



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

**Governance Committee Meeting Minutes  
Wednesday, May 29, 2024**

**Committee Members Present**

- Ms. Heidi Hart, Committee Chair (via videoconference)
- Mr. Hyatt Erstad, Vice Chair (via videoconference)
- Dr. Nicole Odom (via videoconference)
- Senator James Ruchti (via videoconference)
- Ms. Julie Triepke (via videoconference)
- Mr. Wes Trexler for Director Dean Cameron (via videoconference)

**Others Present**

- Mr. Pat Kelly, Your Health Idaho
- Mr. Kevin Reddish, Your Health Idaho
- Mr. Bobby Vernon, Your Health Idaho
- Ms. Kelly Fletcher, Your Health Idaho (via videoconference)
- Ms. Nichol Lapierre, Your Health Idaho (via videoconference)
- Ms. Julie Sparks, Your Health Idaho
- Mr. Matt Fuhrman, Your Health Idaho
- Mr. Mike Stoddard, Hawley Troxell
- Mr. Adnan Khan, Accenture (via videoconference)
- Mr. Shawn Miller, New Day HR (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 9:00 a.m., Wednesday, May 29, 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, Senator Ruchti, Ms. Triefke, and Mr. Trexler for Director Cameron were present, resulting in a quorum.

## 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 February 21, 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 update on how Your Health Idaho (YHI) encourages engagement with team members. This includes stay interviews, the career web, and the annual Gallup survey. The engagement mean from the Gallup survey was 4.42, which is slightly up from previous years. Chair Hart remarked that the scores from the Gallup survey were some of the best that she has ever seen.

## 7. FY24 Goals Update

Mr. Kelly gave an update on the status of the variable pay goals for Fiscal Year 2024 (FY24) which will end on June 30. A period-to-date Net Promoter Score (NPS) of 68 puts us at 110% payout for the Idahoans' Experience goal. The Low-Cost Promise goal is measured based on performance to budget for net operating income. To date, that amount is \$440,000, which is well above the 100% payout. The Risk Management goal is an individual goal based on monthly phishing campaigns. Currently, two team members are at 0% payout, eight team members are at 80% payout, and 59 team members are at 100% payout. Employee Net Promoter Score (eNPS) is the primary metric for the Corporate Leadership and Culture goal. While the period-to-date eNPS of 52 is not in the payout

range for this goal, it is important to recognize that a 52 is considered excellent or world-class.

## 8. FY25 Variable Pay Goals

Mr. Kelly presented three new proposed goal categories for FY25, referencing discussion at the March board meeting that indicated a desire to simplify the goals and ensure they ladder to the strategic pillars. The first proposed goal category is Idahoans' Experience, which would be measured by NPS. The second goal, Enrollment, would be measured by plan selections at the end of Open Enrollment 2025 (OE25). The third and final proposed goal is Low-Cost Promise. This goal would be measured by net operating income, or assessment fee revenue less controllable operating expenses.

There was discussion among the committee about the general approval of the proposed goals and whether the YHI team feels comfortable with these goals, which they do. Without an event such as Medicaid unwinding driving people to look for healthcare coverage, YHI will rely on outreach and advertising to increase brand awareness and bring more people to the exchange. There will be updates on strategic initiatives and suggested tactics at the June board meeting.

On the individual accountability side of the FY25 variable pay goals, Risk Management remains unchanged. The Quality Assurance goal will move from semi-annual to quarterly, and a "Workiversary" award will be implemented, with team members receiving \$100 for each year of service on each anniversary of joining the YHI team.

**Motion:** Mr. Erstad moved that the Governance Committee recommend to the Board approval of the FY25 Variable Pay Goals as presented today. **Second:** Dr. Odom. **The motion carried.**

## 9. Annual Team Member Review Process

Mr. Kelly and the committee discussed proposed changes to the annual team member review process and the different ways the team and organization could be impacted by these changes. The new process would leverage existing monthly 1:1 reviews to take the place of annual performance reviews. This would provide timely and meaningful performance feedback from peers and supervisors more frequently. Proposed changes to compensation adjustments are an annual cost of living adjustment indexed to Treasure Valley and merit adjustments annually on July 1, with these adjustments being dependent upon YHI's financial performance. Mr. Kelly outlined the changes to the Compensation Policy that would be required by the adoption of this new review process.

**Motion:** Mr. Erstad moved that the Governance Committee recommend to the Board changes to the team member review process as presented today. **Second:** Dr. Odom. **The motion carried.**

**Motion:** Mr. Erstad moved that the Governance Committee recommend to the Board changes to the Compensation Policy as presented today. **Second:** Ms. Triepke. **The motion carried.**

## 10. Annual Conflict Disclosure

Chair Hart reviewed the process of the annual renewal of the board conflict disclosure form. The final deadline for the board to turn in these forms is June 28, 2024.

## 11. 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.

## 12. Privacy and Security Policies Updates

Mr. Fuhrman gave an overview of the changes that were made to the Privacy and Security Policies. IRS publication 1075 was added to the Applicable Laws and/or Regulations section of all policies. All other changes were minor grammatical or formatting changes.

**Motion:** Mr. Erstad moved that the Governance Committee recommend to the Board approval of the revisions to the Privacy and Security policies as presented today. **Second:** Ms. Triepke. **The motion carried.**

## 13. Executive Session

**Motion:** Mr. Erstad moved that the Committee, pursuant to Idaho Code Section 74-206(1), convene in Executive Session to consider the evaluation of an employee and to consider documents that are exempt from disclosure as provided by law and under YHI's public records policy and Idaho's public records act pursuant to Idaho Code Sections §74-206 (1)(b) and (d).

**Executive Session Roll Call:** Ms. Sparks took a roll call vote and determined Chair Hart, Mr. Erstad, Dr. Odom, Senator Ruchti, and Ms. Triepke were present and agreeable, resulting in a quorum.

The committee entered into executive session at 9:57 a.m. and reconvened at 11:05 a.m. No final actions nor decisions were made while in executive session.

**Motion:** Dr. Odom moved that the Governance Committee recommend to the Board approval of the FY25 Executive Director Annual Variable Pay Weighting as determined today and subject to approval at the June 21, 2024, Board of Directors meeting. That weighting is Enrollment at 33 percent, Low-Cost Promise at 33 percent, and Risk Management at 33 percent. **Second:** Mr. Erstad. **The motion carried.**

**Motion:** Dr. Odom moved that the Governance Committee recommend to the Board approval of the FY25 Executive Director Long Term Incentive Variable Pay Weighting as determined today and subject to approval at the June 21, 2024, Board of Directors meeting. That weighting is Enrollment at 33 percent, Low-Cost Promise at 33 percent, and Risk Management at 33 percent. **Second:** Mr. Erstad. **The motion carried.**

#### 14. Next Meeting

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

#### 15. Adjourn

There being no further business before the committee, the Chair adjourned the meeting at 11:07 a.m.

Signed and respectfully submitted,

DocuSigned by:

*Heidi Hart*

9/10/2024

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Heidi Hart, Committee Chair