



**Washington Health Benefit Exchange
Board Meeting Agenda
Wednesday, September 16, 2020
1:00 – 4:00 p.m.**

In light of the Governor’s announcement of a state of emergency with respect to the presence of COVID-19 in Washington State, and in a desire to limit unnecessary risk to Exchange Board members, staff, and the public, we have changed the upcoming Exchange Board meeting to a virtual meeting only.

TELECONFERENCE

Conference Call: 360-726-3014 Participant Pass Code: 287 976 666#

1:00	Welcome and Introductions (5 min.)	Ron Sims, Chair	Discussion
1:05	Approval of Meeting Minutes (5 min.) • August 20, 2020	Ron Sims	Action
1:10	CEO Report (15 min.)	Pam MacEwan, Chief Executive Officer	Discussion
1:25	Financial Report (10 min.)	Jim Crawford, Chief Financial Officer	Discussion
1:35	Subsidy Study Update (20 min.)	Joan Altman, Director of Government Affairs and Strategic Partnerships	Discussion
1:55	Strategic Plan and Legislative Report (25 min.)	Leah Hole-Marshall, General Counsel – Chief Strategist Joan Altman, Director of Government Affairs and Strategic Partnerships	Action
2:20	Break (10 min.)	All	
2:30	Customer Support 2021 Outreach and Media Strategies (60 min.)	Michael Marchand, Chief Marketing Officer Mary McHale, Associate Director – Outreach	Discussion
3:30	Customer Experience: What's New for 2021 (25 min.)	Vincent Barrailler, Chief Information Officer Carla Reyes, Chief Operating Officer	Discussion
3:55	Public Comment (5 min.)	All	
4:00	Next Meeting and Adjourn • October 22, 2020	Ron Sims	

The Board will consider all matters on the agenda plus any items that may normally come before them.
**Public comment periods are scheduled during Exchange Board Meetings for in-person participants. Individuals or entities not able to attend meetings in person may e-mail comments to comment@wahbexchange.org. Please submit written public comments for the Exchange Board, no later than Close of Business two (2) days before the scheduled meeting.* This notice is pursuant to the requirements of the Open Public Meetings Act, Chapter 42.30 RCW. Direct e-mail to: info@wahbexchange.org
 Materials posted at: <http://www.wahbexchange.org>