

Exchange Impacts & Opportunities in Uncertain Environment

Board Small & Large Group Discussions



- ▶ Changes affecting affordability of coverage
- ▶ Changes affecting Medicaid & Marketplace
- ▶ Changes affecting equitable access to coverage



FEDERAL
CHANGE

Exchange Impacts & Opportunities

► Discussion:

- **Market** stewardship priorities to keep customers covered and market stable
- Principles to guide the creation of efficiencies that support **customer experience** and enrollment
- Direction on Exchange **business portfolio** and positioning within the broader health coverage market



Market Impacts & Opportunities

Small Group Discussion: Priorities for progressing Exchange market stewardship to protect customer enrollment & market stability



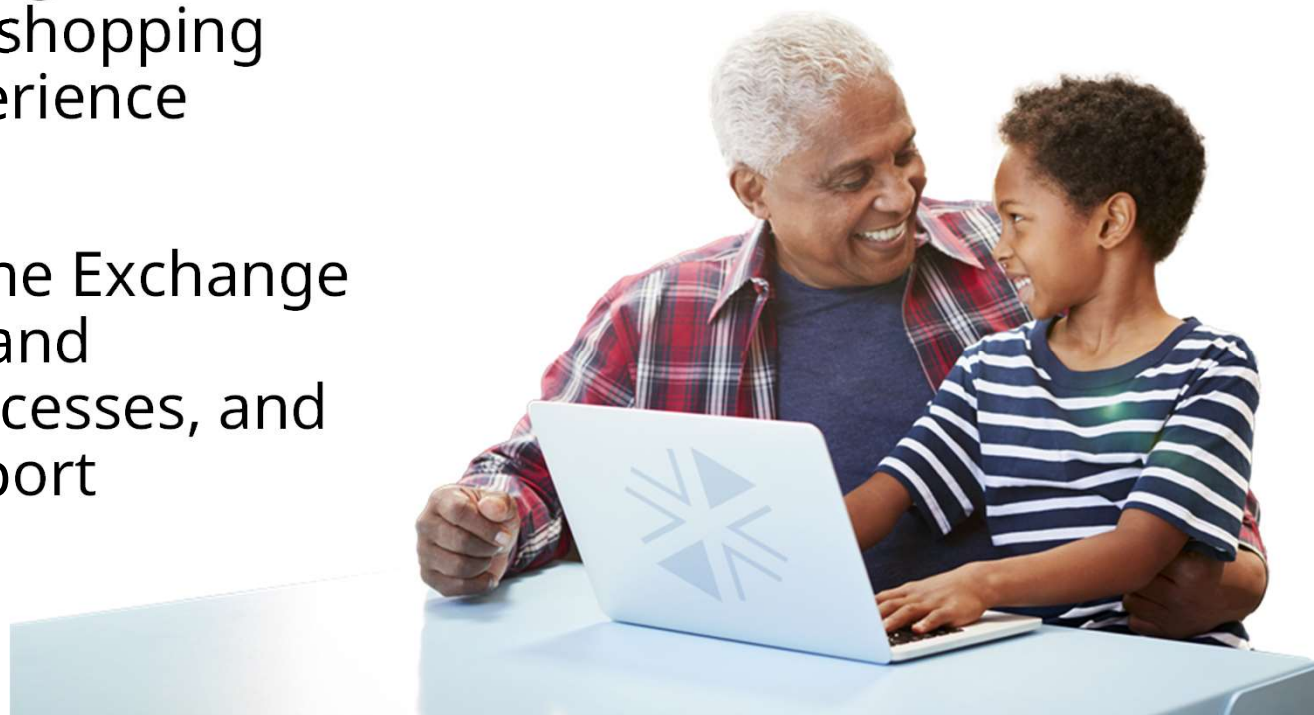
“The Exchange is a steward for our customers and public resources by maintaining a healthy individual market that provides Washingtonians with access to high-quality, affordable coverage.”

► Exchange Board Strategic Plan

Customer Experience Impacts & Opportunities

Small Group Discussion:

- Opportunity to reimagine the Exchange customer shopping and enrollment experience
- Principles to guide the Exchange in creating efficient and innovative tools, processes, and partnerships to support customers



Business Portfolio Impacts & Opportunities

Small Group Discussion:

- Opportunity to partner with other entities to keep Washingtonians covered
- Principles to guide Exchange positioning and priorities within the broader health coverage market



“Provide undeniable value to the health care community”

▶ Exchange Mission

Discussions: Exchange Impacts & Opportunities

▶ Small group brainstorming discussions:

- ▶ Market impacts & opportunities
- ▶ Customer experience impacts & opportunities
- ▶ Business portfolio impacts & opportunities

▶ Large group discussion:

- ▶ Reactions & themes from small-group report out
- ▶ Board direction, principles & commitments in positioning Exchange response to impacts & opportunities

