

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 community.

Our Objectives:

- Increase access to affordable health plans
- Organize a transparent and accountable insurance market to facilitate consumer choice
- Provide an efficient, accurate, and customer-friendly eligibility determination process
- Enhance health plan competition on value: price, access, quality, service, and innovation

BOARD MEETING

Thursday, March 28, 2024

IN-PERSON LOCATION: Conference Center at Seattle-Tacoma International Airport
17801 International Blvd., Seattle, WA 98158
Beijing Conference Room
[TEAMS MEETING LINK](#)
CONFERENCE LINE: 360-726-3014
CONFERENCE PIN: 655 127 116#

AGENDA

TIME	TOPIC
1:00 (8 min)	Welcome and Roll Call <i>Dr. Monica McLemore, Ph.D, MPH, RN; Board Chair</i>
1:08 (2 min)	Meeting Minutes - December 14, 2023 and January 25, 2024 <i>Dr. Monica McLemore</i>
1:10 (10 min)	CEO Report <i>Ingrid Ulrey, Chief Executive Officer</i>
1:20 (10 min)	Audit & Compliance Committee Report-Out <i>Don Conant, Committee Chair</i>
1:30 (10 min)	Policy Committee Report-Out <i>Hiroshi Nakano, Committee Chair</i>
1:40 (20 min)	Legislative Session Recap <i>Joan Altman, Director of Government Affairs & Strategic Partnerships</i>
2:00	Break (10 min)
2:10 (15 min)	Finance Report and State Budget Outcomes <i>Jim Crawford, Chief Finance Officer</i>
2:25 (25 min)	Carrier Assessment <i>Jim Crawford, Chief Financial Officer</i>
2:50 (15 min)	Customer Journey <i>Missy Deinlein, Eligibility Manager</i> <i>Erin Fluegal, Enrollment Manager</i>
3:05 (5 min)	Public Comment <i>Dr. Monica McLemore</i>
3:10 (30 min)	Executive Session of the Executive Committee - Review performance of public employee pursuant to RCW 42.30.110(g)
3:40 (10 min)	Executive Committee Report Out <i>Don Conant, Committee Co-Chair</i> <i>Hiroshi Nakano, Committee Co-Chair</i>
3:50	Adjourn <i>Dr. Monica McLemore</i>



The Exchange Board will consider all matters on the agenda plus any items that may normally come before them. All agenda item times, except the meeting start time, are subject to change based on Chair discretion to meet the business needs of the Board. This notice is pursuant to the requirements of the Open Public Meeting Act, Chapter 42.30 RCW. Direct e-mail to: info@wahbexchange.org. Materials posted at: <https://www.wahbexchange.org/about-the-exchange/exchange-board/>