

**Washington Health Benefit Exchange
Operations Committee Meeting Minutes
May 22, 2025, 4:00 p.m. – 5:00 p.m.**

Operations Committee Members Present:

John Schapman, Acting Chair
Mabel Bodell
Janice Greene

Operations Committee Members Absent:

April E. Lynne, Chair

Washington Health Benefit Exchange Staff Present:

Christy Bezanson, Interim Chief Operating Officer Tara Lee, Chief Communications Officer
Jim Crawford, Chief Financial Officer David Sorrell, Chief Information Officer
Leah Hole-Marshall, General Counsel & Kristin Villas, Senior Policy Analyst
Chief Strategist

Welcome, Roll Call and Approval of January 28 & March 18, 2025 Meeting Minutes
Operations Committee Acting Chair, John Schapman, called the meeting to order at 4:01 p.m.

Approval of Meeting Minutes – January 28, 2025

The January 28 and March 18, 2025 meeting minutes were approved as presented.

Public Comment

There were no public comments.

Customer Support Center Vendor Procurement Update– *Christy Bezanson, Interim Chief Operation Officer*

Christy Bezanson provided an update on the customer support center vendor procurement process. She explained that the current contract with the vendor expires in June 2027, and that a re-procurement was needed. Christy outlined the internal collaboration across various teams and the involvement of external subject matter experts to develop a comprehensive Request for Proposal (RFP). The timeline includes submitting the RFP to CMS for review, making it public in the fall, and reviewing proposals in the winter. The goal is to complete the procurement and engage the vendor with a nine to twelve-month transition period. Christy emphasized the importance of considering technology, cost, and other factors in this process.

IT Updates: Modernization and Security and Disaster Recovery Project– *David Sorrell, Chief Information Officer*

David Sorrell provided an update on the IT modernization efforts, focusing on migrating systems to the cloud and improving efficiency. Key milestones include moving the database from Oracle to Azure SQL, breaking up the Healthplanfinder application into modules, and transitioning various systems to the Microsoft Government and Commercial cloud environments. The project aims to replace outdated technology, enhance reliability, reduce complexity, and optimize costs, with significant progress expected over the next two years.

David discussed the security and disaster recovery improvements funded by the legislature. The project includes updating the continuity of operations plan, enhancing logging and monitoring capabilities, improving detection and response to cyber threats, and conducting assessments to identify gaps in security and disaster recovery programs. Key achievements so far include formalizing partnerships with state IT organizations, implementing advanced logging tools, and partnering with Blue Voyant for 24/7 monitoring and response. Upcoming milestones include completing the updated continuity plan, establishing air-gapped backups, and finalizing assessments by the end of June.

Consumer Decision Support Solution Implementation– *Kristin Villas, Senior Policy Analyst*

Kristin Villas provided an update on the implementation of the Consumer Decision Support Solution (CDSS) to enhance the shopping experience for customers on Healthplanfinder. The new vendor, Consumer Checkbook, will replace the current vendor, Get Insured, with a go-live date set for July 1. The CDSS will offer plan recommendations based on an algorithm that considers estimated yearly costs, provider and prescription coverage, and customer health status. The tool aims to help customers make informed decisions, improve HealthEquity, and reduce choice errors.

The implementation is divided into two phases. Phase one will use Consumer Checkbook's baseline algorithm and incorporate CMS's clinical quality star ratings. Phase two, set for open enrollment in 2026, will include customizations to support customers in the changing market, such as recommending only standard plans and ensuring a mix of carriers in the top recommendations. The goal is to help customers navigate the expiration of enhanced federal tax credits and the introduction of premium alignment, which will increase silver plan premiums to capture more tax credits while lowering bronze and gold premiums.

Adjourn

John Schapman, Acting Chair adjourned the meeting at 4:59 p.m.