

February 22, 2022

My name is Mindy Pretner and I have been a broker with Nevada Health Link, and previously Healthcare.gov, since market inception. My agency, Affordable Health Insurance LV, currently has the purpose of this letter is to provide unwavering support for Mr. Ryan High to become the Executive Director of the Nevada Health Link.

When Nevada Health Link first came to be, the website was good, but there were issues that required rectifying from the broker standpoint. A post enrollment survey was sent to brokers, but the questions were more for data collection than where real concerns could be addressed. In turn, I wrote a 6 page single spaced letter with suggestions for improvement. I was very happy when Ryan reached out upon receiving the letter, as well as following up multiple times during the year to check on and give me updates on some of the concerns. He did not make excuses or simply listen, he devised strategic plans to fix the issues. As a direct result of Mr. High's leadership, the enrollment process was considerably more efficient and effective for this enrollment season. I reached out to thank him and let him know I would have a similar (but less expensive!) request list for this year. Once again, Mr. High was welcoming to the input and I have already seen follow through on this year's requests, just one month out of open enrollment.

My agency has close to 1,500 clients. As a broker, when I have an issue, I need to feel supported and at least heard about concerns. I 100% felt that way when interacting with Mr. High and I know that if hired for the job as Executive Director, the brokers and consumers of Neava would directly benefit from having him at the helm.

Thank you,

*Mindy Pretner*

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