASS cards are currently electronic while in remote status.

Ms. Thomas reminded the Committee that last year YHI had its' first Team Member Appreciation Week where YHI thanked team members for their work and dedication to Your Health Idaho. YHI decided this was something that should be done annually. This year was challenging in that all team members are remote, so it happened, but with a different spin on the activities. One of the activities was baby photos that were posted on YHI's intranet without names and people could guess whose photo was whose. There was also a fun activity called YHI Superlatives where people were nominated for various silly awards. Last year, YHI brought in breakfast, lunch, and an ice cream bar during Employee Appreciation Week. This year, due to the remote work status, YHI sent out gift cards for ice cream, coffee, and a lunch – along with a handwritten note to each team member from Mr. Kelly. Finally, there was a scavenger hunt for items that might be found in homes.

Ms. Thomas said looking forward, YHI is focusing on ways to keep that engagement while working remotely. YHI is utilizing a new web conferencing platform that allows team members to do video conferencing. YHI is also doing more regular check ins, in addition to weekly catch ups, contact is also being made each day with each team member. And finally, a lot of teams have implemented a team IM chat to keep in touch with one another during the day.

10. PRIVACY & SECURITY UPDATE

Mr. Reddish reminded the committee members about the Authority to Connect package, which is the privacy and security framework YHI does for CMS every three years in order to operate as a state-based exchange. The documentation process can be very challenging as it includes documentation for YHI's stakeholders including GetInsured, the Department of Health and Welfare, and YHI's own privacy and security framework. YHI did submit the package three months ahead of schedule and initial feedback is that the package has been preliminarily accepted and is in the final stages of approval. YHI will not receive approval until October when YHI's expiration date is up.

Chair Henbest asked with the way the COVID world is, have YHI's partners responded in timely manner? Mr. Reddish said YHI and its' partners have fallen into a good cadence for activities around this space over the years and partners are accustomed to onsite audits and the timing of

those. The only unknown is if CMS has the resources to evaluate the package submission by the closing date and get the final signature back in order to open.

Mr. Reddish said YHI shifted YHI Privacy & Security methodology away from what has been done in prior years which was an annual one-hour training that conflicted with the annual review timeframes. After receiving feedback from the team and in an effort to keep privacy & security top of mind, it has now been split into twelve short monthly modules for team members to work through. Each module focuses on specific topics such as remote work, basics on phishing campaigns and social engineering, etc. and are targeted towards current industry trends. Feedback from the first module was positive. For incentives, a reward program was implemented where team members receive a gift card for any team member who properly reports all phishing campaigns and does not respond to the phishing campaign emails.

11. BOARD SURVEY RESULTS

Ms. Ball reminded the Committee that in the spring the Board decided to make the survey annual instead of on an 18-month cadence in previous years. The fall survey was just completed, and the results reflect that it has normalized. This is likely a result of the life cycle of the Board and members being more comfortable with expectations and their role on the Board.

Key highlights include an increase in scores on four of the statements surveyed with the biggest increase around conflict of interests of Board members. Eight statements decreased slightly with the largest decrease around members' interactions with YHI Team members. Ten statements had 100 percent agreement representing 45 percent of the survey, three statements moved from 100 percent to the 90-100 percent range, and only four statements that have under 90 percent agreement. The lowest scoring statement was a new statement around the onboarding of new Board members. No statement had less than 75 percent agreement. Survey results show that the Board is being effective in carrying out their duties overall.

Chair Henbest said there might still be some confusion around the question "Board member interactions with the YHI staff aligns with the role of the Board member." She asked the Committee members for their input on this. Ms. Tucker said as a new Board member, she had to learn who people are because they haven't met the staff yet and feel like they can't answer that question. Chair Henbest asked the Committee members what their reaction to this question was initially and if there was any confusion around what we were trying to convey when we reworded the question. Ms. Tucker said she doesn't yet know what is appropriate in interacting with staff and that the current virtual environment is likely hindering that. Mr. Erstad said historically there have been instances where Board members had concerns and thinks it is more of a maturation process issue as we have new Board members coming on.

Chair Henbest said it sounds like this Committee is suggesting that we leave the question as is and that as new Board members mature in their role and experience with the Board, this will work itself out. Ms. Tucker asked what the original intent of the question was. Ms. Ball said that when the Board first set up this survey, it was in more of an operational mode, and so Board members were much more involved. The initial intent of that question was that Board members were interacting affectively and appropriately (that being the prior wording) and then over time, we modified it to say does it align with the role of the Board member at this stage, meaning not overly involved in operations but also not entirely hands off. Ms. Henbest suggested that we do a

check in following onboarding to ensure new Board members are being onboarded well. This would help us understand the mixed response. She also added that information about the proper etiquette for interacting with YHI team members be included in the annual Board training.

12. ANNUAL COMMITTEE SELF-EVALUATION

- a) Chair Henbest said the Committees have been doing self-evaluations almost since inception. This year, the Chair asked for the Committee Charters to be sent out to the Committee members in advance of the meeting to review the commission of their Committee and to evaluate what they are seeing done at the Committee level against what the Charter states. Do Committee meetings (frequency and length), as well as actions, align appropriately with its defined charter? Mr. Erstad said frequency shouldn't be an issue going forward since we have landed on the quarterly cycle and as for actions aligning with the Charter, that too has played out well. Senator Nelson said the meetings are frequent enough, but he feels a bit disconnected since he has not met the rest of the Committee members in person. Ms. Tucker agreed on the disconnect, but now that she has attended a few meetings, she feels that this Committee is in alignment with the Charter.
- b) Do Committee meetings have written agendas and materials related to significant decisions, and are materials provided to Committee members in advance? Mr. Erstad has no issues. Mr. Stoddard said at the December meeting, he sees the Plan of Operations will be reviewed and asked for suggestions on how new Board members will review all of that. Ms. Henbest suggested focusing on the changes and/or redlines because the policies are pretty strong to begin with as a result of annual review.
- c) What improvements to the effectiveness of this Committee occurred over the last year? Mr. Erstad said the evolution of the Committee shows how well we have adjusted to remote only meetings while maintaining focus. Chair Henbest said she, Mr. Kelly and Mr. Stoddard are always open to suggestions. Mr. Stoddard asked about the delay in the Board Training due to COVID and Mr. Kelly said we are getting to a point where we need to complete the training, even if not in person. Chair Henbest said she, Mr. Kelly and Chairman Weeg will discuss this so that Mr. Stoddard has advance notice.
- d) What suggestions for improvement should this committee consider? No suggestions were made.

13. EXECUTIVE SESSION

Motion: The Chair moved that the Committee enter into Executive Session Pursuant to Idaho Code Section § 74-206(1), to consider the evaluation of public officers and the evaluation of an employee pursuant to Idaho Code Section § 74-206 (1)(b).

Executive Session Roll Call: The Chair took a roll call vote and determined that Mr. Erstad (via teleconference), Ms. Tucker (via teleconference), and Senator Nelson (via teleconference), were present and agreeable, resulting in a quorum. Mr. Zurlo was absent.

The Committee entered into Executive Session at 11:11 a.m. and reconvened at 11:41 a.m. No final actions nor decisions were made while in Executive Session.

14. EXECUTIVE COMPENSATION

The Chair stated no decision was made in relation to Executive Compensation.

15. NEXT MEETING

The Chair noted that the next meeting will be held in late November or early December.

16. ADJOURN

There being no further business before the Committee, the Chair adjourned the meeting at 11:42 a.m.

Signed and respectfully submitted,



Margaret Henbest, Committee Chair

APPROVED