

### **Action Items**

<b>Action Items</b>	<b>Responsible Party</b>	<b>Date</b>	<b>Open/Complete</b>
<b>Enrollment</b>			
Provide a list of the number of carriers available on the Marketplace by county, for the August board meeting.	Operations	06/13/16	Open
Analyze how many Colorado HealthOp customers felt motivated to enroll during the Special Enrollment Period due to having a health incident vs waiting to enroll for financial reasons.	Operations	02/11/16	Open
Work with HCPF and the DOI to analyze the different outcomes that result from people becoming insured.	Operations	02/11/16	Open
After open enrollment staff will look into taking a deeper dive into some of the patterns and numbers that affect enrollment in various areas of the state; as well as work with the Department of Health Care Policy and Finance (HCPF) to take a look at the data that is jointly owned by HCPF and the Marketplace.	BI Department	12/17/15	Open
<b>Customer Service/Assistance Network</b>			
The Master Certification Program will be delayed, to be reviewed on a committee level.	Operations	06/13/16	Open
Work with the Division of Insurance (DOI) to determine the best way to educate the consumer on the plan types to provide assistance in deciding on the best plan for them.	Marketing and Communications	03/14/16	Open
Gather information from the federal government and other exchanges to determine the readiness of the quality rating system.	Executive Team	02/11/16	Open
Operations will survey the HealthOp customers who haven't enrolled in an insurance plan to find out why and engage the salesforce to work with the customers to help them find a plan.	Operations Department	01/11/16	Open
Staff to utilize the broker lead tool and the assistance network Connector tool to reach out to customers for customer satisfaction follow up calls.	Operations Department	12/17/15	Open
Create a list, on the website and tip sheets, of recommended browsers to use for best results when connecting to the website.	Marketing Department	12/17/15	Open

Discuss how to structure working with Advisory Groups and stakeholders to encourage more engaged participation.	Operations Department	11/09/15	Open
<b>Strategic Planning</b>			
Incorporate the Public Benefit Corporation in the strategic plan.	Leadership	06/13/16	Open
Provide the Board with a brief history and timeline around the decision to create the Public Benefit Corporation.	Legal Department	06/13/16	Open
Define the data analysis to be completed around the available market, the uninsured, churn and the cost of doing business.	Research and BI Team	05/09/16	Open
Once the strategic plan has been finalized, create a list of projects that tie into the strategic plan and show the direct effect they will have on the customer experience.	Technology & Operations	05/09/16	Open
Management will track savings and/or revenue impacts resulting from the current capital projects.	Finance Department	05/09/16	Ongoing
Provide a breakdown of the states in each of the operational scenario options and which states have shifted from one scenario to another.	Policy and Research	03/14/16	Open
Include Public Benefit Corporation revenue assumptions in the budget.	Finance Department	03/14/16	Finance & Operations Committee 4/25/16
Analyze the possible impact on consumer experience for options 4 & 5.	Senior Management	03/14/16	Open
<b>Policy</b>			
The Policy Committee will work on determining which policy decisions should be made by the Board vs operational policies made by the Marketplace staff.	Policy Committee	01/11/16	Open
The Public Participation Policy will be brought back to the Policy Committee for further clarification and governance around the implementation of the policy.	Policy Committee	07/11/16	Open
The Policy Committee will review the information of note for the public around	Policy Committee	07/11/16	Open

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Amendment 69 to determine what additional information should be provided.

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**Operations**

The Leadership Team will provide a more thorough process for organizing and updating the Board on the action items.

Leadership Team

07/11/16

Open

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The Finance & Operations Committee will report to the Board on potential changes in revenue and expenses and the impact on the organization.

Finance & Operations Committee

07/11/16

Open

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**Legislative Oversight Committee**

Respond to various questions from the legislative oversight committee.

Policy & Research Department

06/09/16

Open

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