

Board Advisory Group
Standard Operating Procedures (SOP)
August 10, 2016

Goals/Objectives:

The purpose of this Advisory Group is to help maximize the quality of the consumer experience by providing feedback to the Board on how to handle high-level policy decisions and ways to engage consumers and other stakeholders about upcoming changes.

Roles:

The chair, vice-chair, and Connect for Health Colorado (Marketplace) staff liaison(s) are the primary assigned roles. Other Advisory Group members are not called out specifically, but are assumed to be regular attendees at meetings to understand various perspectives and concerns from stakeholders and be an integral part of critical decisions and discussions when required.

1. Chair and vice-chair – The chair and vice-chair are assigned members of the group, selected by the group. Their primary responsibilities are to facilitate group meetings, and work in collaboration with Marketplace staff to ensure that issues and decisions are addressed to meet Marketplace timelines. They will also serve as the spokespersons regarding decisions and/or recommendations to the Board.
2. Staff liaison – One to two Marketplace staff will be assigned to the Advisory Group. His/her responsibilities include supporting the facilitation of meetings and supporting the chair and vice-chair to address important policy and process topics. Additionally, the liaison(s) will provide coordination of resources and research support to the Advisory Group, as necessary, for the creation of work products. This includes coordination between subject matter experts, members of the Advisory Group, and other Marketplace staff.

3. Recorder – One Advisory Group member at each meeting should be tasked with capturing and recording a summary of the meeting, decision points, recommendations, issues, questions, etc. This role does not have to be performed by the same person every time. At the first meeting, the chair and vice chair will select a recorder and if the person filling the role is expected to change, members of the group will be responsible for coordinating with the chair and vice chair.

Meetings:

The following guidelines should be used in support of conducting the Advisory Group meetings.

1. Frequency and length

The chair and vice-chair will determine frequency and length of meetings, in coordination with Marketplace staff.

2. Scheduling & logistics

The Marketplace team has conference room space available at 3773 North Cherry Creek Dr. The Marketplace staff liaison(s) can work with the chair and vice-chair to schedule meetings at this location. Conference call and webinar services can also be made available through the Marketplace, and can be arranged by the staff liaison(s). If another meeting location is more convenient for the chair, vice-chair, and the majority of members in the group, that is an option and the responsibility for coordinating logistics will be left to the group.

3. Attendance

Members may attend in person or via telephone. At the first meeting, members will decide if it is acceptable for members to assign a proxy if they are unable to attend a meeting.

4. Facilitation

Meetings will be facilitated by the chair and vice-chair.

5. Agendas and meeting materials

The chair and vice chair will be responsible for sending agenda topics and any other meeting materials to the Marketplace staff liaison(s) at least 48 hours before each meeting. Marketplace staff will be responsible for posting to the Marketplace website.

6. Contact Information

The Marketplace staff liaison(s) will maintain contact information and distribution lists for each of the Advisory Group members. The staff liaison(s) will support distribution of communications and/or materials.

Term Limits

With the exception of the initial start-up period, Advisory Group members shall serve a term of one year, and may be reappointed once. During the initial start-up period, approximately half of the Advisory Group members will be appointed to a two-year term, so that their terms can be staggered and the Advisory Group can have some continuity. The chair and vice-chair will be responsible for determining which members will serve the initial two- year term. If a member of the Advisory Group leaves prior to their term expiring, the Board will appoint a new member who represents the type of organization or interest that the departing member represented. If a member is appointed to fill a vacancy and serves for more than half of the unexpired term, the member shall be eligible for appointment to only one more term.

Interactions with Marketplace staff and Board of Directors:

The Marketplace staff liaison(s) assigned to the Advisory Group will be the group's primary point of contact. The staff liaison will help ensure that the team is addressing the necessary items that must be resolved to meet the Marketplace's timelines. The chair and vice-chair will be responsible for delivering meeting report-outs to the Board, and making presentations to the Board that include any recommendations, questions, or different perspectives on topics discussed during meetings.

Interactions with the Public:

Advisory Group meetings are open to the public and agendas will include time for public comment. Comments from the public should also be noted in the summary of each meeting.

Interactions with the Media:

If any Advisory Group members are approached by the media for comment, please forward the request to Luke Clarke (lclarke@c4hco.com).