

Policy Agenda Discussion

Policy Committee Meeting

January 25, 2021



Background

As a continuation to our policy roadmap discussion, staff turned the administrative burden feedback into problem statements.

Policy Committee members were asked to rate the priority for addressing each problem statement.

Staff rated the estimated level of effort for addressing each problem statement. Level of effort takes technology changes and communications/marketing into account.

Each of the problem statements tie to the strategic plan and there are some initiatives already underway.

Problem Statements

- 1) It is often difficult for consumers to find, understand, and use health information and services due to confusing language and jargon.
- 2) There is an opportunity to make it easier for consumers to better understand the differences between the many plans offered through the Exchange.
- 3) The differences in income eligibility criteria between Medicaid/CHP+ and APTC/CSR are confusing for consumers and often lead to churn between the different programs.
- 4) There is an opportunity to align the types of verifications issuers accept for SEPs, to better improve and align the consumer experience.
- 5) There is an opportunity to make Exchange notices clearer and easier for consumers to understand.

Discussion

What about the survey results surprises you?

Based on the estimated level of effort for each problem statement, would you change your priority rating?

Do you have enough information to make a recommendation to staff on how to proceed?