

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:

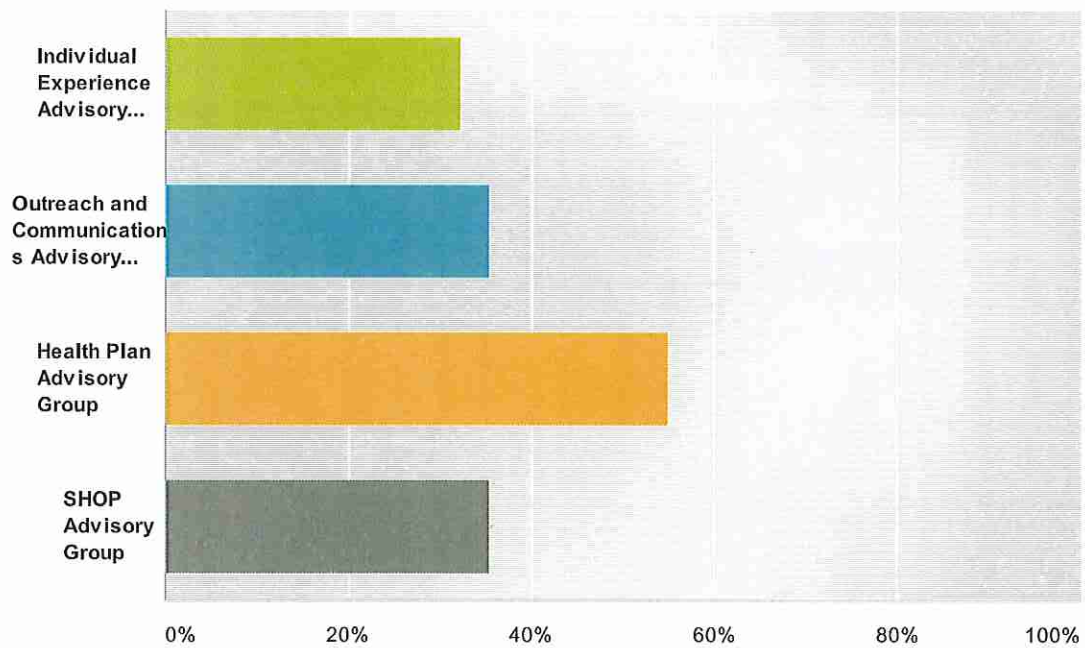
- Due to mixed feedback on Advisory Group structure, the following three options can be considered by the Board:
 - 1) Keep existing four groups—SHOP, Individual, Outreach and Communications, Health Plan
 - 2) Form groups to address specific topics
 - 3) Form subgroups under existing four Advisory Groups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

Advisory Group Feedback

Q1 Which Advisory Group(s) did you participate in?

Answered: 31 Skipped: 0

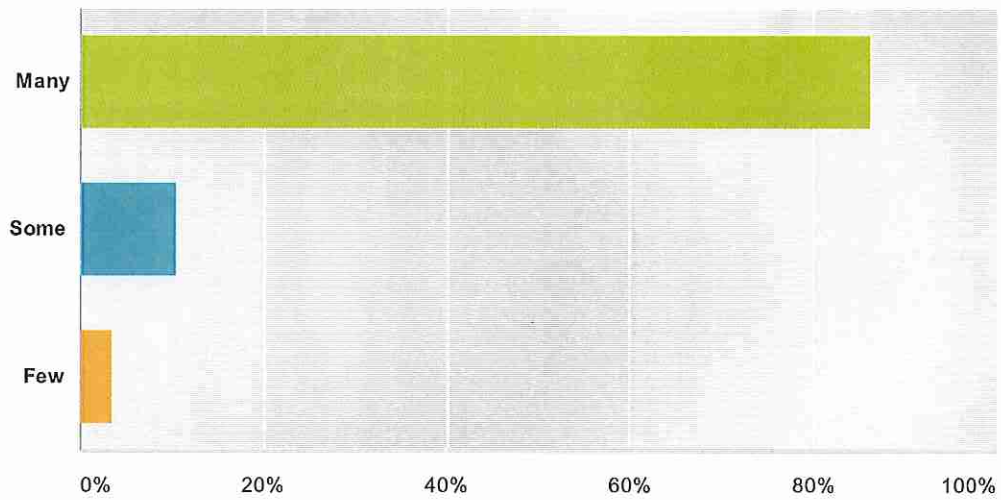


Answer Choices	Responses	
Individual Experience Advisory Group	32.26%	10
Outreach and Communications Advisory Group	35.48%	11
Health Plan Advisory Group	54.84%	17
SHOP Advisory Group	35.48%	11
Total Respondents: 31		

Advisory Group Feedback

Q2 How many meetings were you able to attend?

Answered: 29 Skipped: 2



Answer Choices	Responses	
Many	86.21%	25
Some	10.34%	3
Few	3.45%	1
Total		29

Q3 How could the timing or format be changed to allow for greater participation?

Answered: 25 Skipped: 6

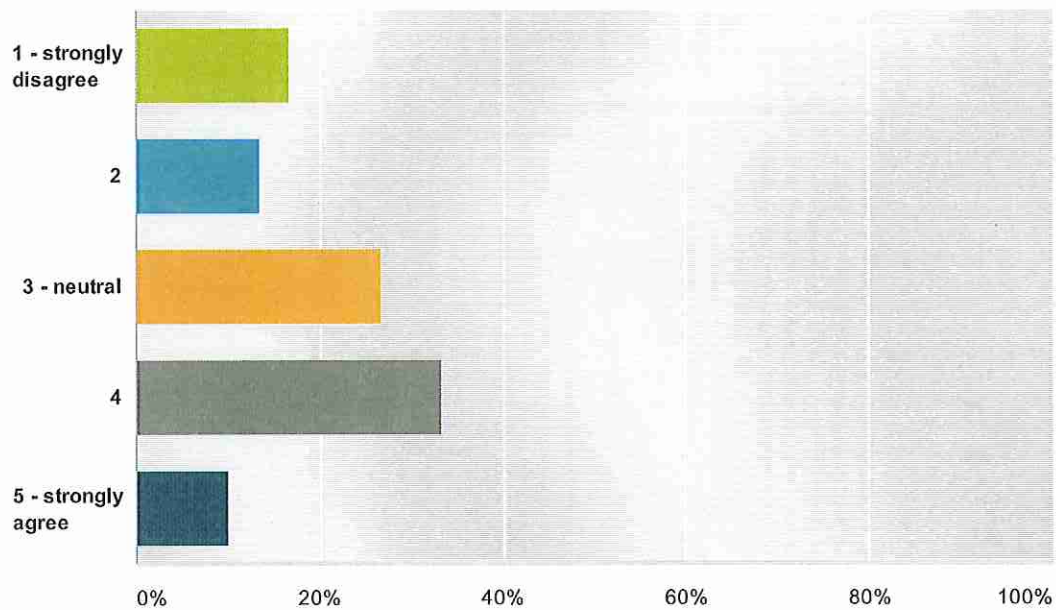
Major Trends:

- Meetings were more productive when there were specific issues to talk about, rather than just an update from C4HCO. It should be more interactive. Allowing more time for conversation that covers more depth than breath.
- In the beginning, the consistent day/time was easier to plan around. It became harder when the meeting became sporadic and unclear, or when they were cancelled at the last minute. One person suggested having it the same week as the board meeting (for travel).
- The telephone/call-in was an issue with identifying the individual (and their role) and understanding what they were saying.
- The end of the day is not as easy to make as midday.

Advisory Group Feedback

Q4 I feel like my feedback was considered by the Board in their decision making.

Answered: 30 Skipped: 1

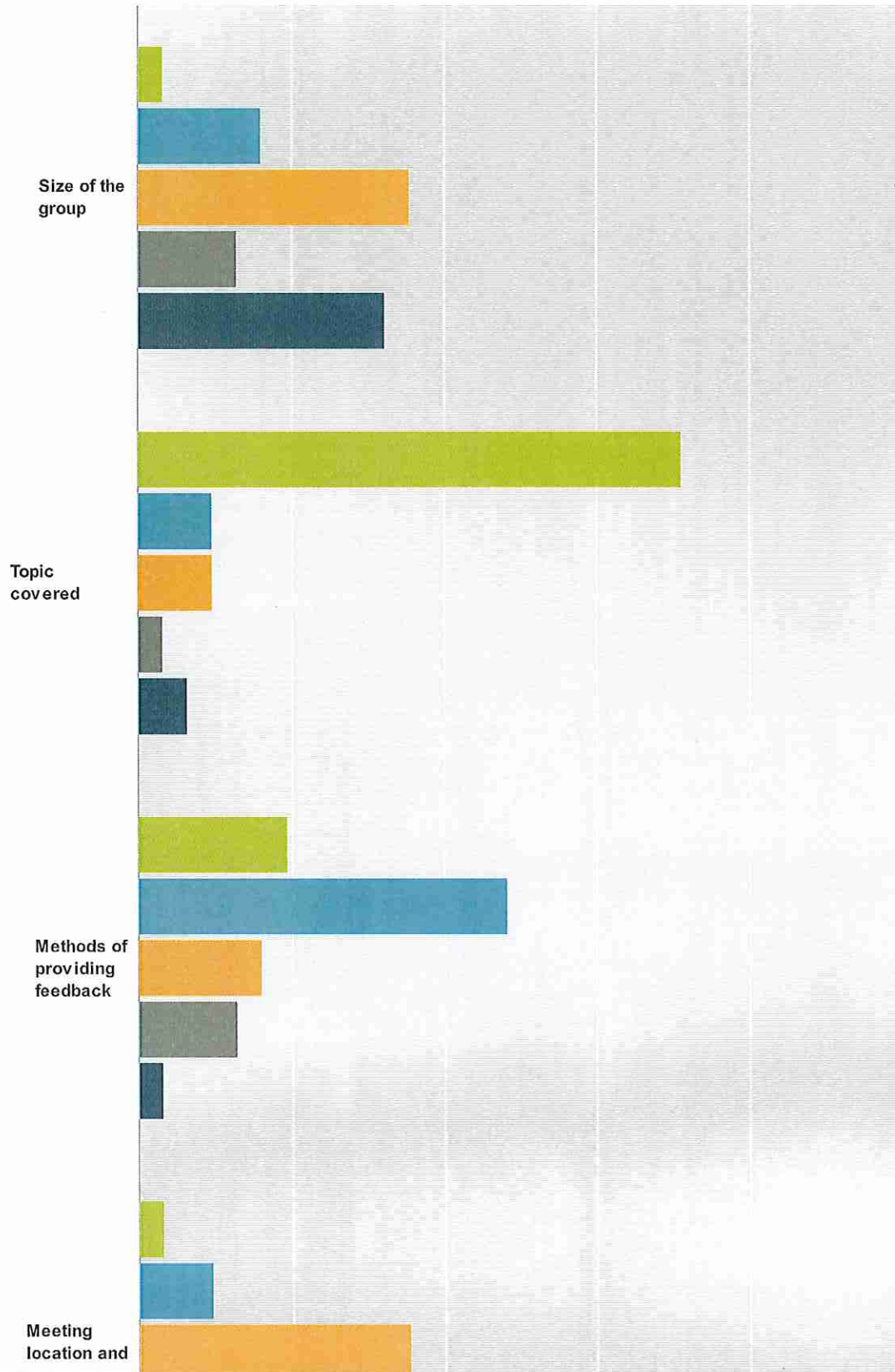


Answer Choices	Responses	
1 - strongly disagree	16.67%	5
2	13.33%	4
3 - neutral	26.67%	8
4	33.33%	10
5 - strongly agree	10%	3
Total		30

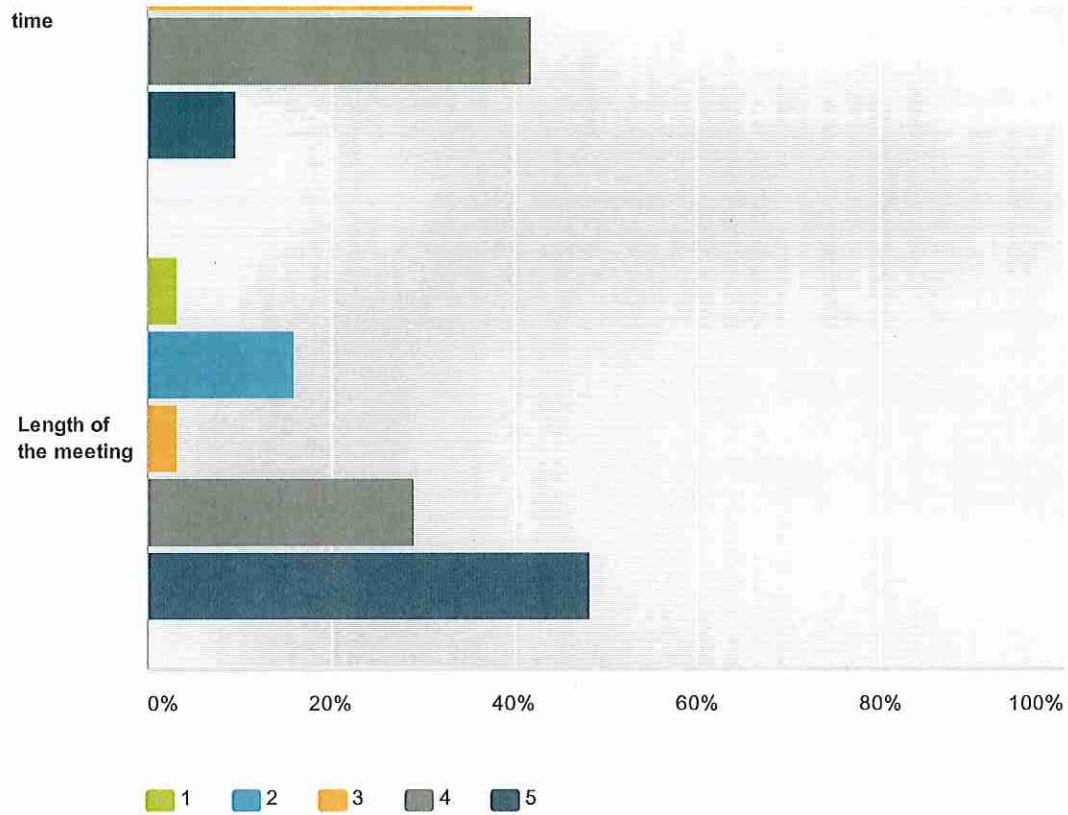
Advisory Group Feedback

Q5 Please rank the following factors, from most (1) to least important (5) to you, when interacting with our Advisory Groups.

Answered: 31 Skipped: 0



Advisory Group Feedback

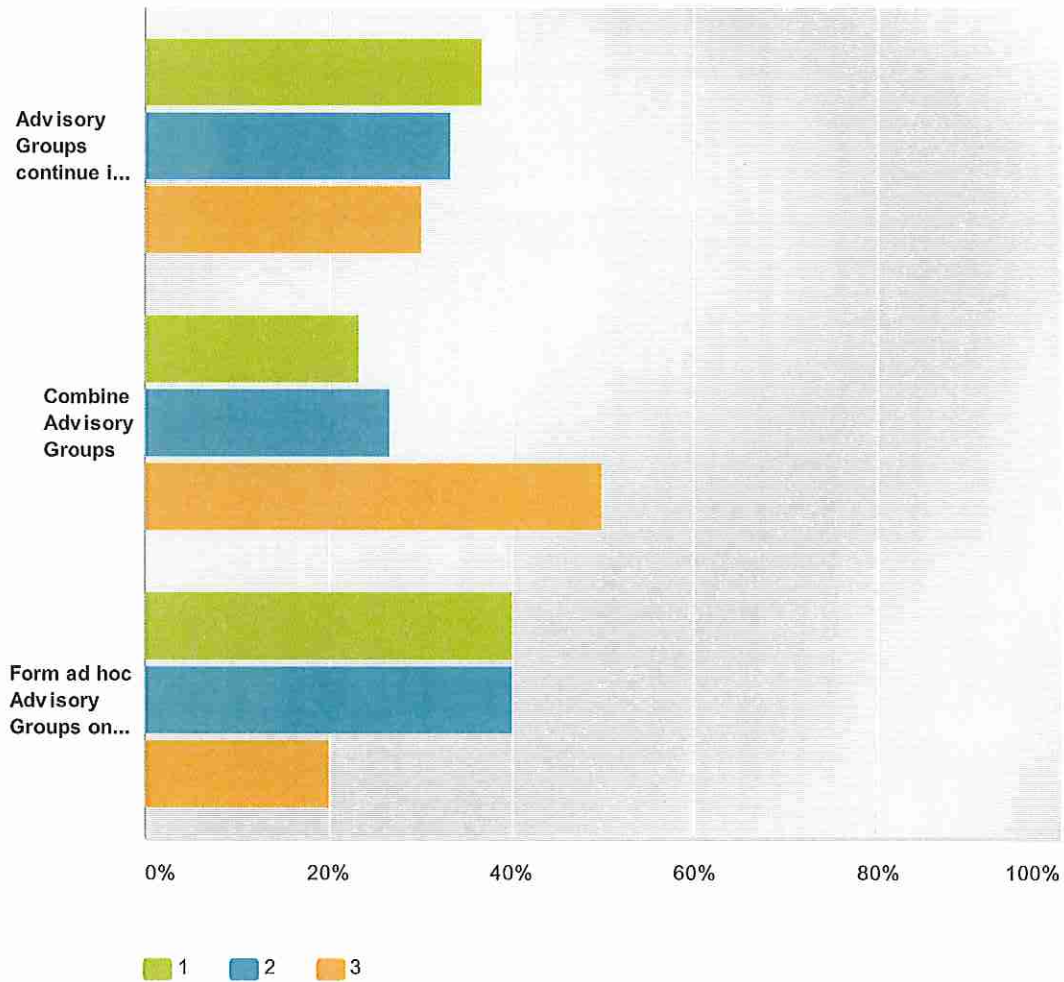


	1	2	3	4	5	Total	Average Ranking
Size of the group	3.23% 1	16.13% 5	35.48% 11	12.90% 4	32.26% 10	31	2.45
Topic covered	70.97% 22	9.68% 3	9.68% 3	3.23% 1	6.45% 2	31	4.35
Methods of providing feedback	19.35% 6	48.39% 15	16.13% 5	12.90% 4	3.23% 1	31	3.68
Meeting location and time	3.23% 1	9.68% 3	35.48% 11	41.94% 13	9.68% 3	31	2.55
Length of the meeting	3.23% 1	16.13% 5	3.23% 1	29.03% 9	48.39% 15	31	1.97

Advisory Group Feedback

Q6 For the coming year, please rank your preference of the Advisory Group structure (1 being top priority).

Answered: 30 Skipped: 1



	1	2	3	Total	Average Ranking
Advisory Groups continue in their current form	36.67% 11	33.33% 10	30% 9	30	2.07
Combine Advisory Groups	23.33% 7	26.67% 8	50% 15	30	1.73
Form ad hoc Advisory Groups on specific topics	40% 12	40% 12	20% 6	30	2.20

Q7 Is there another approach you would like to see?

Answered: 13 Skipped: 18

Major Trends:

- Although having C4HCO staff run the meetings have made them more organized and efficient, perhaps the stakeholders should take a larger role in the organizing and oversight of the meetings. The co-chairs should play a larger role in leading the discussion.
- Create advisory groups that C4HCO foresees as potential issues in the next year.
- C4HCO should ask for feedback ahead of time to discuss during the meetings.
- The board should put more value in the recommendations that come out of the Advisory Groups. They seem to want to rework everything while there's been a lot of time and effort along with broad participation put into these recommendations
- Periodic focus on Dental.
- One person is opposed to ad hoc groups while another person is open to it.
- There should be advisory groups with a greater inclusion of carriers and brokers. One person comments that although there are advisory groups that look out for the consumer, finances and data are of greater concern.

Q8 Please identify 1 - 3 topics you feel are critical for the marketplace to address, with input from the advisory groups in the coming year.

Answered: 23 Skipped: 8

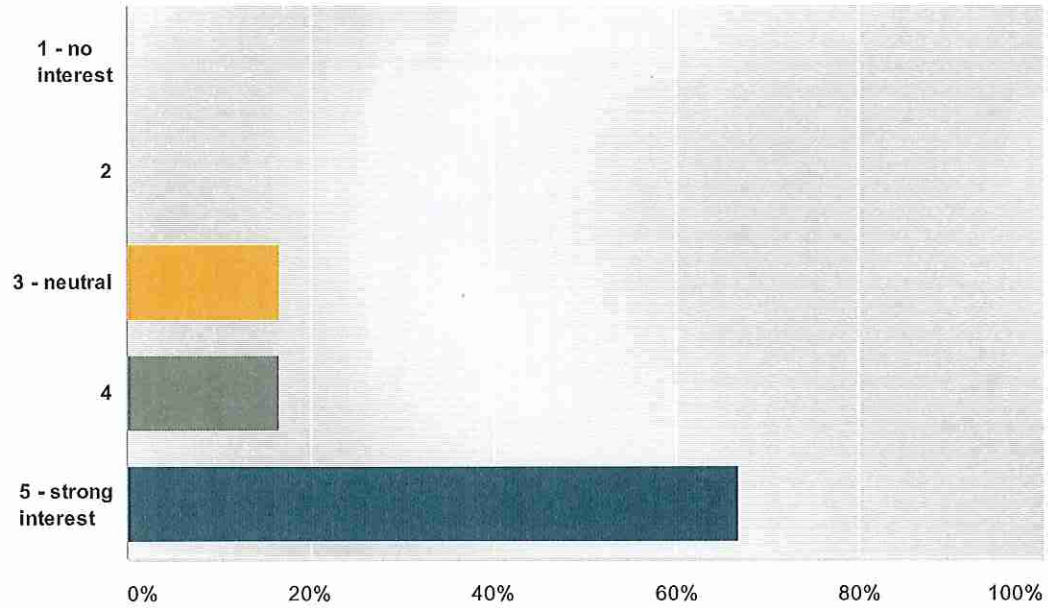
Major Trends:

- Increasing functionality of SHOP.
- Streamlining enrollment to allow more coordination between Medicaid/PEAK and Exchange.
- Products sold on the exchange.
- Tools to help consumers make meaningful choices (i.e. standardizing plans, formulary access, transparency of rates, process).
- Long-term financial sustainability needs to be shared.

Advisory Group Feedback

Q9 Please provide us with your level of interest in continuing to participate as a member of an advisory group.

Answered: 30 Skipped: 1



Answer Choices	Responses	
1 - no interest	0%	0
2	0%	0
3 - neutral	16.67%	5
4	16.67%	5
5 - strong interest	66.67%	20
Total		30