



Public Participation Policy – Draft

The Board directs Exchange staff to bring significant operational and policy issues to the full Board or Board Committees for review, discussion, and to provide the opportunity for public input. Significant issues include, but are not limited to, major changes to organizational structure, sustainability or competitiveness; to the consumer eligibility, enrollment or customer service experience; or to sales channel availability or structure.

Exchange staff reserves the right and the discretion to implement significant operational decisions without review by the Board and public in instances where urgent resolution is necessary to ensure seamless operation of the Exchange or issues where delay would negatively impact the organization or its consumers. For example, issues that require urgent resolution may rise as a result of deadlines related to system releases, or decisions by external partners such as federal partners, the Division of Insurance, Department of Healthcare Policy and Financing, or the Governor’s Office of Information Technology. The Board and Oversight Committee will be notified when such decisions are implemented without time for public input.