

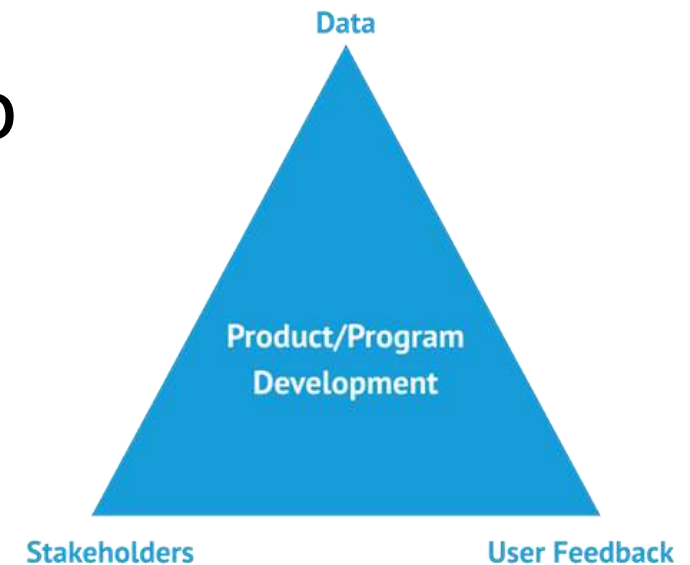
Board Advisory Group Update

August 28th, 2024



Leveraging Technology to Improve Plan Choice

- User Experience team presented Connect for Health Colorado's vision and approach to customer decision support
- Plan choice continues to be a priority for customers



Board Advisory Group Discussion

- When thinking about plan choice, the group emphasized the need to find providers and distinguish between networks
- Quick Cost Plan Finder a helpful tool for preliminary meetings with customers but may not capture nuance
- Enthusiasm for mental health office visit benefits display coming this Open Enrollment
- Interest in digging into Customer Survey and seeing what kind of coverage new customers are coming from

Next Meeting:
October 30th
3-4:30pm