

**Washington Health Benefit Exchange  
Operations Committee Meeting Minutes  
March 17, 2026, 1:00 p.m. – 2:00 p.m.**

**Operations Committee Members Present:**

April Lynne, Chair  
Dr. Janice Greene  
John Schapman

**Operations Committee Members Absent:**

Dr. Mabel Bodell

**Washington Health Benefit Exchange Staff Present:**

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| Ingrid Ulrey, Chief Executive Officer                    | Leah Hole-Marshall, General Counsel and Chief Strategist |
| Spencer Budd, Senior Policy Analyst                      | Tara Lee, Chief Communications Officer                   |
| Amairani Castaneda, Board Coordinator                    | David Sorrell, Chief Information Officer                 |
| Joanna Donbeck, Chief Operating Officer                  |  |
| Addie Gray, Interim Chief Financial Officer              |  |
| Christine Gibert, Director of Policy and Market Strategy |  |

**Welcome and Introductions**

Operations Committee Chair, April Lynne, called the meeting to order at 1:00 p.m.

**Approval of Meeting Minutes**

The January 21, 2026, meeting minutes were approved as presented.

**Public Comment**

No public comment was provided.

**Finance Report – Addie Gray, Interim Chief Financial Officer**

Addie Gray reported that the Exchange’s most recent closed month, February, finished approximately 2.5% under budget, continuing a consistent trend of monthly spending coming in about 1–3% under budget. She noted that the recently concluded 2026 supplemental legislative session resulted in an increased appropriation, and current financial reports now reflect those updated figures, providing greater clarity for planning upcoming implementation work, including non-MAGI changes, HR1-related impacts, and anticipated enrollment declines.

Addie stated that overall, expenditures across fund sources and departments remain consistently under budget.

**Call Center Procurement** – *Joanna Donbeck, Chief Operating Officer*

Joanna Donbeck provided an update on the Exchange’s Customer Support Center procurement, noting that the CSC contract is the Exchange’s second-largest contract and includes a wide range of services beyond call handling, such as multilingual phone support in more than 250 languages, eligibility application assistance, enrollment support, document processing, mail handling, issue escalation, and the CARE team’s work on complex customer cases. The procurement process began with a request for information in April 2024, followed by issuance of a request for proposals on August 18, 2025. Sixteen vendors submitted proposals, which were evaluated through a multi-phase, highly structured procurement process. Four vendors advanced to the final phase, and Deloitte was announced as the apparent successful vendor. Joanna emphasized the rigor and scale of the procurement effort and recognized the significant work of staff and the contracts and procurement team. The Exchange is now entering the contract negotiation phase, with a target completion date of May 29. Implementation is anticipated to begin in September 2026, with a planned contract cutover and go-live date of July 1, 2027. This work will occur concurrently with other major initiatives, including federal response activities and the non-MAGI integration, which shares the same July 1, 2027 go-live date.

**Federal Activities Project** – *Joanna Donbeck, Chief Operating Officer; Spencer Budd, Senior Policy Analyst*

Joanna Donbeck provided an overview of the Exchange’s ongoing response to federal requirements, including implementation of HR1 and the Program Integrity Rule. She emphasized that these changes require significant coordination across systems, staff, and processes, and are occurring alongside other major initiatives such as the Customer Support Center transition and non-MAGI integration. Joanna noted that the Exchange is using a phased and prioritized approach to manage overlapping timelines, mitigate customer harm, and address capacity constraints, while working closely with partner agencies to determine where flexibility or delays may be possible. She also highlighted risks associated with the non-MAGI project, recent decisions to refine the minimum viable product, and the importance of meeting federally mandated compliance deadlines.

Spencer Budd presented highlights from the recently released proposed Notice of Benefit and Payment Parameters rule. He noted that the rule was issued later than usual, creating limited time for implementation ahead of key 2027 deadlines. Spencer outlined proposals with operational and system impacts, including a significant expansion of federal oversight and audit requirements and a re-proposed income verification requirement for certain low-income enrollees. He also noted the absence of detailed guidance on some HR1 provisions and emphasized the Exchange’s comments to CMS requesting timely guidance, implementation flexibility, and stability in the market. Spencer concluded by noting that the proposed rule does not prohibit premium alignment, which the Exchange views as an important affordability tool for customers.

**Adjourn**

Operations Committee Chair, April Lynne, adjourned the meeting to order at 2:00 p.m.