



Board Advisory Group Update

Anneliese Steel

Board Advisory Group Framing

The Board Advisory Group was established by the legislature through HB16-1148

Charter:

This Advisory Group works to maximize the quality of the consumer experience on the exchange. This group informs the way Connect for Health Colorado handles high-level policy decisions and provides feedback to the Board of Directors on ways of engaging consumers and other stakeholders about upcoming changes.

Recent Meetings:

January 28

February 25

Upcoming Meetings:

Monthly through May (during Legislative Session)

Board Advisory Group Members

ConnectforHealthCO.com

1. **Rosie Duran (Chair)**, Larimer Health Connect: Assister
2. **Anna Cubel**, Program Manager for Hilltop Community Resources
3. **Allison Mangiaracino**, Kaiser: Issuer
4. **Bethany Pray**, Colorado Center on Law Policy: Advocate
5. **Chandler Budlong-Springer**, Boulder County Health and Human Services: Assister
6. **Eddie Sandoval**, Anthem: Issuer
7. **Erin Varnum**, Covering Kids and Families: Consumer Advocate
8. **Hunter Nelson**, Small Business Majority: Advocate
9. **James Douglas**, Soul to Sole Benefits: Broker
10. **Jane Barnes**, Benefits in Action: Advocate
11. **John Barela**, Eumetric: Technology
12. **Julia Wiswell**, NABIP: Broker
13. **Karen Seater**, KLS Health Solutions: Broker
14. **Dr. Kavita Nair**, M.D., UC Anschutz: Provider
15. **Kevin McFatridge**, Colorado Association of Health Plans: Issuer
16. **Krystin Beadling**, Yampa Valley Medical Center: Provider
17. **Melanie Herrman**, NABIP: Broker
18. **Michelle Nay**, Chaffee County: Assister
19. **Rachel Dauer**, Colorado Ovarian Cancer Alliance: Consumer Advocate
20. **Tennie Masterson**, Director of Operations and Patient Access for Colorado Hospital and Valley Wide Health



Recent Board Advisory Group Meetings

Recent Discussion Topics:

- Open Enrollment Snapshot: Connect for Health & OmniSalud
- Outreach Program Update
- Federal & State Legislative Updates (2x)
- Notice of Benefit and Payment Parameters (NBPP) Update
- Upcoming Enrollment Partner Program, Call for Applications

Summary of challenges during Open Enrollment

Feedback from Board Advisory Group Members on OE Challenges:

- Affordability challenges for customers, particularly in mountain communities
- Importance of processes that support maintaining existing broker-customer relationships
- Suggested technology and process improvements for Connect for Health Colorado and Colorado Connect
- Challenges with changes close to the start of Open Enrollment, including late final rates and HIAE decisions due to Special Session

Next Steps

- Staff documented feedback and clarified areas outside of Marketplace control
- Shared existing forums for future discussions with stakeholders on issues mentioned
- Updates will be shared with Board Advisory Group members on the topics they raised