



**Washington Health Benefit Exchange
HEALTH EQUITY TECHNICAL ADVISORY COMMITTEE**

Wednesday, October 9, 2024

1:00 p.m. - 2:30 p.m.

Teleconference - [Meeting Link](#)

Conference Call: 360-726-3014

Participant Pass Code: 692 612 688#

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.

AGENDA

TIME	TOPIC
1:00 (15 min)	Welcome, Check-In and Recap <i>Manny Santiago, Chief of Equity & Community Partnerships</i>
1:15 (15 min)	Values Informing Customer Service Framework <i>Manny Santiago</i> <i>Carla Reyes, Chief Operating Officer</i>
1:30 (20 min)	Equity Work at the Exchange <i>Jasper Marino, Diversity, Equity & Inclusion Manager</i>
1:50 (25 min)	Small Group Discussion <i>Manny Santiago</i>
2:15 (10 min)	Break-Out Groups Report-Out <i>Manny Santiago</i>
2:25 (5 min)	Public Comment <i>Manny Santiago</i>
2:30	Adjourn <i>Manny Santiago</i>

The Health Equity Technical Advisory Committee will consider all matters on the agenda plus any items that may normally come before them. Direct e-mail to: info@wahbexchange.org. Materials posted at: <http://www.wahbexchange.org>