



**Washington Health Benefit Exchange  
AGENTS & BROKERS  
TECHNICAL ADVISORY COMMITTEE**

**Thursday, November 7, 2024**  
9:30 a.m. - 11:00 a.m.

**Location:** Virtual Only  
**Teleconference - [Meeting Link](#)**  
**Conference Call:** 360-726-3014  
**Participant Pass Code:** 218 915 130#

**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.

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**AGENDA**

| TIME                     | TOPIC   |
|--------------------------|---|
| <b>9:30</b><br>(5 min)   | <b>Roll Call and Introductions</b><br><i>Genevieve Arredondo, Associate Director of Outreach</i>  |
| <b>9:35</b><br>(25 min)  | <b>Sharpening Cascade Care Tools</b><br><i>Laura Kate Zaichkin, Director of Market Competition &amp; Affordability</i>  |
| <b>10:00</b><br>(15 min) | <b>Cascade Care Plan Confusion</b><br><i>Laura Kate Zaichkin, Director of Market Competition &amp; Affordability</i><br><i>Mandi Johnson, Marketing Specialist Content Writer</i> |
| <b>10:15</b><br>(25 min) | <b>2025 Market Overview</b><br><i>Spencer Budd, Senior Policy Analyst</i>   |
| <b>10:40</b><br>(10 min) | <b>DACA Ruling Update</b><br><i>Kelly Aaron, Navigator Support Manager</i>  |
| <b>10:50</b><br>(5 min)  | <b>Producer Team Manager Position Update</b><br><i>Genevieve Arredondo, Associate Director of Outreach</i>  |
| <b>10:55</b><br>(5 min)  | <b>Questions/Public Comment</b><br><i>Genevieve Arredondo, Associate Director of Outreach</i>   |
| <b>11:00</b>             | <b>Adjourn</b><br><i>Genevieve Arredondo, Associate Director of Outreach</i> <ul style="list-style-type: none"><li>• Next Meeting: TBD</li></ul>                                  |

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The Agents & Brokers Technical Advisory Committee will consider all matters on the agenda plus any items that may normally come before them. Direct e-mail to: [info@wahbexchange.org](mailto:info@wahbexchange.org). Materials posted at: <http://www.wahbexchange.org>

### **AGENTS & BROKERS TAC - MEETING NORMS**

- Start meetings on time and end meetings on time
- Stick to the agenda
- Temperature check
- Stay mentally and physically present
- Let everyone participate
- Presume positive intentions
- Attack the problem not the person
- Think before speaking
- Treat issues and concerns as valid even if you do not agree with them
- Agree on the next meeting time and record and share the outcomes of previous meetings