



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

**Governance Committee Meeting Minutes
Thursday, February 26, 2026**

Committee Members Present

- Ms. Heidi Hart, Chair (via videoconference)
- Mr. Hyatt Erstad, Vice Chair (via videoconference)
- Dr. Karen Cabell (via videoconference)
- Ms. Nora Carpenter (via videoconference)
- Mr. William Coon 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)

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., Thursday, February 26, 2026, 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 Microsoft Teams. 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. Cabell, Ms. Carpenter, and Mr. Coon 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: Dr. Cabell moved to approve the meeting minutes from the December 2, 2025, Governance Committee meeting as presented today. **Second:** Mr. Erstad. **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

Ms. Fletcher reviewed team member engagement. Highlights include the conversion of seven seasonal team members to full-time positions, the reappointment of the Wellness and Engagement Team, ongoing Lunch and Learns, and continued leadership book discussions. Stay interviews will be conducted in the coming weeks and Your Health Idaho (YHI) has received an Empowering Women award.

The employee Net Promoter Score (eNPS) average December through February was 74, with average participation of 73%. There were comments from the committee regarding the prior concern that a difficult Open Enrollment (OE) might cause a drop in eNPS but that did not appear to have occurred.

7. FY27 Compensation and Talent Discussion

a. FY27 Compensation and Talent Plan

Mr. Kelly reviewed the proposed budget, noting that it aligns with known policy changes. Key items for YHI operations are the Per Member Per Month (PMPM) fee was originally projected to increase to \$13.50, is now proposed at \$13.00 due to strong Open Enrollment 2026 (OE26). No new major policy impacts are assumed and investment in technology, people, marketing, and outreach aligns with strategic goals.

Mr. Kelly went on, saying the labor market has stabilized overall and compensation actions have slowed turnover and increased team member

satisfaction. The compensation survey has been updated to reflect market changes.

The Fiscal Year 2027 (FY27) headcount is four lower than FY26, adjusted for enrollment levels and efficiency gains in the Customer Support Center (CSC). A merit recommendation of 3% is consistent with historical practices and norms while a market recommendation of 1% is informed by a compensation survey. No economic impact adjustment is assumed, and vacancy rates are assumed equivalent of one headcount. The variable pay program and individual performance-based incentives align with strategic and operational goals. The employee benefit structure is unchanged and includes a 12% increase in medical and historical increases in other benefits. The committee discussed the ways the CSC has gained efficiency, and these include AI summaries and decision trees to decrease handle time.

Motion: Ms. Carpenter moved that the Governance Committee recommend to the Board approval of the Compensation and Talent Plan for FY27 as presented today. **Second:** Mr. Erstad. **The motion carried.**

8. FY27 Goal Concepts

Mr. Kelly reviewed the FY27 goal concepts, which are Idahoans' Experience, Enrollment, and Low-Cost Promise. There are no changes to the categories and the YHI team will present the metrics to the committee in June. There was discussion amongst the committee regarding the best time of year to assess enrollment and discussion about how YHI assesses the strength of the relationships with their agent, broker, and carrier partners and if that information should be presented to the board more often.

9. Board and Committee Tenure

Mr. Kelly stated board and committee tenure are reviewed regularly. Eleven board members have been reappointed recently, and three board members have resigned or will resign in the coming months: Ms. Kraemer, Mr. Thomas, and Mr. Sorensen. Mr. Kelly and Ms. Fulkerson are working to find replacements for the departing board members.

10. 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.

11. Adjourn

There being no further business before the committee, the Chair adjourned the meeting at 9:36 a.m.

Signed and respectfully submitted,

Signed by:

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Hyatt Erstad, Committee Vice Chair

6/8/2026
Date

APPROVED