

CEO Remarks

July 24 - 25, 2024
SeaTac, Washington



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July Board Retreat



Retreat Planning Committee

- Hiroshi Nakano
- John Schapman
- Len Sorrin

Theme: Position for the Future

Key Outcomes



1. Deeper board member connection and cohesion with each other.
2. Greater understanding of opportunities and risks ahead.
3. Clear high-level policy and operational directional guidance to staff.

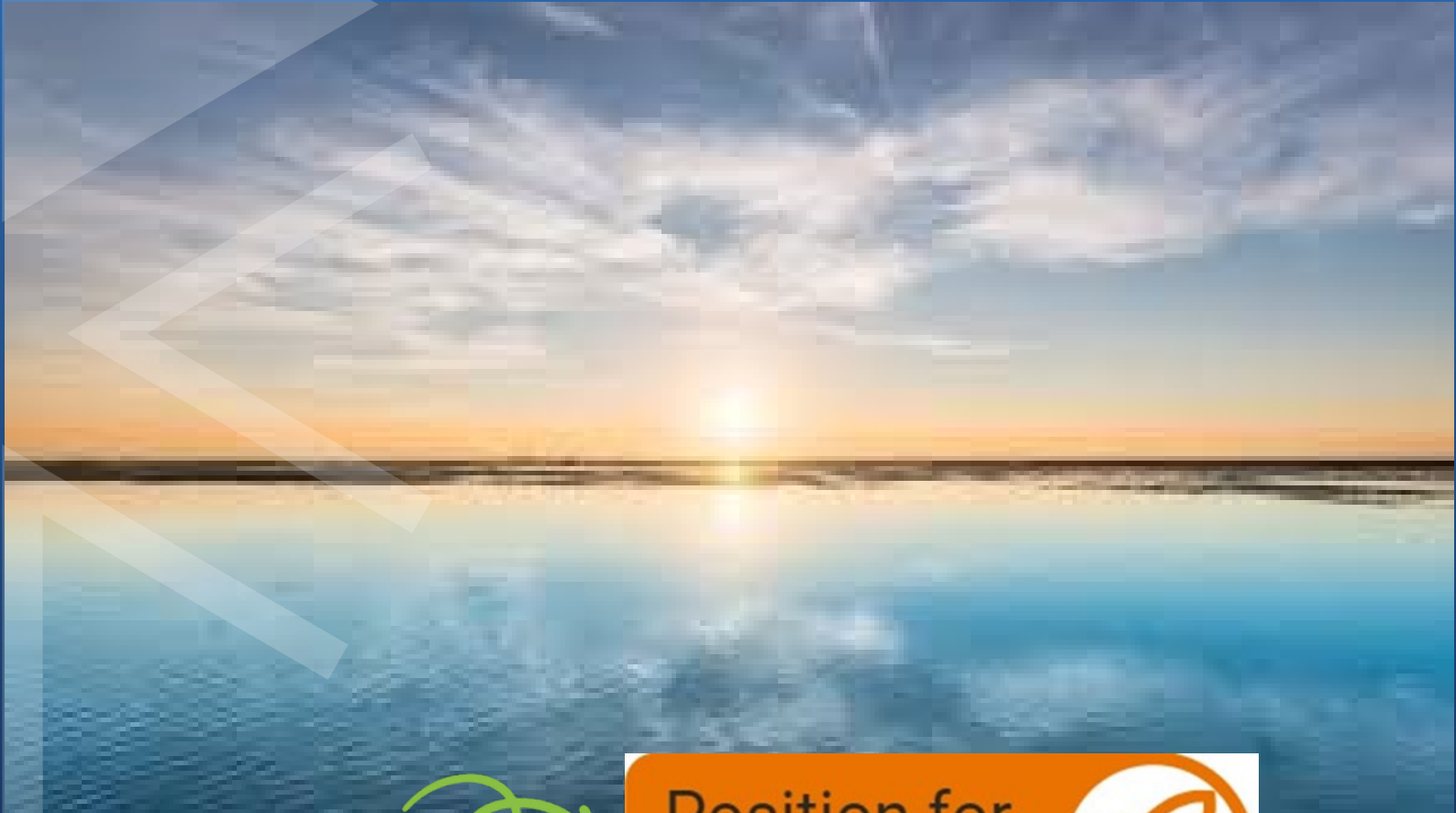
Strategic Priorities for FY 2023-2025



Focus for Board Retreat

1. Board Development
2. Affordability
3. Equity
4. Customer Service
5. IT Security
6. Integration





Position for
the Future





2025 - 2027

External Environment Landscape Change



- ▶ Federal
- ▶ Health Sector



- ▶ State
- ▶ Technology

FY 2025 – 2027 Planning Assumptions



Enrollment Outlook

Expiration of enhanced federal subsidies could result in a significant drop in enrollment.



Fiscal Assumption

Reduced 17T account revenue would be available to meet growing baseline expenses



Operational Transitions

New investment will be necessary to support major re-procurements and the move to integrated eligibility and enrollment.

How might we... Position for the Future?

Affordability

Equity

Customer Service

IT Security

Integration



Board Retreat Agenda: Day 1

TIME	TOPIC
9:00	Welcome and Roll Call
9:15	CEO Remarks
9:35	Board Development – Exercise 1: Your story /Exchange Mission and Equity Statement
10:35	<i>Break</i>
10:45	Addressing Affordability Barriers
12:00	<i>Lunch</i>
12:55	Public Comment
1:00	Discussion: Exchange Affordability Strategies (small group breakouts)
2:00	Advancing Equity – Language Access
2:30	Break
2:45	Customer Service for the Future
3:15	Staying Secure for the Future
3:45	Board Development – Exercise 2: How do we serve, looking back and forward
4:30	Closing Remarks
5:00	Adjourn

Board Retreat Agenda: Day 2

TIME	TOPIC
8:00	Welcome and Roll Call
8:15	State Based Exchange Directors on Positioning for the Future
9:00	Integrated Eligibility & Enrollment Developments
9:45	<i>Break</i>
10:00	Exchange Engagement in the Integrated Eligibility & Enrollment Program (small group breakouts)
10:45	Board Development – Exercise 3: Vision Setting for the Future
11:45	Close
12:15	Public Comment
12:20	Adjourn



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