

TO: Board Members, Connect for Health Colorado

FROM: Patty Fontneau, Executive Director and CEO

DATE: February 10, 2014

RE: **Advisory Group Survey Results and Next Steps**

Advisory Groups have been an important part of the success of Connect for Health Colorado's Marketplace. Their contributions and collaborations have helped the organization in making valuable decisions. In order for the Board to effectively use their time and talent, staff has considered restructuring the groups and provided a survey to collect the views of the members. Staff received feedback from thirty one individuals from all four groups. A summary of their responses is below. For more details about the questions and responses, please see the following pages.

Timing: There were multiple requests for a consistent day and time, preferably beginning of the day or midday. Another major trend that emerged was the need for a better teleconference service and this has already been addressed by C4HCO.

Structure: One of the major adjustments that Advisory Group members want to change is the level of member engagement at each meeting. Members suggested discussing specific issues in depth, rather than receiving updates from staff. With respect to restructuring the groups, the greatest preference was to form ad hoc groups on specific topics (40%) followed by having the groups continue in their current form (37%). Lastly, the members of the Advisory Groups would like a way to ensure that their feedback is heard and considered by both staff and the Board. They would also like to have periodic surveys to have the opportunity to provide direct feedback.

Content: The survey asked if there were topics they felt were critical for the Marketplace to address, with the input of the Advisory Groups, this coming year. The most common topics include: coordination between Medicaid/PEAK and Exchange, functionality of SHOP, products sold on the Exchange, tools to help consumers make meaningful choices (i.e. standardizing plans, formulary access, transparency of rate, process), long-term financial sustainability.

Staff Recommendations:

- Due to mixed feedback on Advisory Group structure, the following three options can be considered by the Board:
 - 1) Keep existing four groups—SHOP, Individual, Outreach and Communications, Health Plan
 - 2) Form groups to address specific topics
 - 3) Form subgroups under existing four Advisory Groups to address topics

- Staff will put forth a list of policy topics including the advice provided in this survey and timeline for discussion with the Advisory Groups once the Advisory Group structure is determined.

