



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

**Governance Committee Meeting Minutes  
Tuesday, December 2, 2025**

**Committee Members Present**

- Ms. Heidi Hart, Chair (via videoconference)
- Mr. Hyatt Erstad, Vice Chair (via videoconference)
- Dr. Karen Cabell (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. Kilee Lane, 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 9:01 a.m., Tuesday, December 2, 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 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, 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 September 3, 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

Ms. Fletcher highlighted a few of the ways Your Health Idaho (YHI) encourages team member engagement. Those include quarterly team member awards, a guest speaker, and the Salvation Army angel tree.

In November, the employee Net Promoter Score (eNPS) dropped to 57 after two months at 71. This survey is scored on a scale of zero to ten, with zero through six considered detractors, seven and eight passives, and nine and ten promoters. In the month of November, 76% of participants were promoters. Common positive themes include the culture, team members, benefits, pay, and the work that we do to help Idahoans. Trends in opportunities are communication and pay. The committee discussed the pressures of the rising cost of living on compensation.

### 7. Employee Handbook Update

Ms. Fletcher stated a comprehensive review of the employee handbook occurs annually. There are no suggested changes to the handbook this year.

### 8. Employee Benefits Update

Ms. Fletcher presented a review of the evaluation of team member benefits for 2026, which focused on staying within the budget of a 12% increase and minimizing cost

increases for team members. YHI was able to stay with Select Health as a carrier and the premium increase was 10%. A pro rata share of the increase was passed along to team members. There were no changes to dental and vision premiums. New this year are additional Employee Assistance Program (EAP) benefits through BPA Health.

For the retirement plan, 88% of eligible team members are participating, with an average contribution rate of 7% of annual pay. YHI matches up to 6%.

Mr. Kelly noted that the YHI team and legal counsel worked together to ensure retirement plan compliance with the new Secure Act 2.0 legislation.

## 9. Annual Plan of Operations

Mr. Kelly presented an overview of YHI's plan of operations. It is a collection of all major policies that govern day-to-day operations, and includes governing documents like the bylaws, committee charters, and policies and operational documents such as the approved budget, board and committee roadmaps, and board and committee decisions. These documents and policies are reviewed periodically by the YHI team, general counsel, and external auditors to ensure compliance. Key revisions this year include a comprehensive review of all Financial and Accounting policies to reflect alignment to changes in operational practices and simplification of the Delegation of Authority. Privacy and Security policies have been revised to align with federal requirements and the YHI organizational structure.

There was discussion about whether revisions to committee charters earlier in the year would have any effect on Plan of Operations documents. The YHI team will review the Compensation Policy and if any changes need to be made, they will be brought to the board.

**Motion:** Mr. Erstad moved that the Governance Committee recommend to the Board approval of the Annual Plan of Operations as presented today. **Second:** Dr. Cabell. **The motion carried.**

## 10. Annual Board of Directors Training Content

Mr. Stoddard reviewed the topics he will present in the annual board training at the upcoming board meeting. This year, the content will be freshened up and made more concise while still covering the necessary information. There will be added discussions around AI and social media best practices.

## 11. Board and Committee Tenure

Chair Hart presented the quarterly review of board and committee tenure. The only upcoming change is the addition of Nora Carpenter to the Board in January.

## 12. Next Meeting

The next committee meeting will be held at the end of February or beginning of March. 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 9:30 a.m.

Signed and respectfully submitted,

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Heidi Hart, Committee Chair

2/26/2026