

**Washington Health Benefit Exchange Board
Meeting Minutes
Thursday, August 23, 2018
9:00 a.m. – 12:21 p.m.
Hilton Hotel and Conference Center | SeaTac, WA**

Board Members Present:

Hiroshi Nakano, Interim-Chair
April Betts Gibson
Melissa Cunningham
Ben Danielson
Phil Dyer
Maureen McLaughlin
Mark Stensager
Sue Birch, *ex-officio*, Director, Washington State Health Care Authority
Jane Beyer, *ex-officio*, Senior Health Policy Advisor, Office of the Insurance Commissioner

Washington Health Benefit Exchange (WAHBE) Staff Present:

Pam MacEwan, Chief Executive Officer
Vincent Barrailler, Chief Information Officer
Christine Gibert, Associate Policy Director
Leah Hole-Marshall, General Counsel and Chief Strategist
Carole Holland, Chief Financial Officer
Jenna Mannigan, Sr. Program Specialist
Michael Marchand, Chief Marketing Officer
Molly Voris, Chief Policy Officer
Beth Walter, Chief Operations Officer

Welcome and Introductions – Hiroshi Nakano, Interim-Chair

Hiroshi Nakano called the meeting to order at 9:00 a.m.

Approval of Board Meeting Minutes – Hiroshi Nakano

Hiroshi Nakano moved to approve the [May 17, 2018](#) and [June 21, 2018](#) meeting minutes as presented, and Phil Dyer seconded the motion. The motion passed unanimously.

CEO Report – Pam MacEwan, CEO

Pam MacEwan shared that the Exchange has hired new Executive Leadership staff members: Leah Hole-Marshall, General Counsel and Chief Strategist; and Erik Farstad, Chief Performance Officer. She reported the Exchange continues its efforts on Lean improvement processes in Exchange operations. Pam MacEwan discussed that the upcoming IT release will focus on improvements to make *Washington Healthplanfinder* more intuitive for consumers.

Pam MacEwan walked the Board through the [enrollment metrics](#), which included QHP and QDP enrollment.

Financial Report – Carole Holland, CFO

Carole Holland provided a [Financial Report](#) to the Board. She reported the end-of-year balance increased from the prior month, with an overall 4.8 percent variance. Carole Holland walked the Board through the July financials and highlighted the Exchange’s contracts and FTE count.

Carole Holland presented the fiscal year 2019 supplemental budget decision package and fiscal years 2019-2021 biennial budget decision packages. She reported the decision packages will be submitted to HCA to be included in their budget proposal to the Governor’s Office. Carole Holland reported HCA and the Exchange are currently exploring using *Washington Healthfinder* as the platform for replacing the Public Employee Benefits Board’s current eligibility and enrollment system. The Board expressed their support for this idea.

Phil Dyer motioned to approve the Exchange’s fiscal year [2019 supplemental budget decision package](#) as presented, and Ben Danielson seconded the motion. The motion passed unanimously.

Phil Dyer motioned to vote to approve the fiscal years [2019-21 biennial budget decision packages](#) as presented, and April Betts-Gibson seconded the motion. The motion passed unanimously.

Audit and Compliance Committee Summary – Mark Stensager, Committee Member

Mark Stensager provided a summary of the June 19, 2018 Committee meeting. He shared that the focus of the discussion was the programmatic audit.

Board Business, Nominating Committee – Ben Danielson, Committee Chair

Ben Danielson provided a summary of the Nominating Committee’s recommendations for new and renewing committee members to the Advisory Committee and Technical Advisory Committees (TACs). He shared the following names for appointment to each committee, retroactively effective as of July 1, 2018 until June 30, 2020.

Advisory Committee

- Steven Browning, Director of Provider Relations, UW Medicine
- Raleigh Watts, Executive Director, Country Doctor Community Health Centers
- David Yip, Board Secretary, Kin On Health Care Center

Agents and Broker TAC

- Terry Hokinson, Director of Operations, Coordinated Care

Dental Plan TAC

- Mellani McAleenan, Director of Government Affairs, Washington State Dental Association

Health Equity TAC

- Karin Kramer, Apple Health Communications Manager, Health Care Authority
- Dr. Susan Hernandez, Assessment, Policy Development & Evaluation Unit at Public Health-Seattle & King County
- Christy Hoff, Council Manager, Governor’s Interagency Council on Health Disparities
- Ashley Sutton, Health Policy Associate, Economic Opportunity Institute

Navigator TAC

- Toni Allen, NATIVE Project
- Callista Kennedy, Navigator, Public Health-Seattle & King County
- Matthew Sanders, CHOICE Regional Health Network
- Israel Vidales, Lean Navigator, Better Health Together

Mark Stensager motioned to approve the recommended committee nominations, and Melissa Cunningham seconded the motion. The motion passed unanimously.

Individual Insurance Market Landscape – Molly Voris, Chief Policy Officer and Christine Gibert, Associate Policy Director

Molly Voris and Christine Gibert provided an update on the [individual insurance market](#). Christine Gibert reported that seven carriers have submitted 40 proposed qualified health plans (QHPs) for plan year 2019. All counties have a coverage option for 2019; but there are 14 counties with one issuer.

Christine Gibert briefed the Board on the new short-term limited duration plans (STLDPs) and association health plans federal rules that could impact the individual market. Jane Beyer provided an update on the OIC’s proposed state rule to address STLDPs and protect consumers. Molly Voris shared the Exchange will continue to closely monitor the impacts how these alternative health plans on the individual market.

Molly Voris shared the Exchange will continue to analyze potential options to address market stability and promote affordability and value for consumers.

Open Enrollment Readiness – Michael Marchand, Chief Marketing Officer; Beth Walter, Chief Operations Officer; and Vincent Barrailler, Chief Information Officer

Michael Marchand, Beth Walter and Vincent Barrailler provided an [open enrollment readiness](#) update. Michael Marchand reported on the opportunities and challenges the Exchange is facing during the upcoming open enrollment period. He highlighted the Exchange will have targeted



outreach for specific demographics that are harder to reach. Michael Marchand reported that the Exchange is working closely with community-based organizations to plan outreach activities.

Beth Walter provided an overview of the call center readiness plan, reporting on the call volume projections and performance metrics. She shared the customer service representative ramp-up is being finalized for all three call center locations. Beth Walter also reported on improvements to the auto-renewal process, including modifications to correspondences and dashboards. Beth reported on carrier readiness, sharing the provider directory tool and process has been updated to better serve the needs of consumers.

Vincent Barrailler shared the Exchange is on track to complete all infrastructure stabilization activities by the end of August. He reported the Exchange continues to focus on process improvements to streamline IT operations and provide consumers with a positive shopping experience.

Public Comment

The Chair called for public comment. There were no public comments.

Executive Session – Hiroshi Nakano, Interim-Chair

The Chair announced an Executive Session to review the performance of a public employee and discuss with legal counsel potential litigation to which the Exchange is likely to become a party, or a matter in which the threat of litigation has been made.

The Executive Session began at 11:40 a.m. and conclude 12:20 p.m. No action was taken at the Executive Session.

Adjourn – Hiroshi Nakano

The Chair adjourned the meeting at 12:21 p.m.