



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

**Board Meeting Minutes
Friday, September 18, 2026**

Committee Members Present

- Ms. Heidi Hart, Vice Chair
- Ms. Tara Malek
- Mr. Greg Donaca (via videoconference)
- Dr. Karen Cabell (via videoconference)
- Ms. Nora Carpenter
- Mr. Bobby Cuoio (via videoconference)
- Mr. Hyatt Erstad (via videoconference)
- Dr. Cynthia Fairfax (via videoconference)
- Ms. Sherry Jansen (via videoconference)
- Mr. Gary Louie (via videoconference)
- Mr. Trent Nate (via videoconference)
- Mr. Kevin Settles
- Director Cameron

Others Present

- Mr. Pat Kelly, Your Health Idaho
- Mr. Kevin Reddish, Your Health Idaho
- Ms. Kelly Fletcher, Your Health Idaho
- Mr. Bobby Vernon, Your Health Idaho
- Ms. Cathy Crites, Your Health Idaho
- Ms. Nichol Lapierre, Your Health Idaho
- Ms. Julie Sparks, Your Health Idaho
- Ms. Stephanie Husler, Your Health Idaho
- Mr. Matt Fuhrman, Your Health Idaho
- Ms. Shannon Hohl, Department of Insurance
- Mr. Wes Trexler, Department of Insurance
- Mr. Lealan Miller, Eide Bailly (via videoconference)
- Mr. Mike Stoddard, Hawley Troxell

1. Call to Order

Following proper notice for a meeting in accordance with Idaho Code Section 74-204, the Board of Directors' meeting of the Idaho Health Insurance Exchange (Exchange) was called to order by Ms. Hart (Vice Chair) at 9:00 a.m., Friday, September 18, 2026, 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 Microsoft Teams. Members of the public were encouraged to access the virtual meeting via a link that was 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. Malek called roll and determined Ms. Hart, Mr. Donaca, Dr. Cabell, Ms. Carpenter, Mr. Cuoio, Mr. Erstad, Dr. Fairfax, Ms. Jansen, Mr. Louie, Mr. Nate, Mr. Settles, and Director Cameron were present, resulting in a quorum. Ms. Fulkerson, Senator Bernt, Representative Furniss, Senator Ruchti, and Director Charron were absent.

3. Prior Meeting Minutes

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

Motion: Ms. Malek moved to approve the meeting minutes from the June 12 and June 16, 2026, Board meetings as presented today. **Second:** Ms. Carpenter. **The motion carried.**

4. Review Agenda

Vice Chair Hart reviewed the agenda; no changes were made.

5. Review Roadmap

Vice Chair Hart reviewed the roadmap; no changes were made.

Executive Summary

Mr. Kelly announced that Everest went live on Tuesday, September 1. As with any project of this scale, there have been a few bumps in the road, but the team is working through them.

Regarding the customer profile, demographics are consistent from prior quarters. There continues to be a shift in metal tiers from Silver to Bronze, with Gold having the highest retention.

TOK continues to actively market the second and third floor spaces in the tower and the elevator project is scheduled for late September.

Leadership development continues with quarterly training for team members with direct reports. The employee Net Promoter Score (eNPS) average for July through September is a score of 65 with 77% participation, compared to a score of 63 with 75% participation for Q1 last year. Team Member Appreciation Week took place August 10-14.

Seasonal hiring and training have begun to prepare for Open Enrollment (OE). There will be four seasonal classes, and ongoing interviews with on-the-spot offers have led to higher retention of candidates.

Mr. Kelly said many of the provisions in the 2027 Notice of Benefit and Payment Parameters (NBPP) did not go into effect due to court actions. Items that will impact Your Health Idaho (YHI) include failure to reconcile and attestation acceptance when verified income is under 100% of the Federal Poverty Level or when data is not available. The prior enrollment verification rule is in the review stages with YHI's federal partners.

Changes at the state level include House Bill 345, which had provisions focused in the Medicaid space. The Idaho Department of Insurance (DOI) and Idaho Department of Health and Welfare (DHW) submitted the amended 1332 waiver to include Coverage Choice provisions. If approved, YHI will work with state partners on implementation.

The board discussed the likelihood of the Coverage Choice provisions receiving federal approval and the potential time frame for approval.

Strategic Initiatives

6. Strategic Initiatives

Mr. Kelly reminded the board of the three pillars of YHI's strategic initiatives which include Idahoans' Experience, Enrollment Growth, and Low-Cost Promise.

7. FY27 Variable Pay Goals

Mr. Kelly provided a status update on the team's variable pay goals for Fiscal Year 2027 (FY27). Idahoans' Experience, which is measured by Net Promoter Score (NPS) and paid out twice annually, is doing well with a period to date score of 77. The Enrollment goal is measured at the end of OE and the strong enrollment levels going into redeterminations and renewals are encouraging. Low-Cost Promise is measured by improvement over the approved budget net operating income. While it is too early to tell, strong enrollment performance in Plan Year 2026 (PY26) provides a solid foundation.

8. FY26 Variable Pay Goals

The Low-Cost Promise goal for FY26 exceeded the target by \$1.6 million and was paid out to the team at 100%.

Financial Update

9. FY26 Audit Results

Mr. Miller of Eide Bailly presented the results of the FY26 audit. The results of the financial audit were free from material misstatement in accordance with GAAP (unmodified opinion). The programmatic audit results were in compliance without findings.

Motion: Mr. Donaca moved that the Board, as recommended by the Finance Committee, approve the Audited Financial Statements and Audit Report for the financial years ended June 30, 2026, and June 30, 2025, including additional information contained in the report and as presented today. **Second:** Mr. Settles. **The motion carried.**

Motion: Mr. Donaca moved that the Board, as recommended by the Finance Committee, approve the Programmatic Audit Report for the financial year ended June 30, 2026, including additional information contained in the report and as presented today. **Second:** Ms. Malek. **The motion carried.**

10. FY26 Financial Review

Ms. Crites provided a review of the consolidated FY26 income statement, noting that costs for the Everest project were not included in the statement. The year ended with net operating income budget favorability of \$1,547,000. The primary driver of that was income from assessment fees and to a lesser extent, higher interest income. Total operating expenses were favorable to budget by \$432,000. Primary drivers were labor allocated to capital project costs, the Priv/Sec audit being moved in house, and lower seasonal labor costs. Capital expenditures were favorable by \$54,000. The board discussed what percentage of the personnel favorability was driven by accounting allocation to capital expenses and Ms. Crites noted she would present more detail later in the meeting.

11. FY27 Financial Forecast

Ms. Crites shared the consolidated FY27 forecast compared to budget, noting that this view does include project Everest expenses. Net operating income is forecasted to be favorable to budget by \$1,835,000. Income is projected to be favorable to budget by \$750,000, driven by assessment fees. The View Pointe building has a \$25,000 unfavorable variance driven by lower forecasted rent. Total operating expenses are forecasted to be favorable by \$1,084,000, primarily driven by higher labor allocation to

the capital project. CapEx is forecasted to be \$4,070,000 unfavorable to budget. As mentioned earlier, the labor allocation is contributing about 30% of the variance, external contract labor is contributing about 60% of the variance, and the remaining 10% is mainly timing. The board discussed how discovery of items needed for compliance that were not anticipated have contributed to the project budget being exceeded.

Ms. Crites and the board reviewed the sustainability cash flow projection through 2032 comparing the fiscal year 2027 forecast to the fiscal year 2027 budget trends. Ms. Crites highlighted that the minimum cash balance is consistent with original budget projections, and the board discussed the cost of the unanticipated work.

12. Landlord Financial Policy

Ms. Crites said the Landlord Financial Policy has been updated to reflect current operations and re-tenanting efforts. TOK's accounting role is no longer reflected in the policy, Grant of Authority limits are consistent with the Procurement Policy's Delegation of Authority, and authority has been added for the Executive Director to execute new leases.

Motion: Mr. Donaca moved that the Board, as recommended by the Finance Committee, approve the Landlord Financial Policy update as presented today. **Second:** Ms. Carpenter. **The motion carried.**

Operational Update

13. PY26 Enrollment Update

Mr. Kelly provided an enrollment update, saying YTD FY27 enrollment is 9% above budget. Enrollment stability seems promising through the end of the plan year.

14. Customer Experience

Mr. Vernon reported a YTD NPS of 75, which makes 25 consecutive months with a score greater than 70. April through August showed five consecutive months with a score greater than 75. Fewer new enrollments led to lower inbound customer inquiries May through August.

15. PY27 Preparations

a. Technology Update

Ms. Husler presented the technology roadmap, explaining how it has changed to reflect Everest's monthly release schedule. Through the end of 2026, the Everest roadmap focuses on stabilization and supporting critical business milestones,

which include renewals and related hub verifications, drug search, an enrollment counselor portal, and 2026 1095-A implementation. During the first Open Enrollment on the Everest platform, YHI's focus will be on understanding end-user experience and developing the 2027 roadmap accordingly.

16. Marketing and Outreach

Ms. Lapierre said the new YourHealthIdaho.org website launched August 1 and the team is pleased with the result. Production for the Open Enrollment and Always Present campaign for 2027 is nearing completion. The campaign features business owners who are from Idaho.

The Outreach team is targeting 45 Open Enrollment in-person Pop-up enrollment events, adding locations to rural areas and preparations are underway. Event participation is going strong, with 12 events in August and 15 scheduled for September.

17. Creative Services RFP

Ms. Lapierre stated YHI has worked with the current creative services vendor since 2017. YHI is going through significant changes to enhance the user experience, which means the organization's needs are changing. The YHI team would like to issue a Request for Proposal (RFP) to evaluate options to find the right fit for future needs. If the RFP is approved, there will be an overlap of the current and new vendors. The board discussed how the current vendor has grown and changed and agreed that it makes sense to look for a new vendor.

Motion: Mr. Cuoio moved that the Board, as recommended by the Marketplace Committee, approve the issuance of a Request for Proposal (RFP) to select a creative services vendor and authorize the Proposal Evaluation Team (PET) to select the vendor and authorize the Executive Director and Marketplace committee chair to execute the contract at an amount reasonably consistent with the current budget. The amount for this new contract will be in addition to the approved FY27 budget. **Second:** Ms. Malek. **The motion carried.**

Governance and Administrative

18. Board Survey Results

Ms. Fletcher reviewed the results of the annual board survey, reminding the committee that there were fewer questions this year. Thirteen of 18 board members and delegates participated. Responses show an overall sentiment that the board is well run. Some of the strengths noted in the survey were the diversity of the board members' backgrounds and experiences, integrity, and the avoidance of conflicts of interest. Opportunities noted include seeming lack of preparation for meetings by some board members, inconsistent attendance of some board members, and low participation during meetings by some

board members. The board discussed potential methods to increase engagement in board meetings and Mr. Kelly noted these items would be addressed in further depth at the next round of board 2:2s.

19. Annual Board of Directors Training Content

Ms. 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, media reminders including social media expectations, board and committee roles and responsibilities, virtual meetings, National Association of Corporate Directors governance topics, including duty of care, duty of loyalty, duty of attention, and privacy and security.

20. Plan Certification

Director Cameron began the presentation with a refresher on the certification process for Qualified Health Plans (QHPs) and Qualified Dental Plans (QDPs). Mr. Trexler reviewed the certification standards that QHPs and QDPs must meet to be offered on the exchange.

Regarding plans recommended for certification, the number of individual market plans decreased, moving to 143 from 158 in 2026. Small group plans increased, going from 139 to 145. Total dental plans went from 35 in 2026 to 32 in 2027.

Motion: Mr. Cuoio moved that the Board accept the recommendation of the Department of Insurance and approve and certify the 320 plans as qualified health and dental plans for plan year 2027 as presented today. **Second:** Ms. Carpenter. **The motion carried. Mr. Nate, Ms. Jansen, and Mr. Donaca abstained.**

At this time, the Board took a short break.

21. Executive Session

Motion: Vice Chair Hart moved that the Board, pursuant to Idaho Code Section 74-206(1), convene in Executive Session to consider the evaluation of an employee and to consider records that are exempt from disclosure as provided by law and under Your Health Idaho's public records policy and Idaho's public records act pursuant to Idaho Code Section 74-206 (1)(b)(d).

Executive Session Roll Call: Ms. Malek took a roll call vote and determined Ms. Hart, Mr. Donaca, Dr. Cabell, Ms. Carpenter, Mr. Cuoio, Mr. Erstad, Dr. Fairfax, Ms. Jansen, Mr. Louie, Mr. Nate, and Mr. Settles were present and agreeable, resulting in a quorum.

The committee entered into executive session at 11:27 a.m. and reconvened at 11:58 a.m. No final actions nor decisions were made while in executive session.

22. Next Meeting

The next Board meeting will be held December 11, 2026.

23. Adjourn

There being no further business before the committee, the Vice Chair adjourned the meeting at 11:59 a.m.

Signed and respectfully submitted,

Heidi Hart, Board Vice Chair

Date