
From: Kristen Pieper [mailto:kristen@cchn.org]
Sent: Monday, May 16, 2016 3:12 PM
To: Info Request-Board <Board@connectforhealthco.com>
Subject: Feedback on implementation of advisory group

Dear Connect for Health Colorado Board of Directors and Policy Committee,

As you delve into the implementation of House Bill 16-1148, which directs the Connect for Health Colorado Board of Directors to create technical and advisory groups to provide guidance on issues that affect consumers, Colorado Covering Kids and Families encourages you to consider the following when establishing the group and its membership:

- We support the staff recommendation of an open application or nomination process to recruit advisory group members. This would ensure that all interested parties across Colorado have the opportunity to be considered to participate in the advisory group, would help increase the diversity of members, and may help solicit participation from rural areas. Although members from existing focus groups should be present on the advisory group, recruiting up to half of the advisory group from existing focus groups (as was considered at the April 25, 2016, Policy Committee meeting) would keep the diversity of the advisory group limited because current focus groups are closed with invite-only membership.
- In order to ensure that diverse opinions on issues affecting consumers are represented, we encourage you to reserve a certain number of seats for representatives from other stakeholder groups that are not currently represented by existing focus groups, including advocates, health policy professionals, providers, small business members, and consumers.
- We agree with the staff recommendation that the advisory group should be led by a chair and co-chair that are nominated and voted on by the advisory group. The advisory group chair and co-chair should lead the group independently of Connect for Health Colorado staff and be responsible for setting the meeting agendas. There should also be a formal and recurring bi-directional feedback mechanism so that the advisory group understands the types of information and advice the Board of Directors would like to receive from the advisory group and when, and so that the advisory group can provide regular updates and recommendations to the Board of Directors.
- The advisory group should be utilized to work through high-level issues that may require public scrutiny, including the marketplace's strategic direction, technology changes, opportunities to improve the application and renewal process, options for future financing of the marketplace, and the maintenance of the Assistance Network.
- Although it may not be appropriate for the advisory group to deeply examine technical and systems issues, the advisory group should get regular updates from

existing focus groups, which should be utilized to identify, prioritize, and workshop technical and system fixes before they are implemented.

- In order for the advisory group to get meaningful feedback from each of the focus groups, we encourage a restructuring of the Community Based Assistance Programs Focus Group to put a greater emphasis on receiving assister feedback. Like in other focus groups, assisters should be encouraged to bring up their experiences with technical and systems issues that impact their work and help develop recommendations for fixes and enhancements. Issues that could be discussed include language on the website, changes to application help text, improvements to customer service processes, and improvements to client correspondence.
- Guidelines, and potentially protections, should be established for both advisory group and focus group members to ensure that technical, operational, or other problems can be discussed openly and honestly among members with the goal of developing solutions and providing actionable advice to the Board of Directors and Connect for Health Colorado staff. Because some advisory group and focus group members will be financially and/or professionally tied to Connect for Health Colorado, they should not have any concerns that funding, certification, or their professional position could be jeopardized by providing a critical perspective.
- Finally, to ensure transparency, we encourage the advisory group to meet in public (meeting information, including materials, should be posted on the Connect for Health Colorado website) and allow time for public comment. The opportunity for public comment to the advisory group will help raise any unknown issues to the group, and will help ensure that the group's updates and recommendations to the Board of Directors encompass the full range of consumer and stakeholder experiences.

Thank you, in advance, for your consideration of this feedback.

Kristen Pieper

Covering Kids and Families Senior Project Manager
Colorado Community Health Network
600 Grant St., Ste. 800
Denver, CO 80203
(303) 861-5165, ext. 223
kristen@cchn.org

Colorado Covering Kids and Families (CKF) is a statewide, coalition-based project with a mission to increase access to affordable health coverage and high quality health care by ensuring that Medicaid, Child Health Plan Plus, and subsidized private insurance through Colorado's state-based marketplace consistently meet the needs of low-income Coloradans. For more information about CKF, please visit ckf.cchn.org. To join the CKF coalition, go to <http://ckf.cchn.org/form/subscribe-css.html>.

CKF is a project of the Colorado Community Health Network (CCHN). CCHN is the unified voice for Colorado's 20 Community Health Centers (CHCs) and their patients. CHCs provide a health care home for more than 650,000 of their community members – more than one in eight people in Colorado – from 61 of the state's 64 counties. Without CHCs, hundreds of thousands of Colorado's low-income families and individuals would have no regular source of health care. CCHN's mission is to increase access to high quality health care for people in need in Colorado. For more information about CCHN, please visit www.cchn.org.