



**Washington Health Benefit Exchange
Audit & Compliance Committee
Meeting Minutes
April 17, 2025
11:00am – 12:00pm
Teams Meeting**

Audit & Compliance Committee Members Present:

Len Sorrin, Chair
Dr. Janice Greene

Audit & Compliance Committee Members Not Present:

Hiroshi Nakano
Don Conant

Washington Health Benefit Exchange (WAHBE or Exchange) Staff Present:

Ingrid Ulrey, Chief Executive Officer	Dan Gonzalez, Compliance Officer
Christy Bezanson, Associate Director for Operations, Eligibility and Enrollment	Adriane Gray, Associate Director of Finance
James Brackett, Compliance Manager	Leah Hole-Marshall, General Counsel and Chief Strategist
Amairani Castaneda, Board Coordinator	David Sorrell, Chief Information Officer
Jim Crawford, Chief Financial Officer	

Guests Present:

Bill Brown, Principal, BerryDunn
Nathan Dunlap, Senior Manager, BerryDunn
Vanessa Maybury, Senior Manager, BerryDunn
Elliot Simpson, Manager, BerryDunn

Welcome and Introductions

Committee Chair, Len Sorrin called the Committee meeting to order at 11:03am.

Approval of October 9, 2024 Meeting Minutes

Member Janice Greene moved to approve the meeting minutes. The October 24, 2024, meeting minutes were approved as presented.

Programmatic Audit Report – Bill Brown, Principal, BerryDunn; Elliot Simpson, Manager, BerryDunn

Bill Brown introduced BerryDunn staff and Elliot presented the results of the fiscal year 2025 Programmatic Audit, which is required for state-based marketplaces under the affordable Care

Act. This audit evaluates the Exchange's accuracy in determining eligibility and enrollment through a review of sampled case files, interviews, and documentation. New to this year's audit was an assessment of Qualified Health Plan (QHP) compliance with certification requirements. The Exchange received an unmodified audit opinion.

Vanessa Maybury outlined the scope for the upcoming year's programmatic audit, which will focus on general functions of the exchange, eligibility and enrollment, QHP certification, and oversight and integrity. The audit process will begin August 2025.

Financial Audit Report – Nathan Dunlap, Senior Manager, BerryDunn

Nathan Dunlap of BerryDunn initiated the annual third-party financial audit, which will result in an opinion on whether the Exchange's financial statements follow applicable accounting standards. Risk-based areas selected for audit include: cash, retirement, payroll, capital assets, expenditures and accounts payable, and accounts receivable. Fieldwork begins in July 2025, with final reports expected in October 2025.

General Counsel Report - Leah Hole-Marshall, General Counsel and Chief Strategist

Leah Hole-Marshall provided an update highlighting staff response to evolving federal policies. This includes enhanced monitoring of broker conduct, guidance regarding protected immigrant information, and efforts to improve internal monitoring systems to ensure accurate eligibility determinations for customers.

Public Comment

Len Sorrin called for public comments. No public comment was provided.

Security & Risk Update – Ruchi Shewaramani, Chief Information Security Officer

Ruchi Shewaramani presented an update on security and risk management activities. Significant progress has been made addressing current CMS and IRS audit findings, with many corrective actions scheduled for completion in quarter two and three. Simultaneously, the Exchange continues to enhance its broader security posture. Key accomplishments include the implementation of 24/7 system monitoring. By the end of June, a refresh of the continuity of operations plan, a security program assessment, and disaster recovery plan will be delivered.

General Compliance Report – Dan Gonzalez, Compliance Officer

Dan Gonzalez reported on ongoing compliance activities in 2025. In addition to audit-related efforts, work is underway to maintain current policies and further develop the organization's training program. A new compliance ticketing system has been implemented to track turnaround times and create key performance indicators for the compliance department.

Adjourn

Len Sorrin adjourned the meeting at 11:44am