

**Washington Health Benefit Exchange  
Operations Committee Meeting Minutes  
August 19, 2025, 1:00 p.m. – 2:00 p.m.**

**Operations Committee Members Present:**

April E. Lynne, Chair  
Dr. Janice Greene

**Operations Committee Members Absent:**

Dr. Mabel Bodell  
John Schapman

**Washington Health Benefit Exchange Staff Present:**

Ingrid Ulrey, Chief Executive Officer	Leah Hole-Marshall, General Counsel & Chief Strategist
Kelly Aaron, Navigator Support Manager	Tara Lee, Chief Communications Officer
Christy Bezanson, Interim Chief Operating Officer	David Sorrell, Chief Information Officer
Amairani Castaneda, Board Coordinator	
Jim Crawford, Chief Financial Officer	

**Welcome and Introductions**

Operations Committee Chair, April Lynne, called the meeting to order at 1:03 p.m.

**Approval of Meeting Minutes – May 22, 2025**

The May 22, 2025 meeting minutes were approved as presented.

**Public Comment**

There were no public comments.

**Finance Report – Jim Crawford, Chief Financial Officer**

Jim Crawford reported that the Exchange ended the last biennium slightly under budget. He noted that we are within our appropriation for the Cascade Care Savings program for 2025 and the program is funded at \$55 million for plan year 2026, but has not yet received funding for plan year 2027. Jim stated that the final step in closing the fiscal year is the financial audit, which will be completed in October. Jim emphasized the importance of fiscal responsibility and staying within budget as we enter a new biennium with significant state fiscal challenges.

**Strategic Plan Review – Leah Hole-Marshall, General Counsel and Chief Strategist**

Leah Hole-Marshall led a review of the Exchange’s draft strategic plan, which has been updated since the board retreat with direction from Board Members Bodell and Sorrin. She noted that the revised plan incorporates themes of simplification, market stability, customer focus, and continued commitment to diversity, equity, and inclusion. Leah invited further comments via email and noted that a final version with tracked changes would be presented at the next board meeting for consideration.

**Open Enrollment Readiness** – *Kelly Aaron, Navigator Support Manager; Christy Bezanson, Interim Chief Operating Officer; Tara Lee, Chief Communications Officer*  
Christy Bezanson outlined annual OE readiness activities that have been underway since spring, noting some processes that are consistent year over year and highlighting some aspects of this coming OE which will be different for customers. Shopping and communication with customers will be more critical than ever this year, as well as customer support at the Customer Support Center. Tara Lee provided an update on the Exchange’s marketing and customer communications strategy for 2026, including targeted customer communications and preparation of training materials to help customers understand the importance of comparing their options. Kelly Aaron provided an update on readiness of Navigator and Broker teams as OE approaches. Our annual Carrier Week and Navigator Inservice Days events are coming up in which information is shared about benefit, premium, and carrier changes with assisters to help prepare for them for customer engagement in OE, with this year’s theme emphasizing power and perseverance in the face of adversity.

**Flash Updates** – *David Sorrell, Chief Information Officer*

David provided several operational updates. He announced that CMS funding was secured for the non-MAGI (classic Medicaid) eligibility technical build, a significant and complex project requiring close coordination with Healthcare Authority (HCA) and Department of Health and Social Services (DSHS), with planning efforts now accelerating. On the Customer Support Center (CSC) procurement, David reported that the RFP was released, and the process includes time for a potential vendor transition before the current contract expires. The System Integrator (SI) contract with Deloitte was extended for three years into 2028, and preparations are now underway for an upcoming procurement, including market research and transition planning. David highlighted progress on IT modernization efforts such as database replacement, cloud migration, and investments in test automation to improve efficiency and quality, with ongoing work planned. Lastly, he summarized advances in security and disaster recovery solutions.

## **Adjourn**

Ingrid Ulrey provided closing comments and April Lynne adjourned the meeting at 2:00 p.m.