

**Board Meeting Agenda**  
*Connect for Health Colorado Meeting Room*  
*East Tower, Suite 1025*  
*3773 Cherry Creek N Dr., Denver, CO 80209*  
**August 26, 2013**  
**8:30 AM – 12:00 PM**

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|------|--|------------------|
| I.   | Business Agenda  | 8:30 – 8:35 AM   |
|      | 1. Call to order, roll call and introductions  |                  |
|      | 2. Approval of minutes   |                  |
|      | 3. Discuss any changes to agenda   |                  |
|      | 4. Disclosure of conflicts of interest   |                  |
| II.  | Board Development and Operations   |                  |
|      | 1. Board Chair Report  | 8:35 – 8:45 AM   |
| III. | Exchange Development and Operations  |                  |
|      | 1. CEO Report  | 8:45 – 9:05 AM   |
|      | a. Implementation Dashboard  |                  |
|      | 2. Operations Committee Update   | 9:05 – 9:30 AM   |
|      | a. Recommendation on Agent/Broker Arbitration Procedures, Informal Resolution Procedures, and Individual Eligibility Appeals |                  |
|      | i. Presentation  |                  |
|      | ii. Public comment   |                  |
|      | iii. Vote  |                  |
|      | 3. Joint Operations and Finance Committee Update   | 9:30 – 10:00 AM  |
|      | a. Business Continuity Plan  |                  |
|      | <b>Break 10:00 – 10:15 AM</b>  |                  |
|      | 4. Technology  |                  |
|      | a. SHOP Demo   | 10:15 – 10:40 AM |
|      | 5. Customer Service  |                  |
|      | a. Training Demo   | 10:40 – 11:05 AM |
|      | b. Certified Application Counselors Update   | 11:05 – 11:20 AM |
|      | c. Call Center Update  | 11:20 – 11:30 AM |
|      | 6. Regulations Update on SHOP Application  | 11:30 – 11:40 AM |

7. Outreach, Education, and Marketing Update

11:40 – 12:00 PM

IV. Adjourn

12:00 PM

### **MEETING INFORMATION**

*The order in which agenda items are considered may be subject to change. Public comment is taken on action agenda items. Prior to making your comments, please state your name for the record and identify any group or organization you represent. Depending on the number of individuals wishing to address the board, the chair may establish specific time limits on presentations.*

*Materials available for this meeting are posted on the website at:*

*<http://www.ConnectforHealthCO.com/stakeholders-and-board/all-upcoming-meetings/>*

*Check the website for agendas, minutes, background materials, and to confirm meeting times and locations.*

*The Board meeting will be available via audio. The call in number is:*

**1-206-402-0821 PIN: 801557#**

**FOR THE AUDIENCE CALLING IN PLEASE DO NOT PUT THE CALL ON HOLD AT ANY TIME DURING THE CONFERENCE. PLEASE PUT YOUR PHONES ON MUTE DURING THE CALL UNLESS YOU WISH TO SPEAK DURING PUBLIC COMMENT.**