

Annual Meeting  
**2024** DEC 11-12  
NASHVILLE TENNESSEE

# Strategies to Bolster Trust

2:00 PM | Dec. 11



**John Kansky**  
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# 2024 Trust Enhancement Steps – eHealth Exchange



# 2025 Focus

## Framework Enhancements

### CLEAR AND STRUCTURED GOVERNANCE

- Oversight
- Dispute Resolution
- Enforcement

### ONGOING MONITORING OF COMPLIANCE

- Directory integrity controls under review
- Issue resolution



### ONBOARDING IMPLEMENTERS

- Carequality vetting of Implementers during application and testing phases
- Implementers vetting connections prior to being added to the directory

### FOUNDATIONAL RULES OF THE ROAD

- Contractual
- Technical

## TRUST

- Transparent Governance
- Refine scope of “Treatment”
- Enhance directory structure and policies

