



Silver State Health Insurance Exchange

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Silver State Health Insurance Exchange (SSHIX) Board Meeting Approved Minutes Thursday, October 14, 2021

Meeting Location:

Zoom, Teleconference, or 2310 South Carson St., Suite 3A, Carson City, Nevada 89701

Members Present

Zoom:

Florence Jameson, MD
E. Lavonne Lewis
Dr. Sarah Friedman
Jonathan Johnson
Jose Melendrez
Suzanne Bierman (for Richard Whitley, Non-Voting Ex Officio)
Commissioner Barbara D. Richardson, Non-Voting Ex Officio
Aaron Frantz (for Susan Brown, Non-Voting Ex Officio)

Members Absent

Valerie Clark
Quincy Branch

Staff Members Assisting

Heather Korbolic, SSHIX
Janel Davis, SSHIX
Katie Charleson, SSHIX
Tiffany Davis, SSHIX
Gina Castaneda, SSHIX
Jonathan Lopez, SSHIX
Michelle Briggs, DAG
Connie Anderson, The Abbi Agency

I. Call to Order, Welcome, Roll Call, Announcements

Chair Dr. Jameson called the 12:30 p.m. meeting to order and welcomed everyone. Roll call was taken by Executive Director Heather Korbolic; a quorum was noted. There were no announcements.

II. Public Comment

There was no public comment at this time.

III. Approval of the minutes of the June 24, 2021 Board Meeting. For Possible Action.

There were no edits or corrections. The following action was taken:

MOTION **To approve the minutes of the June 24, 2021 Board meeting.**

BY: **Jonathan Johnson**

SECOND: **Jose Melendrez**

PASS: **Unanimously**

IV. Executive Director's Report

Ms. Korbolic first introduced and welcomed two new Health Link team members, Gina Castaneda, Policy Compliance Manager, and Jonathan Lopez, the new CFO who replaced Jennifer Krupp who went to the exchange in Virginia. She then gave her report, adding that during the SEP OEP period from February through August 15, 2021, we saw growth in our enrollment on the Exchange by about 7.6 percent. Also, she apologized for inadvertently leaving out the Division of Insurance in her report as it is an important partner. She recognized the team who have been working diligently the last six months on the successful agency portals, which are a dream come true for the brokers. She is excited to have our new Program Officer, Kayla, who onboarded in September. There were Board questions and comments commending Heather and her team. There were also Board comments regarding how we are helping other states, Kentucky, New Mexico and Maine; how it is exciting to have 126 new plans, new carriers, rural expansion; how subsidies increase with rates and we expect to see little or no increase in premiums; the amazing training; the streamlined process in place to resolve unclaimed tickets; and the lengthening of open enrollment. There was input by Commissioner Richardson regarding rates and input by Ms. Bierman regarding huge increases in Medicaid enrollment over the public health emergency.

V. Marketing and Outreach Update

Ms. Janel Davis began the report, and then Connie Anderson of The Abbi Agency reviewed some of the American Rescue Plan campaign that we did that ended this last August. Janel then talked about campaign creative concepts that we've done from our research, and she showed pictures and stills taken the last couple of days that we're going to be using in the campaign. There were Board comments, questions, and kudos.

VI. Discussion and possible action regarding dates, times, and agenda items for future meetings.

Ms. Korbolic noted the request to have an update on the figures on our outreach around the public health emergency and provide that data at the next meeting, which is scheduled for February 24th, 2022, at 12:30 p.m. Another item that will need to be on that agenda is approval of our Semi-Annual Fiscal and Operational Report. And then we will need to set our carrier premium fees for plan year 23 at that meeting. No action was taken.

VII. Public Comment

Public comment was provided by Tom Clark, Nevada Association of Health Plans.

VIII. Adjournment

Dr. Jameson thanked everyone and adjourned the meeting.