

Board Action Items

Updated: August 29, 2016

Green
Yellow
Red
Blue
(Complete)

On target, minimal risk	At risk	Significant risk	Completed
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DRAFT RESPONSES BELOW

Task	Status	Requested By	Date Requested	Target Completion Date	Committee/ C4 Staff Assigned To	Notes & Interdependencies
Enrollment						
Provide a list of the number of carriers available on the Marketplace by county, for the August board meeting.			6/13/16	8/8/16	Judith	Draft analysis for OE4 to be provided to Board 9/12/16. The DOI's Wakely study should be available by 09/09/16 and can be provided to the Board when available.
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.			2/11/16	2/11/17	Judith	No specific study requisitioned. Upcoming enrollee and dis-enrollee surveys will capture current and former HealthOp enrollees; however, no specific health questions are asked (survey limited to about 15 questions, designed to be broader focused).
Work with HCPF and the DOI to analyze the different outcomes that result from people becoming insured.			2/11/16	2/11/17	Kevin	C4 will report findings from the Cost Commission to the Board as applicable. Kevin is participating on a separate commission formed by the Commissioner of Insurance to address the health of the individual market, including access in mountain/resort areas of the state. Report due December 2016.
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.			12/17/15	2/11/17	Judith	Some metrics may have been provided in the 2015 open enrollment report. In advance of OE4, staff members have put considerable effort into identifying populations that may be eligible but not enrolled (EBNE), developing outreach plans, and conducting face-to-face or telephonic training to counties to facilitate collaboration. Update to be provided to Board 9/12/16.
Customer Service/Assistance Network/Brokers						
The Master Certification Program will be delayed, to be reviewed on a committee level.			6/13/16	9/12/16	Judith	Update provided to Board 9/12/16 for OE4. Master's Program has been suspended in lieu of more standardized, comprehensive core training for the AN, brokers and service center.
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.			3/14/16	9/12/16	Judith	Insurance literacy efforts are ongoing and broad-based. Recent activities include the Quick Cost and Plan Finder (with CHF&CIVHC), launching for OE4; participation in HCPF's project to improve client communications (Maximus CHL) that was presented by HCPF to House Committee 08/02/16; summer broker and AN roadshows emphasized training on CSRs and evaluating individual/family circumstances before enrolling in plan with lowest premium; EBNE workgroup is addressing broker/AN collaboration to ensure enrollee gets to the right channel at the right time for their needs.
Gather information from the federal government and other exchanges to determine the readiness of the quality rating system.			2/11/16		Judith	
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.			1/11/16	9/30/16	Judith	Surveying efforts are in development. Working to secure BCCB/budget approval for CGI resources.
Staff to utilize the broker lead tool and the assistance network Connector tool to reach out to customers for customer satisfaction follow up calls.			12/17/15		Operations	Per GA: We asked Sites to conduct post-consumer assistance outbound calls—this activity was optional and not related to customer satisfaction.

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Create a list, on the website and tip sheets, of recommended browsers to use for best results when connecting to the website.	Yellow		12/17/15	8/15/16	Marketing & Communications	Identifying pages where info will be available. Adding into the FAQ database.
Discuss how to structure working with Advisory Groups and stakeholders to encourage more engaged participation.	Yellow		11/9/15		Operations	Existing stakeholder groups being used to obtain input into relevant topical matters (e.g., QCPF, PBC) prior to proceeding forward with or launching new tools, as appropriate. Initial Advisory Group discussion occurred at April's Policy Committee meeting.

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Strategic Planning						
Incorporate the Public Benefit Corporation in the strategic plan.			6/13/16		Executive Team	
Provide the Board with a brief history and timeline around the decision to create the Public Benefit Corporation.			6/13/16		Legal Team	
Define the data analysis to be completed around the available market, the uninsured, churn and the cost of doing business.			5/9/16		Research and BI	
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.			5/9/16		Technology and Operations	Inputs that I would consider are needed for this: - Project ideas and biz prioritization: I have this for OE4, though needs a refresh - Compliance project list: I mostly have this - Strategic plan - Direction on Option 3 concept plan - I think this is pivotal on what we put into a project roadmap - Capital budget allocation
Management will track savings and/or revenue impacts resulting from the current capital projects.			5/9/16		Finance	
Provide a breakdown of the states in each of the operational scenario options and which states have shifted from one scenario to another.			3/14/16		Policy and Research	Complete. Map provided of various states models of Exchanges. Kevin provided verbal update on states that have transitioned from one model to another.
Include Public Benefit Corporation revenue assumptions in the budget.			3/14/16		Finance	Scenarios are being updated and reviewed to determine sensitivity and inclusion in the budget
Analyze the possible impact on consumer experience for options 4 & 5.			3/14/16		Executive Team	
Executive Committee						
The updated action items list will be reviewed at the next Executive Committee with the Chairs of the Policy and Finance & Operations Committee before being brought to the Board next month.			8/8/16	8/30/16	Executive Committee	Draft action item template reviewed with Exec Steering Committee 8/30/16; recommend small subgroup of Board members review list in detail prior to next Board meeting.
The Leadership Team will provide a more thorough process for organizing and updating the Board on the action items.			7/11/16	9/12/16	Exec Leadership	Draft action item template reviewed with Exec Steering Committee 8/30/16; recommend small subgroup of Board members review list in detail prior to next Board meeting.
Finance & Operations Committee						
The Finance & Operations Committee will report to the Board on potential changes in revenue and expenses and the impact on the organization.			7/11/16	9/12/16	Finance Committee	Draft action item template reviewed with Exec Steering Committee 8/30/16; recommend small subgroup of Board members review list in detail prior to next Board meeting.
Policy Committee						
The Policy Committee will work on determining which policy decisions should be made by the Board vs operational policies made by the Marketplace staff.			1/11/16		Policy Committee	Policy Committee discussed this in regard to brokers in the Feb/March Committee meetings, and more broadly at the April Committee meeting.

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The Public Participation Policy will be brought back to the Policy Committee for further clarification and governance around the implementation of the policy.	Blue		7/11/16		Policy Committee	
The Policy Committee will review the information of note for the public around Amendment 69 to determine what additional information should be provided.	Blue		7/11/16		Policy Committee	
The Policy Committee will determine specific procedures for the advisory group: including member's terms, the number of terms the members will be allowed to serve and the replacement process for members. These procedures do not need to go back to the board for approval.	Blue		8/8/16		Policy Committee	Standard Operating Procedures for the Board Advisory Group dated 8/10/16 were presented to and approved by the Policy Committee on 08/22/16. No need to go to the full Board for approval.
Legislative Oversight Committee						
Respond to various questions from the legislative oversight committee.	Green		6/9/16		Policy and Research	Ongoing