



**Washington Health Benefit Exchange  
AGENTS & BROKERS  
TECHNICAL ADVISORY COMMITTEE**

**Wednesday, April 16, 2025**  
9:30 a.m. – 11:00 a.m.

**Location:** Virtual Only  
**Teleconference - [Meeting Link](#)**  
**Conference Call:** 360-726-3014  
**Participant Pass Code:** 601 383 373#

**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.

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**AGENDA**

TIME	TOPIC
<b>9:30</b> (10 min)	<b>Welcome and Introductions</b> <i>Genevieve Arredondo, Associate Director of Outreach</i>
<b>9:40</b> (10 min)	<b>Open Enrollment 12 Summary of Customer Assister Data</b> <i>Latasha Miller, Producer Program Manager</i>
<b>9:50</b> (10 min)	<b>Broker Survey Results</b> <i>JoAnn (Jo) Hill, Producer Support Liaison</i>
<b>10:00</b> (5 min)	<b>Producer Program Event Reminders</b> <i>Latasha Miller, Producer Program Manager</i>
<b>10:05</b> (15 min)	<b>Questions/Public Comment</b> <i>Latasha Miller, Producer Program Manager</i>
<b>10:20</b> (5 min)	<b>Next Meeting</b> <i>Latasha Miller, Producer Program Manager</i>
<b>10:25</b> (5 min)	<b>Adjourn</b> <i>Latasha Miller, Producer Program Manager</i>

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The Agents & Brokers 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](mailto:info@wahbexchange.org). Materials posted at: <http://www.wahbexchange.org>

#### **AGENTS & BROKERS TAC – MEETING NORMS**

- Start meetings on time and end meetings on time
- Stick to the agenda
- Temperature check
- Stay mentally and physically present
- Let everyone participate
- Presume positive intentions
- Attack the problem not the person
- Think before speaking
- Treat issues and concerns as valid even if you do not agree with them
- Agree on the next meeting time and record and share the outcomes of previous meetings