

## **Board Advisory Group Agenda**

**September 23, 2026**

**3:00 PM - 4:30 PM**

1. Mission and Charter
2. Roll Call
3. Approval of Minutes
4. Fireside Chat with Chief Executive Officer Kevin Patterson
5. HCPF Update
6. OE Message Platform Overview with Suzanne Nuss
  - a. Customer Experience Improvements
    - i. Renewals with Drew Koelema
    - ii. Verifications with Eric Finch
  - b. Off Exchange Plans with Brenna Bandell, Libby Lippoth & Rachel Peters
    - i. ICHRA Demo
  - c. Lawfully Present Immigrants with Erin Lomax
  - d. Omnisalud/SES with Erin Lomax
  - e. Public Change with Rachel Peters
7. OE Toolkit with Destiny Carter
8. Public Comment