



**Washington Health Benefit Exchange
OPERATIONS COMMITTEE**

Thursday May 22, 2025

4:00 p.m. - 5:00 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
4:00 (5 min)	Welcome, Roll Call and Approval of January 28 & March 18, 2025 Meeting Minutes <i>April E. Lynne, Committee Chair</i>	Action
4:05 (5 min)	Public Comment <i>April E. Lynne</i>	Discussion
4:10 (10 min)	Customer Support Center Vendor Procurement Update <i>Christy Bezanson, Associate Director for Operations, Eligibility, & Enrollment</i>	Discussion
4:20 (15 min)	IT Updates: Modernization and Security and Disaster Recovery Project <i>David Sorrell, Chief Information Officer</i>	Discussion
4:35 (15 min)	Consumer Decision Support Solution Implementation <i>Kristin Villas, Senior Policy Analyst</i>	Discussion
4:50	Adjourn <i>April E. Lynne</i>	

The Operations Committee includes April E. Lynne, Dr. Janice Greene, Dr. Mabel Bodell 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 RCW. Direct e-mail to: info@wahbexchange.org Materials posted at: <https://www.wahbexchange.org/about-the-exchange/exchange-board/operations-committee/>