

Washington Health Benefit Exchange
Navigator & Certified Application Counselors Technical Advisory Committee Charter

Adopted June 13, 2012

Revised July 24, 2014

Revised July 1, 2022

Establishment

The Washington Health Benefit Exchange seeks to engage with its stakeholders to inform policy development and implementation to meet its mission. As permitted under Article III, Section 3.2 of the Health Benefit Exchange Board By-Laws, the Exchange Board established the Navigator & Certified Application Counselors Technical Advisory Committee (TAC) to provide input to the Exchange Board and to staff on issues related to the Exchange's efforts to improve how Washington residents secure health insurance.

All TACs are created by resolution of the Board. Changes to the Navigator & Certified Application Counselors TAC and changes to the charter must be approved by the Board.

Purpose

The purpose of the Navigator & Certified Application Counselors TAC is to provide an opportunity for Exchange staff to utilize the expertise of its members to provide feedback and input on various policies, initiatives and strategies; and for TAC members to have a voice in the development of the Exchange as it seeks to meet its mission.

Members of the Navigator & Certified Application Counselors TAC provide expertise, experience and professional perspectives related to enrolling customers in the *Healthplanfinder* system. Using the Exchange's Mission and the Exchange Board's Equity Statement as guides, TAC members shall deliberate and provide comments to staff and to the Exchange Board, as requested.

Meetings

Exchange staff will coordinate TAC meetings and create agendas based on Exchange Board, Board Committee discussions, and Exchange priorities. Navigator & Certified Application Counselors Program TAC meetings may be held in-person and/or via virtual technology and occur quarterly, or at the discretion of Exchange staff.

The meetings are open to the public. TAC meeting agendas will be provided in advance to members, along with appropriate briefing materials. The TAC shall keep regular minutes of its proceedings. TAC meeting agendas, meeting minutes, and meeting materials will be sent to TAC members and posted on the Exchange website.

Membership

The Exchange Board is responsible for appointing TAC members, which are recommended by the Exchange Board's Nominating Committee. The Navigator & Certified Application Counselors TAC shall not exceed 13 members at any given time.

Navigator & Certified Application Counselors Program TAC members shall serve two-year terms, beginning July 1. Based on engagement, or lack thereof, the Exchange reserves the right to end a membership term early. If a member of the TAC leaves the Committee, the Nominating Committee will take into consideration the areas of expertise represented, as well as the needs of the TAC, and will make a recommendation to the Board on the appointment of a replacement.

Experience related to policy issues, stakeholder-partner relations, consumer needs and overall performance of the Navigator program, including In-Person Assisters, Navigators and Certified Application Counselors is strongly desired.