

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, May 23, 2024

IN-PERSON LOCATION:

Mirabeau Park Hotel & Convention Center
1100 N. Sullivan Rd. Spokane Valley, WA 99037

[TEAMS MEETING LINK](#)

CONFERENCE ROOM: Diamond Spirit

CONFERENCE LINE: 360-726-3014

CONFERENCE PIN: 921 223 402#

AGENDA

TIME	TOPIC
9:00 (13 mins)	Welcome and Roll Call <i>Dr. Monica McLemore, Ph.D., MPH, RN; Board Chair</i>
9:13 (2 min)	Meeting Minutes - March 28, 2024 <i>Dr. Monica McLemore</i>
9:15 (30 min)	CEO Report <i>Ingrid Ulrey, Chief Executive Officer</i>
9:45 (10 min)	Policy Committee Report-Out <i>Hiroshi Nakano, Committee Chair</i>
9:55 (10 min)	Operations Committee Report-Out <i>April E. Lynne, Committee Chair</i>
10:05 (10 min)	Audit & Compliance Committee Report-Out <i>Hiroshi Nakano, Acting Committee Chair</i>
10:15 (10 min)	Finance Report <i>Jim Crawford, Chief Financial Officer</i>
10:25 (15 min)	Nominating Committee Report-Out (BOARD ACTION) <i>Sen. David Frockt, Committee Chair</i>
10:40	Break (10 minutes)
10:50 (15 min)	Biennial Plan & Enterprise Product Roadmap <i>Wynne McHale, Chief of Staff</i> <i>Angelica Santos, Lead Product Owner</i> <i>Albert Lee, Associate Director of Enterprise Project Management</i>
11:05 (35 min)	Customer Trends & Market Impact <i>Laura Kate Zaichkin, Senior Policy Advisor</i> <i>Kristin Villas, Senior Policy Analyst</i> <i>Chantelle Butler, UX Manager</i> <i>Meagan Beckmeyer, Senior UX Researcher</i>
11:40 (25 min)	Immigrant Health Coverage - Community Engagement <i>Genevieve Arredondo, Associate Director of Outreach Equity and Community Partnerships</i> <i>Manny Santiago, Chief of Equity and Community Partnerships</i>
12:05 (5 min)	Public Comment
12:10 (5 min)	Closing Remarks <i>Ingrid Ulrey, Chief Executive Officer</i>

12:15 Adjourn
Dr. Monica McLemore

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/>