



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

**Governance Committee Meeting Minutes
Wednesday, September 3, 2025**

Committee Members Present

- Ms. Heidi Hart, Chair (via videoconference)
- Mr. Hyatt Erstad, Vice Chair (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 (via videoconference)
- Ms. Kilee Lane, 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 10:00 a.m., Wednesday, September 3, 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. 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, 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 June 4, 2025, Governance Committee meeting as presented today. **Second:** Chair Hart. **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 presented an overview of the ways Your Health Idaho (YHI) encourages team member engagement. The leadership and management teams just finished their second year of reading and reviewing books. Scores continue to be high for the employee Net Promoter Score (eNPS) survey, coming in at around 60 for the last three months. Some common positive themes in the survey responses are appreciation of the people and culture at YHI, compensation, and the type of work we do. Common topics the team would like to address are workspace issues and an alignment with state and federal holidays. YHI currently offers nine paid holidays.

Ms. Fletcher stated there have been over 100 applicants for the seasonal Customer Advocate (CA) position and reviewed some hiring and retention tactics used by the YHI team.

Another way the team promotes team member engagement is through the annual Team Member Appreciation Week held in August. It consists of five days of activities, including dress-up days, contests, treats, prizes, our famous superlatives, and ends with an early closure and carnival at the end of the week.

7. FY26 Goals

Mr. Kelly reviewed the projected decline in enrollment driven by federal policy changes and stated the Enrollment and Low-Cost Promise variable pay goals have been reset to reflect fewer enrollments. There are no proposed changes to the Idahoans' Experience or individual accountability goals.

The committee discussed the injunction issued by a Maryland judge in August and how that affects YHI.

Motion: Mr. Erstad moved that the Governance Committee recommend to the Board approval of the revised FY26 Variable Pay Goals as presented today. **Second:** Chair Hart. **The motion carried.**

8. Committee Charter Review

Chair Hart stated the Executive Director's annual performance review has been transferred from the Governance Committee to the Executive Committee. The Finance Committee previously had budget oversight on the review and that has also been transferred to the Executive Committee. The changes are being made to streamline the process, and the Executive Committee includes a broad representation of board members including those that interact most frequently with the Executive Director. The charters for the Executive, Finance, and Governance Committees have been updated accordingly.

Motion: Mr. Erstad moved that the Governance Committee recommend to the Board approval of the Governance Committee charter as presented today. **Second:** Chair Hart. **The motion carried.**

9. Board Survey and Annual Committee Self-Evaluation

Ms. Fletcher reviewed the results of the annual board survey, reminding the committee that there were fewer questions this year and some of the phrasing of the questions was reworked. Thirteen of 18 board members and delegates participated. Responses show an overall high level of agreement with the survey statements. Some of the strengths noted in the survey were communication, the diversity of the board, and synergy. Opportunities noted include the occasional low level of discussions, board member engagement, and the learning curve for new board members.

The committee discussed potential options for helping increase board members' engagement and understanding including updates to board orientation for how YHI operates and general health insurance terminology.

Ms. Fletcher then reviewed the annual committee self-evaluation and survey results. The outcome of the survey indicates committee members feel overall that the work the committee is doing is efficient and effective.

10. Board and Committee Tenure

Chair Hart presented the quarterly review of board and committee tenure. There are currently two open positions on the board and candidates have been identified for both those positions.

11. Annual Board of Directors Training Content

Chair Hart stated Mr. Stoddard will be presenting the annual board training at the December board meeting. Some areas of focus include Open Meetings laws, conflicts of interest, board and committee roles and responsibilities, and privacy and security. There was discussion about including information on the basic structure of YHI, what the organization does and how it functions.

12. Next Meeting

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

13. Adjourn

There being no further business before the committee, the Chair adjourned the meeting at 10:47 a.m.

Signed and respectfully submitted,

DocuSigned by:

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Heidi Hart, Committee Chair