



Washington Health Benefit Exchange Board

Annual Retreat Day 1

Meeting Minutes

Wednesday, June 29, 2022

1:00 p.m. – 4:25 p.m.

**Seattle Airport Marriott Hotel | Yakima Conference Room | 3201 South 176th Street,
Seattle, WA 98188**

Teleconference and Webinar

Board Members Present:

Mabel Bodell, MD, Acting Chair

April Betts-Gibson

Don Conant

Melissa Cunningham

Maureen McLaughlin

Hiroshi Nakano (late)

John Schapman

Mark Stensager

Todd Dixon *on behalf of Commissioner Mike Kreidler*

Mich'l Needham *on behalf of Director Sue Birch*

Board Members Absent:

Ron Sims, Chair

Washington Health Benefit Exchange (Exchange) Staff Present:

Jim Crawford, Interim Chief Executive Officer

Leah Hole-Marshall, General Counsel & Chief Strategist

Michael Marchand, Chief Marketing Officer

Carla Reyes, Chief Operating Officer

Addie Gray, Interim Chief Financial Officer

Christine Gibert, Policy Director

Carly Christiansen, Board Coordinator

Guests:

Andrew Cline, Facilitator

Welcome and Introductions – Mabel Bodell, Acting Chair

Mabel Bodell called the meeting to order at 1:00 p.m. and welcomed Board Members, staff to the annual retreat. Mabel reminded Board Members of their commitment to the Exchange Mission. Mabel then turned facilitation of the meeting to Andrew Cline.

Andrew walked through Day 1 logistics of the meeting, had Exchange staff introduce themselves, and lead Board Members in an exercise to help them become comfortable with joining in discussion and discourse with each other. Andrew returned the facilitation of the meeting back to Mabel for Board business.

State of the Exchange – Jim Crawford, Interim Chief Executive Officer

As Chair of the Exchange Nominating Committee, Melissa Cunningham, reported on the June 27, 2022 Exchange Nominating Committee Meeting. Melissa reported on the recent update to the charters of the Advisory Committee, Agents & Brokers Technical Advisory Committee,

Navigator & Certified Application Counselor Technical Advisory Committee, Dental Plan Technical Advisory Committee and Health Equity Technical Advisory Committee. Melissa noted the charters had last been updated in 2014 and that the proposed updates took into account best practices, new technologies, and current meeting cadences.

Melissa requested that the Board adopt the updated charters as presented. Mabel requested and Melissa Cunningham made a motion to adopt a resolution to adopt the updated charters of the Advisory Committee, Agents & Brokers Technical Advisory Committee, Navigator & Certified Application Counselor Technical Advisory Committee, Dental Plan Technical Advisory Committee and Health Equity Technical Advisory Committee. Maureen McLaughlin seconded the motion. Mabel announced a roll call vote.

<u>Yea</u>	<u>Abstain</u>	<u>Nay</u>
Dr. Mabel Bodell		
April Betts Gibson		
Don Conant		
Melissa Cunningham		
Maureen McLaughlin		
Mark Stensager		
John Schapman		

The motion was approved unanimously.

Melissa Cunningham walked through the Nominating Committee recommendations of appointees to the Advisory Committee, Agents & Brokers Technical Advisory Committee, Navigator & Certified Application Counselor Technical Advisory Committee, Dental Plan Technical Advisory Committee and Health Equity Technical Advisory Committee. Melissa invited Nominating Committee Members Mark Stensager and John Schapman to provide input during her report.

Board Members expressed concern that committee membership turnover seemed high and that the number of members seemed low as compared to other years. Melissa responded that some turnover was expected and that the Nominating Committee recommended that Board Members look at how they could participate and engage in these Committee and Technical Advisory Committee meetings. Christine Gibert noted that participation of Committee members was healthy and engaged and that Committee members had expressed their interest in engagement with the Board.

Melissa requested that the Board approve the Nominating Committee's recommendations on appointees. Mabel requested and Don Conant made a motion to adopt a resolution to accept the Nominating Committee's recommendations of appointees to the Advisory Committee, Agents & Brokers Technical Advisory Committee, Navigator & Certified Application Counselor Technical Advisory Committee, Dental Plan Technical Advisory Committee and Health Equity Technical Advisory Committee. John Schapman seconded the motion. Mabel announced a roll call vote.

Yea

Dr. Mabel Bodell
April Betts Gibson
Don Conant
Melissa Cunningham
Maureen McLaughlin
Mark Stensager
John Schapman

Abstain

Nay

The motion was approved unanimously.

State of the Exchange – Jim Crawford, Interim Chief Executive Officer

Mabel Bodell welcomed Jim Crawford in his new role as Interim Chief Executive Officer. Jim began his report by immediately noting that the state of the Exchange was strong. Jim briefly reported on the transition of CEO, the prioritization of areas of work, and the continued support of staff. Jim provided a look at areas of engagement for the Exchange over the next 6 months including both Federal and State engagement and continued work on modernization of current systems and products and preparation for the upcoming Open Enrollment period.

Jim reinforced the need of the Exchange to maintain and maximize Cascade Care Savings to ensure subsidies are available for not only the upcoming Open Enrollment period but also for the pending implementation of immigrant health coverage in 2023. Jim reminded the Board about the potential impacts to the next Open Enrollment including ARAP tax credits, the unwind of the Public Health Emergency, a volatile economic environment and likely premium increases.

Jim briefly reported on the HHS Coalition and some of the decision packages put forth to address the need to update ACIS, which Healthplanfinder depends upon to enroll Washingtonians in healthcare coverage. Jim also quickly highlighted the risk of the Exchange leaning into more responsibility/accountability for Washingtonians, such as Healthplanfinder becoming the enrollment portal for all human services. Jim noted should the Exchange expand its role, both partners and legislature may question our structure as quasi-governmental public-private agency.

Jim closed his report noting the Exchange is busy and focused on implementing the changes needed for the upcoming Open Enrollment periods. Jim noted that the Exchange needs to ultimately address health care costs and outcomes and the best role for the Exchange to play to affect those.

Strategic Plan – Leah Hole-Marshall, General Counsel & Chief Strategist

Leah Hole-Marshall began by refamiliarizing the Board with the Exchange's Strategic Plan noting it is an annual task of the Board to review the Strategic Plan to ensure the Board is aligned with it. Leah then walked through the work the Exchange was doing to meet the Strategic Initiatives. Leah noted she believed good work has been done on each of the Initiatives and that Exchange Leadership believed the Initiatives to be the right areas to focus.

Board Members expressed a desire to see some quantifiable metrics, or measures of outcome, with which to gauge progress. Leah noted the potential to create another column with leading indicators to show quantified progress made.

Leah invited Board Members to provide their evaluation of progress made on several of the Initiatives using a 0 to 5 scale, with 0 representing no progress and 5 representing great progress.

Board Members evaluated the progress on the initiative to improve health coverage, affordability, care and outcomes with scores between 2 - 4. Board Members expressed recognition of work done so far and also expressed concern over how much more work needed to be accomplished. Board Members noted their frustration with the use of subsidies to address unaffordable health care coverage, noting that until the underlying costs of care are addressed health care and health care coverage will remain unaffordable.

Board Members evaluated the progress the initiative to advance diversity, equity and inclusion (DEI) to narrow health disparities, especially in communities of color with scores between 0-4. Board Members expressed recognition of the good work done with Washington Tribes and those with lower scores noted that due to the complexity in addressing this work and its large scale that despite great effort, little progress had been made on a very large task. Board Members noted the slow progress despite the excellent efforts made by staff.

Leah highlighted that with State Subsidies and the hopeful approval of the 1332 Waiver, the Exchange continues to work at this Initiative. Board Members noted they believed the Exchange's efforts in this area were some of the best in the state and added the need for concrete metrics and accountability mechanisms to help drive overall accountability.

Board Members evaluated the progress on the initiative to leverage the success on HPF technology to strategically expand offered services with scores ranging between 4-5.

Board Members evaluated the progress on the initiative to expand innovative approaches to drive health system excellence with scores ranging between 3-4.

Public Comment

Mabel Bodell called for public comment. No public comment was provided.

Board Self Evaluation – Andrew Cline, Facilitator

Andrew Cline provided a high level summary of the Board's recent self evaluation. Andrew noted that through his experience working with the Exchange and many of the its different teams, staff are not only extremely hard working, but also very focused on executing the Exchange's Mission. Andrew encouraged the Board to set time to dedicated to blue sky/unstructured time to dig into Exchange's Mission/Vision/Strategic Plan to identify where they want to be in 5 to10 years.

Andrew asked if Board Members feel relatively solid with The Exchange's Mission and Vision, and recognize Exchange is working hard enough, what are the barriers to more



progress/accomplishments? Andrew added that if it not possible to ask staff to do more, what is the next step? Andrew ended by noting that perhaps looking at right-sizing timelines or prioritization would help the Board recognize the progress it is making.

Adjournment

Mabel Bodell adjourned the meeting at 4:25 p.m.