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SILVER STATE HEALTH INSURANCE EXCHANGE
BOARD MEETING
TUESDAY, SEPTEMBER 20, 2016, 1:30 P.M.

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MR. JOHNSON: Jonathan Johnson on the phone.

MS. KORBULIC: Oh, Jonathan, thank you.

MR. JOHNSON: Okay.

DR. JAMESON: So, do we want to go ahead, then,
and call it to order, and we can do a roll call and see
if we have enough people, and then proceed?

MS. KORBULIC: That sounds good.

DR. JAMESON: And is Bruce on this call? Is
this his final call? Is he on it?

MS. KORBULIC: No, he's -- no; he's not on the
call.

DR. JAMESON: I thought not. So will you take
roll call, then?

MS. KORBULIC: I'd be happy to.

Dr. Florence Jameson?

DR. JAMESON: Here.

MS. KORBULIC: Valerie Clark?

MS. CLARK: Present.

MS. KORBULIC: Lavonne Lewis?

1 MS. LEWIS: Present.

2 MS. KORBULIC: Angie Wilson?

3 Jonathan Johnson?

4 MR. JOHNSON: Present.

5 MS. KORBULIC: Jose Melendrez?

6 Dr. Cook?

7 DR. COOK: Present.

8 MS. KORBULIC: Betsy Aiello?

9 MS. AIELLO: Present.

10 MS. KORBULIC: Commissioner Richardson?

11 COMMISSIONER RICHARDSON: Here.

12 MS. KORBULIC: And Debi Reynolds is here.

13 MS. REYNOLDS: Here.

14 MS. KORBULIC: In the Carson office.

15 All right. Do you want to -- oh, we want it on

16 record? Sorry.

17 MR. BELCOURT: It should have been.

18 MS. KORBULIC: Yeah. Can you speak into the

19 mic and tell us you're here?

20 MS. REYNOLDS: This is Debi Reynolds. I'm

21 here.

22 MS. KORBULIC: Thank you.

23 Okay. Madam Chair, we have a quorum.

24 DR. JAMESON: Excellent. Thank you so much,

25 everyone, for attending this teleconference.

1 And I would like to go ahead, then. And we
2 called it up to order already, and the welcome to all
3 and roll call.

4 And there -- the only real -- there were no
5 real announcements other than to say, as you all know,
6 our fabulous Executive Director, Bruce Gilbert, has
7 resigned. And I just would say that he was incredible.
8 And I just can't imagine anyone who had put a -- made it
9 a nicer transition, after Xerox left, and going into the
10 federal hub. In every way, Bruce, whether he was
11 working with the Board, whether he was working with CMS,
12 whether he was working with our Governor and his staff,
13 was just absolutely excellent.

14 And I will truly miss him. And I am very happy
15 for him that he is going to be returning back East,
16 Cincinnati, that he has another new opportunity with new
17 challenges, and that he and his wife will be near his
18 family, which is, of course, was a number one motive for
19 them moving on. And I'm just so ever grateful for him,
20 so grateful for him for those couple of years he spent
21 with us and got us right on track. And we're going to
22 make him proud and keep tracking, because today's
23 business, which is we're going to get into momentarily,
24 is going to set us straight for track.

25 First, I'd like to ask if -- do we have any

1 public comments?

2 Hello?

3 MS. KORBULIC: I don't see any --

4 MR. MELENDREZ: Hello, this is Jose. I'm on
5 the phone.

6 MS. KORBULIC: Oh.

7 DR. JAMESON: Jose, welcome. We just took roll
8 call, so we'll add you.

9 And is there any public comment on this call?

10 It sounds as though there is no public comment.
11 So, moving on, I would like to have approval of minutes
12 of July 14 of 2016, Board meeting minutes. Do I hear a
13 motion?

14 MS. CLARK: Valerie Clark. I make a motion to
15 approve the minutes.

16 DR. JAMESON: And a second?

17 MR. MELENDREZ: Jose Melendrez. Second.

18 DR. JAMESON: Thank you, Valerie and Jose.

19 So, is -- everyone in favor of passing the
20 minutes, say "aye."

21 (Board members said "aye.")

22 Any opposition?

23 And hearing none, the minutes of July 14, 2016
24 Board meeting are approved by our Board.

25 MS. KORBULIC: Dr. Jameson?

1 DR. JAMESON: Our business --

2 MS. KORBULIC: Dr. Jameson?

3 DR. JAMESON: Consideration and -- yes?

4 MS. KORBULIC: Excuse me. This is Heather. I
5 just wanted to mention that Bruce had submitted some
6 public comment in a letter.

7 DR. JAMESON: Oh.

8 MS. KORBULIC: Yeah.

9 DR. JAMESON: Yes. Shall we, shall I go ahead
10 and share that letter with everyone, because maybe they
11 didn't see it?

12 MS. KORBULIC: That's up to you.

13 DR. JAMESON: Yeah. Well, I'll just take a
14 moment. It's only a couple paragraphs. And I actually
15 think, along the lines of what I just shared with you,
16 it reinforces it and sets us on our course for the
17 business at hand very beautifully. Thank you very much,
18 Heather.

19 It says: "I write this as my last act as your
20 Executive Director, and I offer it as public comment for
21 your telephonic meeting on September 20th.

22 "I cannot adequately express my appreciation
23 and gratitude for the opportunity you have provided me
24 over the past two years. Working together, we have done
25 great things, moving past the problems experienced in

1 2014 and creating a strong and successful state-based
2 marketplace and realizing our mission of significantly
3 reducing Nevada's uninsured population."

4 And, going forward, "I feel strongly that the
5 Board and Nevadans are best served by ensuring
6 continuity of existing operations and building upon our
7 successes. Accordingly, I have recommended to
8 Dr. Jameson that the Board appoint Heather Korbolic as
9 its new Executive Director. Heather is not only
10 dedicated, thoughtful, and incredibly hardworking but
11 has an understanding of the Exchange and its operations
12 that no other possible appointee could offer. I do not
13 believe that you could find a better individual to serve
14 as Executive Director going forward and recommend her to
15 you as my successor without reservation.

16 "Again, thank you for the opportunity to be
17 part of something great and help thousands of Nevadans
18 secure coverage and care. I will always cherish my time
19 as your Executive Director, and wish each of you and the
20 Exchange continued success.

21 "With kindest personal regards, Bruce Gilbert."

22 And thank you for reminding me of that letter
23 for public comment.

24 Having said that, I think that the public
25 comment is concluded.

1 So, now I would like to bring up an item on our
2 agenda, item number IV, consideration and possible
3 appointment pursuant to NRS 695I.380, of Heather
4 Korbulic, the current Chief Operations Officer, as
5 Executive Director of the Silver State Health Insurance
6 Exchange.

7 So what I would like to do at this point, as we
8 are going to consider this, is all of you, I believe,
9 have received and should have reviewed Heather's CV.
10 And I would like to ask, at this point, if it is
11 appropriate, if there is any questions, discussion, or
12 should I make the motion, and then we will discuss it?
13 Should I call for the motion and then discuss, or shall
14 we have any discussion now?

15 MS. LEWIS: You should call for the motion, and
16 then we will discuss it. And somebody should make the
17 motion. But I will just -- this is Lavonne.

18 MS. CLARK: And, Valerie Clark. I would second
19 that.

20 DR. JAMESON: Lavonne, thank you for the motion
21 and, Valerie, for the second.

22 So, now that we have a second, I would love to
23 call for discussion on the appointment. Do I hear any
24 discussion?

25 MR. MELENDREZ: This is, this is Jose. So, I'm

1 definitely in support of Heather moving into the
2 leadership role. I had a great conversation with her,
3 and I liked some of the vision that she shared and
4 opportunities for growth. But I also wanted to -- as I
5 had shared some, you know, with my role of representing
6 in southern Nevada. And when we look at the growth of
7 the -- the continued growth of the population, we've
8 done a great job in the south, and we also have done a
9 great job of reaching into a lot of these diverse
10 populations.

11 But, unfortunately, there's still a lot of work
12 to do in those areas. We'll be reaching out, making
13 sure more Latinos are being insured. We will populate
14 those who need the assistance and need the information
15 in order to make that, you know, how to get involved
16 with the Exchange.

17 And so I've brought some of those folks forward
18 and shared them as areas that I would like to see, as
19 the staff and as a commission, that we really look at
20 and how we're -- the resources that we do have, where
21 we're putting them, how they're being utilized, to make
22 sure that we have the best impact possible.

23 And so those are some of the things that I've
24 shared, that I share with the commission as a whole and
25 with the staff and with, again, supporting Heather to

1 step into this new role.

2 DR. JAMESON: Thank you, Jose, for sharing
3 that. And I certainly agree with your comments.

4 And was there any other comments?

5 MS. CLARK: Madam Chair, this is Valerie Clark.
6 I just have some brief comments.

7 So I am fully in support of Heather moving into
8 the leadership role. I believe that she's very well
9 equipped and has a good understanding of, you know, the
10 background of the Exchange and some of the challenges
11 going forward.

12 We, as insurance brokers, the group I
13 represent, have come under some -- we've been given some
14 pretty tough information over the past two weeks that
15 we're trying to digest and work our way through. And I
16 have great faith that Heather, along with the Division
17 of Insurance, will help us get to where we need to be.
18 We're going to need very, very strong leadership there.
19 And I have full faith that Heather can fulfill that for
20 the Exchange.

21 DR. JAMESON: Thank you, Valerie, for sharing
22 that. And I agree with you as well.

23 MS. LEWIS: This is Lavonne Lewis, and I did
24 not get a chance to meet Heather at -- when she wanted
25 to meet with me, I think I was going out of town. But I

1 support fully her moving into this particular position.
2 And I think that she will do an excellent job.

3 DR. JAMESON: Lavonne, thank you for your
4 support of Heather.

5 Was there any other comments today?

6 Not hearing any other comments, then, I'll go
7 ahead and close the discussion and call for a vote.
8 Everybody in favor, please say "yes" or "aye," or "nay."

9 (Board members said "aye.")

10 DR. JAMESON: And any opposition?

11 It is unopposed and -- or I should say
12 unanimous. I always like that.

13 Congratulations, Heather. We are so thrilled
14 to have you as our new Executive Director. And I would
15 agree with Bruce, that you, you know, just have been
16 incredibly dedicated, also incredibly hardworking. And
17 I don't know of anyone else who could understand the
18 Exchange and its operations better than you, as Chief
19 Operating Officer. And I think you are perfect for the
20 job. And I think you are perfect for this job. And I
21 heartedly say congratulations, and thank you for taking
22 it.

23 MS. KORBULIC: Thank you all. This is an honor
24 and a privilege, and I'm looking forward to working and
25 collaborating with you and our other stakeholders moving

1 forward. I'm looking forward to building on our
2 continued success.

3 DR. JAMESON: Thank you so much, Heather.

4 Were there any other comments before we go on
5 to public comment?

6 Is there any public comment?

7 MR. BELCOURT: What about future meetings?

8 MS. KORBULIC: You have to -- Dr. Jameson; can
9 we go to item number V about discussion of possible
10 agenda items for future meetings?

11 DR. JAMESON: Oh, okay. Yes. Yes. I'm so
12 sorry I missed that one.

13 Item V, discussion and possible action
14 regarding dates, times, and agenda items for the future
15 meeting. We always love that one.

16 Valerie, Lavonne, Jose, or anyone else that may
17 be there, do you have any possible actions regarding
18 dates, times, or agenda items for a future meeting?

19 MS. CLARK: Madam Chair, Valerie Clark. I do.

20 DR. JAMESON: Please proceed.

21 MS. CLARK: I'm hoping that we can discuss the
22 recent notification to the broker community by all three
23 Exchange carriers of their amended commission schedules,
24 which are going to wreak havoc in our industry.

25 DR. JAMESON: Yes, I would certainly like to

1 see that on our next agenda.

2 MS. CLARK: And any assistance I can provide in
3 accumulating materials for that meeting, I'm happy to
4 provide any assistance.

5 MR. MELENDREZ: Yes, this is Jose. I was going
6 to ask if we could get some, if we could get some
7 background or information on that, that we can be better
8 prepared for this when we have that conversation.

9 MS. CLARK: Yes. I'll get with Heather and
10 work on something that we can present that will lay it
11 out very easily and succinctly.

12 MR. MELENDREZ: Okay. Thank you.

13 MS. LEWIS: Yes, because I'm not sure. I've
14 been out of the loop for a little while, and I don't
15 know the issue.

16 MS. CLARK: No problem. I'll work with Heather
17 to get it together.

18 MS. LEWIS: Okay.

19 DR. JAMESON: And, also, I think that we will
20 also, by then, having spoken with Bruce -- he did meet,
21 since our last Board meeting, with the CMS. And they
22 shared some information with him which would be good to
23 share with our Board.

24 So, Heather, if you could put on the agenda to
25 share the information, the update on the recent meeting

1 at CMS and the ramifications of that --

2 MS. KORBULIC: Yes.

3 DR. JAMESON: -- for our Silver State Exchange.

4 MS. KORBULIC: Yes, I will.

5 DR. JAMESON: Regarding particularly the
6 platform and how long we'll be with it et cetera.

7 MS. KORBULIC: Yes. We'll have a discussion
8 about the notice of benefit.

9 DR. JAMESON: So that's two excellent items.
10 That's two excellent items to have on the agenda next
11 time. Was there anything else?

12 Well, hearing nothing else, then, I could go
13 ahead and call for public comment, then.

14 MS. LEWIS: Yes.

15 DR. JAMESON: Okay. And do I hear any public
16 comment?

17 Well, hearing none, I will entertain a motion
18 for adjournment.

19 MS. LEWIS: So moved.

20 MR. MELENDREZ: Second.

21 DR. JAMESON: And I want to thank everybody,
22 thank you all, from the middle of your day, for joining
23 us on this so important phone call.

24 Congratulations, again, Heather.

25 MS. KORBULIC: Thank you.

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MS. LEWIS: Congratulations, Heather.

MR. MELENDREZ: Congratulations, Heather.

MS. KORBULIC: Thank you.

MS. CLARK: Thank you.

MS. KORBULIC: Bye.

MR. JOHNSON: Goodbye. Take care.

MS. CLARK: Bye.

MR. COOK: Thanks.

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