

Draft Board Topics

Categorized by 2014 Operational Plan

Budget/Sustainability

Setting Carrier Administrative Fee: March
Market Assessment: May
Detailed Budget: May
Pre-view Financial/a133 Audit : July
Financial Sustainability: September
Financial/A-133 Audits: November

Sales Plan

Quarterly Review of Operations Plan: April, July, October
Renewals and Retention: May
Carrier Participation: June
Marketing and Outreach: August
Open Enrollment Strategy: September
Readiness Update: October

Customer Service Strategy and Operational Efficiency

Advisory Groups: March
Churn: April
Blended Services with Medicaid: May
Appeals: June
Customer Satisfaction: June
Assistance Site Strategy: July
Customer Service Strategy: August
Readiness Update: October

Communication Outreach and Marketing

Marketing and Operational Plan for End of Open Enrollment: March
Website Design: April
Quality: July
QHP Choices and Prices: August
CYA Approach: September
Awareness Findings: November

Technology & Operational Support Systems

Implementation Overview: April
Technology Enhancements: June
Decision Support Tools: June
Eligibility Build Update: July
Security Update: August

Operating Metrics

Metrics: March, ongoing

Categorized by Month:

March

Metrics

Setting Carrier Administrative Fee

Advisory Groups

Marketing and Operational Plan for end of open enrollment

April

Q review of Ops Plan

Website Design

Churn

Implementation Overview

May

Blended Services with Medicaid

Renewals Retention

Market Assessment

Detailed Budget

June

Appeals

Customer Satisfaction

Tech enhancements

Decision Support Tools

Carrier Participation

July

Eligibility Build Update

Assistance Site Strategy

Quality

Q review of Ops plan

Preview Financial/a133 Audit

August

Security Update

Customer Service Strategy

Marketing and Outreach for the Fall

QHP Choices and Prices

September

Open Enrollment Period Strategy

Financial Sustainability

CYA Approach

October

Quarterly Review of Ops Plan

Readiness Update

November

Financial/A-133 Audits

Awareness Findings