



# Silver State Health Insurance Exchange

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## Silver State Health Insurance Exchange (SSHIX) Public Comment Workshop Minutes Wednesday, May 2, 2024

### Meeting Location:

TEAMS and Teleconference

#### I. Presentation and public comment

- a. The purpose of this public comment workshop is to solicit feedback on the Silver State Health Insurance Exchange's (SSHIX) proposed Language Access Plan that has been drafted in compliance with Senate Bill 318 (SB318).

Director Russell Cook indicated that the purpose of this workshop is to solicit feedback on the SSHIX's proposed Language Access Plan.

- b. Public Comment regarding the subject matter.

Director Cook opened the floor for public comment.

Mary Lou Urrutia, Nevada Silver Life and Health noted that many of her Spanish-speaking clients request to have documentation sent to them in English due to different Spanish dialects making it difficult to read in Spanish.

Director Cook acknowledged that dialects are a tricky issue that the Exchange has been trying to address for many years and indicated that any user who wishes can retain the default English language preference or choose to implement the Spanish language preference so that pages will be displayed in Spanish, as well.

Heidi Sterner (phonetic) indicated that it would be helpful to have the carriers translate everything into other languages, as well.

Director Cook noted that the Language Access Plan will be reviewed and potentially revised annually. The Director further noted that the LAP will come before the Board of Directors at their meeting on June 18.

There was no additional public comment.

## **II. Adjournment**

Russell Cook adjourned the May 2, 2024 workshop.