

**AGENDA**  
**PENNSYLVANIA HEALTH INSURANCE EXCHANGE AUTHORITY**  
**BOARD OF DIRECTORS SPECIAL MEETING**

**Date:** November 13, 2019  
**Time:** 2:30 p.m.  
**Location:** Keystone Building, Hearing Room 2, 400 North St., Harrisburg, PA 17101

**1.00 Preliminary Matters**

**1.01 Call to Order**

- 2:32 pm meeting commenced

**1.02 Roll Call**

- Paula Sunshine, IBC – present (joined by phone)
- Sheryl Kashuba, UPMC Health Plan – present (joined by phone)
- Tia Whitaker, PACHC – present (joined by phone)
- Antoinette Kraus, PHAN – present (joined by phone)
- Mark Nave, Highmark – present (joined by phone)
- Jessica Brooks, Pittsburgh Business Group on Health – present (joined by phone)
- Todd Shamash, CBC – present (joined by phone)
- Laval Miller-Wilson, PA Health Law Project – present (joined by phone)
- Dr. Rachel Levine, DOH – represented by Sarah Boateng - present
- Secretary Teresa Miller, DHS – represented by Lisa Watson - present
- Commissioner Jessica Altman, PID - present

**1.03 Opportunity for Public Comment**

- Please note that public participation is permitted at this meeting, as required by the Sunshine Act, 65 P.S. § 280.1. In the absence of official policy relating to public comment at Board meetings (which the Board anticipates will be forthcoming), and to ensure the orderly progress of today’s meeting, all comments should be directed to the Chairperson, and should be limited to no more than five (5) minutes in duration. Questions asked of the Chairperson or the Board as part of public comment may or may not be addressed at the meeting.

## 2.00 Action/Discussion Items by the Board

### 2.01 Overview and Discussion of the Authority's technology and customer assistance center procurement

- **Recommended Motion:** *For the approval by the Pennsylvania Health Insurance Exchange Authority Board of Directors of the contract with GetInsured for the development, implementation, operation and maintenance of the technology platform and customer assistance center for the state-based exchange, in accordance with the negotiated terms and conditions set forth in the contract, and for the authorization of the Chairperson to execute such contract on behalf of the Board.*
  - **Discussion:** *The Board would like to emphasize the need for performance requirements around the call center, specifically timeliness and accuracy of the 820s and 834s. Having all of these forms be timely is critical to the success of the Exchange's call center.*
    - **Response:** *In Section three of the SLAs, there are accountability requirements for the vendor with regard to the call center.*
  - **Motion:**
    - Sarah Boateng
  - **Second:**
    - Todd Shamash
  - **Yays:**
    - All Board Members
  - **Nays:**
    - No one

## 3.00 Adjournment

- **Recommended Motion:** *To adjourn this meeting of the Pennsylvania Health Insurance Exchange Authority Board.*
  - **Discussion:** *None*
  - **Motion:**
    - Tia Whitaker
  - **Second:**
    - Jessica Brooks
  - **Yays:**
    - All Board Members
  - **Nays:**
    - No one