



## **FOR IMMEDIATE RELEASE**

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## **Silver State Health Insurance Exchange Names**

### **Ryan High as Executive Director**

CARSON CITY, NV – The Silver State Health Insurance Exchange (Exchange), the state agency connecting Nevadans to quality and affordable health insurance, has announced Ryan High as its new executive director. High assumed his role on Monday, February 28th.

High joined the Silver State Health Insurance Exchange as the Chief Operations Officer (COO) in October of 2016, overseeing operations for the Exchange's online marketplace, [Nevada Health Link](#). In the past six years, Ryan has shown strong leadership within the Exchange by supervising the Exchange's broker liaison program, navigator program, quality assurance team, annual audits, contracted call center and operationalizing special executive director assigned projects related to the Exchange's enrollment and eligibility platform.

Most recently, he served as the interim executive director after previous Executive Director Heather Korbolic stepped down from the Exchange in December 2021. As a member of the leadership team, High helped guide the Exchange through its most successful Open Enrollment Period ever, with more than 100,000 Nevadans using Nevada Health Link to access quality, affordable insurance.



High was voted in by the Exchange Board of Directors in a unanimous vote on Thursday, February 24, 2022. The board is made up of seven voting members (five of which are appointed by the Governor) and three ex officio non-voting members.

"The Exchange's Board of Directors are excited to announce Ryan High as the new Executive Director of the Silver State Health Insurance Exchange," said Board Chair Dr. Florence Jameson. "Ryan's long tenure with the Exchange and zeal for decreasing Nevada's uninsured population makes him an exemplary candidate for the Executive Director position."

In his previous role as COO, High oversaw and managed eight staff members, including the Quality Assurance team and oversight to a 50+ person contracted call center team, ensuring consumers are getting proper enrollment assistance and help with any questions or issues in regard to their insurance coverage. During this year's Open Enrollment Period, the call center had nearly a 95% call center satisfaction rate.

"Mr. High has shown great leadership, competence, and a strong understanding for Nevada's goals in reducing the uninsured rate during his time with the Silver State Health Insurance Exchange," said Governor Steve Sisolak. "When Mr. High stepped in as the Interim Executive Director of the Exchange during Nevada Health Link's recent Open Enrollment Period, he displayed tactful oversight in leading Nevada through its most successful and record-breaking enrollment period in history of the Exchange."

High has played a pivotal role in reporting on data and research to further identify the current landscape of the Exchange and the uninsured population in Nevada. This research has allowed the Exchange to better understand the demographics of the uninsured and how to engage with them in order to work towards a fully insured population.



"It is an honor to serve as the new Executive Director of the Silver State Health Insurance Exchange and I am committed to making sure every Nevadan has access to quality and affordable health insurance coverage, including those in our rural communities, the underserved and minority populations," said High.

Before coming to the Exchange, High worked for the City of Reno on strategic initiatives and performance measures in the city manager's office. Prior to the City of Reno, Ryan spent six years at the Nevada Secretary of State's office where he held the position of Help America Vote Act (HAVA) Administrator administering the state's statewide voter registration list and voting machine contract before being appointed Deputy Secretary for Operations.

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