



**Washington Health Benefit Exchange
OPERATIONS COMMITTEE**

Tuesday, January 28, 2025

1:00 p.m. - 2:30 p.m.

Teleconference - [Meeting Link](#)

Conference Call: 360-726-3014

Participant Pass Code: 735 432 058#

MISSION:

The Washington Health Benefit Exchange seeks to redefine people’s experience with health care. Our mission is to radically improve how Washington residents secure health insurance through innovative and practical solutions, an easy-to-use customer experience, our values of integrity, respect, equity, and transparency, and by providing undeniable value to the health care community.

AGENDA

TIME	TOPIC	ACTION / DISCUSSION
1:00 (3 min)	Welcome, Roll Call and Agenda Review <i>April E. Lynne, Committee Chair</i>	
1:03 (2 min)	Approval of October 15, 2024, Meeting Minutes <i>April E. Lynne, Committee Chair</i>	Action
1:05 (10 min)	CEO Welcome <i>Ingrid Ulrey, Chief Executive Officer</i>	
1:15 (10 min)	Finance Report <i>Jim Crawford, Chief Financial Officer</i>	Discussion
1:25 (30 min)	Open Enrollment Wrap-Up <i>Spring Tudich, Call Center Manager</i> <i>Margaret Dennis, Analytics Leader</i> <i>Tara Lee, Chief Communications Officer</i> <i>Kelly Aaron, Navigator Support Manager</i>	Discussion
1:55 (20 min)	IT Updates <i>David Sorrell, Chief Information Officer</i>	Discussion
2:15 (10 min)	Auto Enrollment Study <i>Leah Hole-Marshall, General Counsel & Chief Strategist</i>	Discussion
2:25 (5 min)	Public Comment <i>April E. Lynne, Committee Chair</i>	Discussion
2:30	Adjourn <i>April E. Lynne, Committee Chair</i>	Discussion

The Operations Committee includes April E. Lynne, Dr. Janice Greene and John Schapman.

The Operations Committee will consider all matters on the agenda plus any items that may normally come before them. All agenda item times, except the meeting start time, are subject to change based on Chair discretion to meet the business needs. This notice is pursuant to the requirements of the Open Public Meeting Act, Chapter 42.30



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