

**Pennsylvania Health Insurance Exchange Authority d/b/a Pennie®
BOARD of DIRECTORS MEETING MINUTES**

Date: February 22, 2024
Time: 10:00 AM
Location: In-Person/Microsoft Teams meeting
Capital Associates Building, 901 North 7th Street, Harrisburg, PA 17102

Preliminary Matters

- **Call to Order**
- **Roll Call**
 - Commissioner Mike Humphreys, Pennsylvania Insurance Department (Chair) - **Present**
 - Sheryl Kashuba, University of Pittsburgh Medical Center Health Plan (Vice Chair) - **Present**
 - Acting Secretary Dr. Debra Bogen, Department of Health
 - Megan Barbour as designee - **Present**
 - Frank Fernandez, Capital Blue Cross - **Present**
 - Antoinette Kraus, Pennsylvania Health Access Network - **Present**
 - Amy Lowenstein, PA Health Law Project - **Present**
 - Alexis Miller, Highmark - **Present**
 - Dr. Tracey Conti, UPMC - **Present**
 - Secretary Valerie Arkoosh, Department of Human Services
 - Alexis Deisenroth as designee - **Present**
 - KOLEEN Cavanaugh, IBX - **Present**
 - Tia Whitaker, Pennsylvania Association of Community Health Centers - **Present**
- **Minutes**
 - **Motion:** To adopt the minutes of the October 19, 2023 and January 5, 2024 Meetings of the PHIEA Board of Directors.
 - Motion: Dr. Tracey Conti
 - Second: Antoinette Kraus
 - Board Decision: Unanimous
- **Commemorative Statement for Paula Sunshine**
 - Commissioner Humphreys read the Commemorative Statement regarding the contributions of Paula Sunshine.
 - **Motion:** To approve the commemorative statement recognizing the contributions of Paula Sunshine.
 - Motion: KOLEEN Cavanaugh
 - Second: Alexis Miller
 - Board Decision: Unanimous
- **The floor was opened for public comments, of which there were none.**

- **Opening Comments** – Executive Director Devon Trolley presented the agenda for the meeting and introduced Pennie’s most recent Senior Leadership Team member and Director of Operations, Robert Schobert. Executive Director Trolley informed the Board know that this would be SLT member Hannah Turner’s last meeting as she has resigned from Pennie.
- **2023 Budget Review** – Pennie’s CFO Heather Lemmon provided an update on the agency’s budget and a summary of the end of 2023 budget.
- **2024 Open Enrollment Data**
 - Executive Director Trolley and IT Director Ben Schrass reviewed the top takeaways from OE 2024, including significant enrollment increase, and the metrics compared to OE 2023.
 - Executive Director Trolley reviewed each of Pennie’s three goals for OE 2024 and the results of those goals following OE 2024.
- **2023 Year In Review** –
 - Executive Director Trolley and Special Advisor Jennifer Lloyd reviewed Pennie’s three 2023 strategic goals, the takeaways from accomplishing those goals, PHE Unwinding results, project initiatives and results from 2023.
 - **Action Item:** Provide to the Board a breakdown of data on foreign language applications/calls to the call center.
- **2024 Strategic Planning**
 - Executive Director Trolley reviewed Pennie’s 2024 strategic goals.
 - **Motion:** To approve the 2024 strategic goals as presented to the Board (with a minor amendment to the 3rd Goal):
 - **Goal 1:** Establish Pennie as a trusted and objective source of clear information about coverage.
 - **Goal 2:** Promote simplicity and clarity into processes, reducing consumer burden throughout the coverage lifecycle.
 - **Goal 3:** Increase awareness and accessibility (including out-of-pocket costs) of Pennie at local and state levels across Pennsylvania.
 - Motion: Tia Whitaker
 - Second: Antoinette Kraus
 - Board Decision: Unanimous
- **2025 Plan Certification Policy Recommendation**
 - Executive Director Trolley provided an overview of the Plan Certification Policy and the top takeaways.
 - Policy Director David Thomsen presented 3 policy proposals for 2025:
 - **Require availability of PayNow function**
 - **Motion:** To approve the first recommendation as proposed.
 - Motion: Dr. Tracey Conti

- Second: Antoinette Kraus
- Board Decision: Unanimous
- **Improving Language Access**
 - **Motion:** To approve the second recommendation as modified: To adopt as proposed with limited circumstances in which the Insurer would work with Pennie on a timeline for having the Summary of Benefits and Coverage available in Spanish including dental who would also need to have their brochures available in Spanish subject to limited flexibility if such was required.
 - Motion: Alexis Miller
 - Second: Tia Whitaker
 - Board Decision: Unanimous
- **Simplifying Plan Shopping**
 - This proposal was tabled for this meeting in order to have further discussions and will be discussed further at a later Board meeting.
- **Adjourn** – Meeting was adjourned at approximately 3:00 PM.