



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

**Tuesday, May 7, 2024**

9:30 a.m. – 10:30 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> (5 min)	<b>Roll Call and Introductions</b> <i>Kris Lattimore, Producer Program Manager</i>
<b>9:35</b> (20 min)	<b>Spring Enrollment Report</b> <i>Jamie Gehring, Data Visualization Analyst</i> <a href="#">Enrollment Reports &amp; Data   Washington Health Benefit Exchange (wahbexchange.org)</a>
<b>9:55</b> (5 min)	<b>CMS 60 Day log in requirement</b> <i>Kris Lattimore, Producer Program Manager</i>
<b>10:00</b> (10 min)	<b>Program Update by Team Member by Team Member</b> <ul style="list-style-type: none"><li><i>Updating and creating Policies and Procedures, CMS 60-day log-in manual process, Admin Access</i></li><li><i>Review New Producer Certification Results</i></li><li><i>Training update</i></li><li><i>In box management / OE11 Broker Survey</i></li></ul> <i>Kris Lattimore Jennifer Moad Elena Milholland JoAnn Brown</i>
<b>10:10</b> (15 min)	<b>Immigrant Health Coverage (IHC)</b> <i>Genevieve Arredondo, Associate Director of Outreach</i>
<b>10:25</b> (5 min)	<b>Questions / Public Comment</b> <i>Kris Lattimore, Producer Program Manager</i>
<b>10:30</b>	<b>Adjourn</b> <i>Kris Lattimore, Producer Program Manager</i> <ul style="list-style-type: none"><li>Next Meeting: August 6, 2024</li></ul>

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 physical 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