



**Washington Health Benefit Exchange Board
Meeting Minutes
Thursday, October 24, 2024
9:00a.m. – 12:00 p.m.
The Conference Center at Seattle-Tacoma International Airport
17801 International Blvd., Seattle, WA 98158, Beijing Conference Room
and by Teleconference and Webinar**

Board Members Present:

Dr. Monica McLemore, Chair
Dr. Mabel Bodell
David Frockt
Dr. Janice Greene
April E. Lynne

Hiroshi Nakano
John Schapman
Director Sue Birch
Jane Beyer on behalf of Commissioner Mike Kreidler

Board Members Absent:

Don Conant
Len Sorrin

Washington Health Benefit Exchange Staff Present:

Ingrid Ulrey, Chief Executive Officer
Charlene Abrahamson, Tribal Liaison
Amairani Castaneda, Board Coordinator
Carly Christiansen, Executive Assistant
Jim Crawford, Chief Financial Officer
Christine Gibert, Director of Policy & Market Strategy
Adriane Gray, Associate Director of Finance
Leah Hole-Marshall, General Counsel & Chief Strategist
Tara Lee, Chief Communications Officer

Wynne McHale, Chief of Staff
Shirley Prasad, Government Affairs Director
Carla Reyes, Chief Operating Officer
Manny Santiago, Chief of Equity & Community Partnerships
Ruchi Shewaramani, Chief Information Security Officer
David Sorrell, Chief Information Officer
Kristin Villas, Senior Policy Analyst
Laura Kate Zaichkin, Director of Market Competition & Affordability

Welcome and Introductions – Dr. Monica McLemore, Chair

Dr. Monica McLemore called the meeting to order at 9:06 a.m.

Approval of Meeting Minutes – Dr. Monica McLemore, Chair

Dr. McLemore requested, and David Frockt motioned to approve the minutes from the September 12, 2024 Board meeting. April E. Lynne seconded the motion. Meeting minutes were approved as presented.

CEO Update – Ingrid Ulrey, Chief Executive Officer

Ingrid Ulrey shared expectations for open enrollment, updates on recent work, and Exchange position going into 2025. Ingrid highlighted five priority areas for FY2024-2025 that provide the framework for the Exchange's strategic focus over the next two years.

Policy Committee Report – Hiroshi Nakano, Committee Chair

Hiroshi provided a report of the October 15, 2024 Policy Committee Meeting.

Operations Committee Report – April E. Lynne, Committee Chair

April E. Lynne provided a report of the October 15, 2024 Operations Committee meeting and noted the meeting focused on open enrollment readiness. April reported goals for this year's open enrollment which included growing enrollment, advancing health equity, providing outstanding customer service, and reliable system performance.

Audit & Compliance Committee Report – Hiroshi Nakano, Acting Committee Chair

Hiroshi Nakano provided a report of the October 15, 2024 Audit & Compliance Committee meeting. Hiroshi reported that Mark LaPrade and Nathaniel Dunlap from BerryDunn presented on the annual Financial Audit for fiscal year 2024 and that the Committee recommended that the Board approve the 2024 Financial Audit.

FY2024 Financial Audit – Mark LaPrade, Principal, BerryDunn; Nathaniel Dunlap, Senior Manager, BerryDunn

Mark LaPrade began the presentation on the FY2024 Financial Audit by noting the hard work done by the Finance department. Mark shared that BerryDunn has issued an unmodified opinion on the financial statements, which is the highest level of assurance they are able to provide as a result of the audit.

Mark and Nathaniel provided highlights of the financial statements including net position, capital assets, prepaid expenses, and pension assets, amongst others. Mark reviewed aspects of the Yellow Book report that is included as part of the financial audit and reported that auditors did not note any instances of non-compliance.

Dr. McLemore requested, and April E. Lynn made a motion to approve the FY2024 Financial Statements as presented. Dr. Greene seconded the motion. The FY2024 Financial Statements were approved.

Finance Report – Jim Crawford, Chief Financial Officer

Jim Crawford provided the July-September Financial Report to the Board, noting the month ended at about 1.7% over budget. Jim noted the main driver of the overspend was due to the timing of media purchases in support of open enrollment and will be offset in the following month. Jim reviewed the year-to-date expenditures and projected expenditures by fund source, object and by department.

Public Comment

Dr. McLemore called for public comment. No public comment was provided.



Open Enrollment Preparations – Carla Reyes, Chief Operating Officer; David Sorrell, Chief Information Officer; and Manny Santiago, Chief of Equity & Community Partnerships

Carla Reyes began by providing an overview of key metrics related to open enrollment (OE)z : growing enrollment, advancing health equity, providing outstanding customer service, and offering reliable system performance. Carla shared information about open enrollment milestones, including key dates for enrollment and deadlines for coverage. Carla highlighted the Customer Contact Center’s extended operating hours during open enrollment and the plan preview period on *Washington Healthplanfinder*. Carla discussed efforts to auto-renew customers ahead of open enrollment.

David Sorrell highlighted the self-service opportunities available to customers using the secure *Washington Healthplanfinder* portal and mobile app. A promotional video created by Exchange staff was shared, demonstrating one tool used to reach customers.

Carla highlighted person-centered enrollment and support options, including the Customer Contact Center that offers both phone and chat support. Carla shared metrics related to the Customer Contact Center from last year’s OE period to provide a baseline for what may be expected for this year. Carla discussed impacts of Medicaid Redetermination on call volumes and how that is impacting planning for OE. Carla provided an overview of how the eligibility and enrollment teams are preparing to assist customers navigating challenges during OE.

Manny provided an overview of the Exchange’s assister network, including Navigators, Tribal Assisters, Certified Application Counselors, Brokers, and Enrollment Centers.

Certification of Off-Exchange Qualified Dental Plans

The off-Exchange dental plans approved by the Office of the Insurance Commissioner to be offered in 2025 were considered for certification by the Exchange Board. These plans do not need to meet Exchange-specific certification requirements as they are not offered on the Exchange, but they are required to receive Exchange certification to be offered as Qualified Dental Plans that include the pediatric dental essential health benefit.

Chair McLemore asked for a motion to adopt the resolution to certify the 2025 Off-Exchange Qualified Dental Plans. Hiroshi Nakano made a motion to approve, and Dr. Janice Greene seconded the motion. Christine Gibert conducted a roll call vote of Board Members.

<u>Yea</u>	<u>Abstain</u>	<u>Nay</u>	<u>Absent</u>
Dr. Mabel Bodell			Don Conant
David Frockt			
Dr. Janice Greene			
April E. Lynne			
Hiroshi Nakano			
John Schapman			Len Sorrin



The motion was approved unanimously.

Tribal Affairs Update

Charlene Abrahamson provided an overview of the Tribal program. Charlene asked how the Board saw Tribal work as part of their mission, equity statement, and strategic plan. Dr. McLemore mentioned wanting to amplify the Exchange's Tribal engagement, and asked how the Board can assist those efforts. Board members engaged in discussion about infusing equity across all aspects of Exchange work, including as we assist customers through coverage transitions such as the Medicaid unwind and participate in HHS coalition efforts.

Executive Session

An Executive Session was convened for the Board to receive a cybersecurity briefing from David Sorrell, Chief Information Officer, and Ruchi Shewaramani, Chief Information Security Officer, pursuant to RCW 42.30.110.

Adjournment

Dr. McLemore adjourned the meeting at 12:40 p.m.