



# Silver State Health Insurance Exchange

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## Silver State Health Insurance Exchange (SSHIX) Board Meeting Approved Minutes Thursday, February 3, 2022

### **Meeting Location:**

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

### **Members Present**

#### **Zoom:**

Florence Jameson, MD  
Valerie Clark  
E. Lavonne Lewis  
Dr. Sarah Friedman  
Jonathan Johnson  
Quincy Branch  
Suzanne Bierman (for Richard Whitley, Non-Voting Ex Officio)  
Kelli Anderson (for Susan Brown, Non-Voting Ex Officio)

### **Members Absent**

Jose Melendrez  
Commissioner  
Barbara D.  
Richardson, Non-Voting Ex Officio

### **Staff Members Assisting**

Janel Davis, SSHIX  
Katie Charleson, SSHIX  
Tiffany Davis, SSHIX  
Gina Castaneda, SSHIX  
Michelle Briggs, DAG  
Michelle Garton, DHRM  
Rhonda Vivor, AHRS

## **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 Assistant Tiffany Davis; a quorum was noted.

## **II. Public Comment**

Barry Gold, Director of Government Relations for AARP Nevada commended former CEO and Executive Director, Heather Korbolic, for her performance in her previous role at the Silver State Health Insurance Exchange. Mr. Gold commented that Nevada Health Link has made tremendous gains from the beginning, indicating that AARP had been involved back when the original legislation was being considered. Mr. Gold further commented on the positive role this has taken in helping Nevada's uninsured to become insured. Mr. Gold informed the Board of his hope that SB 420 will ultimately be linked with the Nevada Health Link, and again commended Heather Korbolic, thanked her for her service to the people of

Nevada, and wished her the best moving forward, indicating his belief that she will go on to do great things.

Dr. Florence Jameson thanked Mr. Gold for his comments, his valuable input, and for his commitment and continued support.

### **III. Executive Director Recruitment Update**

Tiffany Davis informed the Board that candidates had several options to apply for this position: by contacting Ms. Davis directly; to apply through the State's new system, Success Factors. Ms. Davis indicated that the new system had shown zero candidates until this morning, at which time she was alerted of two additional candidates. Ms. Davis requested direction from DAG Michelle Briggs regarding adding these two candidates into the pool already mentioned for this meeting.

Dr. Florence Jameson asked if the applications had come in prior to January 14, 2022.

Tiffany Davis confirmed that they had.

Dr. Florence Jameson concurred with Ms. Davis' request for the DAG to provide guidance regarding this situation, after which the Board could decide whether or not they would like to continue and sort through the candidates in today's meeting.

Chief Deputy Attorney General Michelle Briggs informed the Board that there are a few options available to them: 1, the Board could declare a meeting break, review the candidates for 10 to 15 minutes, and reconvene to review all candidates; 2, postpone the meeting to consider all of the candidates; or 3, consider the ones to whose information the Board has already been provided access and then call another meeting to interview the other two at a later time.

Dr. Florence Jameson opened the floor for Board discussion.

**MOTION: To take a 10 to 15 minute meeting break to review the candidates and then reconvene**

**BY: Ms. Clark**

**SECOND: Mr. Branch**

**PASS: Unanimously**

Tiffany Davis informed the Board members that SSHIX is diligently working on posting the new applicants, and that in the meantime, she has sent Board members an email with those applicants.

Dr. Florence Jameson indicated that the other two applicants have been posted to the website, as well.

Upon resuming the meeting, Tiffany Davis took a second roll call to ensure the continuum of quorum. Quorum was established and the meeting continued.

Dr. Florence Jameson reiterated for the Board the reason for the meeting break and introduced the names of the new candidates. Dr. Jameson next thanked Ms. Davis and the others for providing the guidelines in doing this in the most appropriate and fair manner possible, as well as for providing the Board with the job title, description, and essential skills and experience needed.

Tiffany Davis provided the Board with a timeline that led to the point of today's meeting. Ms. Davis explained that former Executive Director, Heather Korbolic, resigned effective December 3, 2021. The position recruitment was posted around November 29, 2021 with an end-posting date of January 14, 2022 at the following locations: Careers.Nv.gov; Nevada Health Links LinkedIn site; the Career page on Nevada Health Links website; The National Academy for State Health Policy (NASHP) career page; and social media platforms. Ms. Davis further indicated that the recruitment efforts attracted the seven candidates who have applied to the position, all of whom have been reviewed by the Executive Assistant, Communications Officer, and the Policy & Compliance Manager at the Exchange under the guidance of the Department of Administration's Division of Human Resource Management. Ms. Davis explained that the Exchange also requested assistance from the Division of Human Resource Management with regards to the applicants' reference checks, which had been done on the five previous candidates but had not yet been performed for the two new candidates submitted today. Ms. Davis informed the Board that for any questions she herself was unable to answer, DAG Michelle Briggs, Deputy Administrator with the Division of Human Resources Management Michelle Garton, and Agency Human Resources Personnel Officer Rhonda Vivor were available for today's meeting. Ms. Davis indicated that it is recommendation of Exchange staff that the Board take these applications into consideration for the purpose of narrowing down for interview invites for the February 24, 2022 Board meeting or another date of the Board's choosing. Ms. Davis indicated that for the purpose of keeping the public interview process consistent, the Exchange staff recommends that the Board consider such things as how many questions will be asked, who will ask the questions, how the questions will be gathered, and how long the interview process should take. Ms. Davis reminded the Board that because the February 24 meeting will cover a lot of reports, the meeting could be quite lengthy, and indicated the importance of taking this into consideration when determining whether interviews should be included in that meeting. Ms. Davis further indicated that additional information will be provided to the Board from the Division of Human Resources regarding the recommended process for public interviews. Ms. Davis then opened the floor for questions.

Dr. Florence Jameson informed the Board that it is not limited in the number of applicants it wishes to choose for interview. Dr. Jameson further indicated that the Board does not need to decide on the number they wish to interview until the applicants have been reviewed. Dr. Jameson next suggested that following review of the applicants, the Board should discuss the format regarding the interview process of the selected applicants.

**IV. Consideration of applications for the Executive Director position per Nevada Revised Statutes (NRS) 695I.380 and determination of extending interview offers to selected applicants.**

Dr. Florence Jameson began the review process by suggesting that the Board not review the entire application as a group given that all members have reviewed the applications individually, but rather compare the applications to the job descriptions and determine by majority rule whether or not the application should go forward to the next step. Dr. Jameson suggested that questions and discussion take place following this process. As such, Dr. Jameson requested using a roll call vote to approve or deny applicants.

- The Board voted not to move forward Applicant Brannon Grady
- The Board voted to move forward applicant Ryan High
- The Board voted to move forward applicant Troy Johns
- The Board voted not to move forward applicant Amanda Lawson
- The Board voted not to move forward applicant Karen Marino
- The Board voted not to move forward applicant French Dafinoe
- The Board voted not to move forward applicant Ken Jakubowski

Tiffany Davis indicated that she would provide a formal invitation to applicants Ryan High and Troy Johns for interviews.

Dr. Florence Jameson indicated that the Board should next focus on the process and length for the interviews of these candidates. Dr. Jameson requested that DAG Michelle Briggs provide guidance on how the Board would work in conjunction with the DAG in creation of the questions.

DAG Michelle Briggs indicated the advisability of having consistent questions for both candidates. Ms. Briggs explained that questions can be specific to strengths and to background, but should be consistent. Ms. Briggs further indicated that Board members could submit questions for her review, HR's review, and/or Exchange staff review.

Tiffany Davis informed the Board that she has a collection of 12 past questions and three final questions from the 2014 interview that the Board could use as an example.

Dr. Florence Jameson explained that the Board would like to disclose the questions prior to the meeting, but did wish to receive guidance from both Ms. Briggs and Ms. Davis regarding the questions. Dr. Jameson further indicated that Board members submit potential questions to Ms. Davis and further questioned the best methodology by which to taper down the submitted questions.

Tiffany Davis indicated that according to the Recommended Process for Public Interviews from Durham, interview questions are approved at the direction of the Chair.

Dr. Florence Jameson indicated her desire to begin with the questions from 2014 as a starting point. In addition, Dr. Jameson again encouraged the Board to submit potential questions to

Tiffany Davis, who will compile the questions for Dr. Jameson's review just prior to the interview process.

Quincy Branch asked if the questions would be disclosed to the candidates prior to the interview process.

Tiffany Davis confirmed that they would not.

Valerie Clark asked if the Board would be privy to the questions prior to the interview process.

Dr. Florence Jameson indicated that per guidance for processes' fairness, the questions would be released to the Board just prior to the meeting.

Dr. Sarah Friedman asked if questions would be assigned to Board members.

Dr. Florence Jameson indicated that this was the next piece up for discussion. Dr. Jameson suggested that the questions be divided equally among the attending Board members.

DAG Michelle Briggs indicated her support of this and reiterated the importance of the same members asking consistent questions of both candidates. Ms. Briggs further described the 12 questions very loosely; background, resumes, roles, as well as very generic questions not specific to the qualifications for the job were included at the end.

Dr. Florence Jameson asked the Board if this interview process was amenable to it.

Tiffany Davis indicated that if the Board has additional questions per a candidate's remark or resume, for example, the Board member could have the ability to ask additional questions.

Dr. Florence Jameson next addressed the length of interviews and asked the Board for its suggestions on an adequate length of time for the interview process.

Lavonne Lewis indicated her belief that a minimum of 45 minutes to an hour should be allotted to interviews.

Valerie Clark concurred with Ms. Lewis.

Dr. Florence Jameson indicated the intent to plan for an hour and a half for interviews, which would likely push the meeting to approximately 3.5 hours and asked Ms. Davis if the interviews would occur before or after the regular session.

Tiffany Davis indicated that the interview schedule within the meeting was at the Board's discretion.

Dr. Florence Jameson opened the floor to suggestions from the Board.

Jonathan Johnson indicated no preference other than to address all in the same meeting.

Dr. Florence Jameson indicated her preference for handling interviews first so as not to keep interviewees waiting for an undetermined amount of time while the Board handled its other business.

There were no further comments from the Board, from the staff, or from the legal team.

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

Ms. Tiffany Davis informed the Board that the next meeting was scheduled for February 24, 2022 at 12:30 p.m.

**VI. Public Comment**

Barry Gold, AARP Director of Government Relations, indicated that in considering and choosing a candidate for Executive Director, AARP strongly encourages that the Board select someone who is a consumer advocate as this is a position that must represent the people who need and want to buy insurance. In addition, the position also requires a deep understanding of the insurance industry and the industry perspective.

Dr. Florence Jameson thanked Mr. Gold for his commentary and assured Mr. Gold that the Board is aware of its purpose to serve the people of the State of Nevada.

There was no additional public comment.

**VII. Adjournment**

Dr. Jameson thanked everyone for their participation and adjourned the meeting.