



**Idaho Health Insurance Exchange
DBA Your Health Idaho**

**Governance Committee Meeting Minutes
Friday, September 6, 2024**

Committee Members Present

- Ms. Heidi Hart, Committee Chair (via videoconference)
- Mr. Hyatt Erstad (via videoconference)
- Dr. Nicole Odom (via videoconference)
- Ms. Julie Triepke (via videoconference)
- Ms. Shannon Hohl for Director Dean Cameron (via videoconference)

Others Present

- Mr. Pat Kelly, Your Health Idaho
- Mr. Kevin Reddish, Your Health Idaho
- Ms. Kelly Fletcher, Your Health Idaho
- Ms. Julie Sparks, Your Health Idaho
- Mr. Mike Stoddard, Hawley Troxell (via videoconference)

1. Call to Order

Following proper notice in accordance with Idaho Code Section 74-204, the Governance Committee meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Ms. Hart (Chair) at 11:01 a.m., Friday, September 6, 2024, at the offices of Your Health Idaho. In accordance with Idaho Code Section 74-203 (1), the meeting was open to the public and streamed in video conference format via GoToMeeting and the Idaho Public Television web site. Members of the public were encouraged to access the audio stream by dialing into a telephone number and view the materials by accessing a meeting link that were included in the notice of meeting posted on the Exchange Board's website, social media platforms, and at the meeting location.

2. Roll Call

Ms. Sparks called roll and determined Chair Hart, Mr. Erstad, Dr. Odom, Ms. Triepke, and Ms. Hohl for Director Cameron were present, resulting in a quorum. Senator Ruchti was absent.

3. Prior Meeting Minutes

Chair Hart asked if there were any changes to the minutes from the prior meeting and there were none.

Motion: Mr. Erstad moved to approve the meeting minutes from the May 29, 2024, Governance Committee meetings as presented today. **Second:** Dr. Odom. **The motion carried.**

4. Review Agenda

Chair Hart reviewed the agenda, no changes were made.

5. Review Roadmap

Chair Hart reviewed the roadmap, no changes were made.

6. Team Member Engagement Update

Ms. Fletcher presented an overview of the ways Your Health Idaho (YHI) has focused on team member engagement in the last quarter. These include books read as part of the continuing leadership development series, the career web, and the increased participation in the new retirement plan rolled out at the beginning of the year. Scores continue to be high for the employee Net Promoter Score (eNPS) survey, with common positive themes such as team members enjoying YHI's people, culture and benefits. Team member reviews moved from annual to monthly, with two successful months of the new process completed. The favorable job market has made it easier to maintain budgeted staffing levels, along with increased internal efforts to streamline the hiring process.

7. FY25 Goals Update

Mr. Kelly gave an update on the progress being made on goals. Idahoans' Experience is based on Net Promoter Score (NPS). Currently the team is at 100% payout with a score of 69. Anything over 70 would hit the stretch goal, measured at the end of December and paid in January 2025. Low-Cost Promise is based on net operating income improvement versus budget, measured at fiscal year end (June 30), and paid in September 2025. At present, that goal is at the 3% improvement mark. The Enrollment goal is measured at the end of Open Enrollment (OE) and paid in January. The final goal is Risk Management, which is based on individual performance in phishing campaigns and paid in January and June 2025. All but five team members are still eligible for 100% payout on this goal.

8. Committee Charter Review

Mr. Kelly stated committee charters are reviewed each year, both internally and by legal counsel. The Governance Committee is responsible for the Governance and Executive Committee charters. There are no suggested changes to either charter at this time.

Motion: Dr. Odom moved that the Governance Committee recommend to the Board approval of the Governance Committee and Executive Committee charters as presented today. **Second:** Mr. Erstad. **The motion carried.**

9. Board Survey and Annual Committee Self-Evaluation

Ms. Fletcher reviewed the results of the annual board survey, which is administered internally. There was a greater level of participation this year over last year, and responses show an overall high level of agreement with the survey statements. Some of the strengths noted in the survey were the communication between the YHI team and the board, great relationship building, and that the board is diverse and respectful. Opportunities brought up by the survey include reducing the formality of meetings, board members' desire to get to know one another better, and less use of jargon and acronyms by the YHI team.

Ms. Fletcher then reviewed the annual committee self-evaluation and survey results with the committee. The outcome of the survey indicates committee members feel overall that the work the committee is doing is efficient and effective. There was discussion regarding following up with action items at the next committee meeting, providing board member bios more frequently, and the relevance of the current survey questions.

10. Board and Committee Tenure

As suggested by the committee roadmap, tenure of board officers, committee chairs, and committee members is reviewed quarterly. The next term to expire will be the Office of Treasurer in December 2024. This seat is currently held by Mr. Settles. The new Treasurer will also be the Chair of the Finance Committee.

11. Annual Board of Directors Training Content

Chair Hart stated Mr. Stoddard will be presenting the annual board training at the December board meeting. Some areas of focus include Open Meetings laws, conflicts of interest, board and committee roles and responsibilities, and privacy and security. There was discussion among the committee about the board appointment and re-appointment process and board member tenure.

12. Next Meeting

The next committee meeting will be held at the end of November or beginning of December. Ms. Sparks will reach out to committee members regarding availability.

13. Adjourn

There being no further business before the committee, the Chair adjourned the meeting at 11:49 a.m.

Signed and respectfully submitted,

Heidi Hart, Committee Chair

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