

Board Advisory Group Standard Operating Procedures (SOP)

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 co-chairs 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. Co-chairs – The co-chairs are assigned members of the group, selected by the group. Their primary responsibilities are to set the agenda in conjunction with the group, 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. The co-chairs shall serve a term of one-year, but will not be term limited. At the end of each one-year term, the group will decide if the sitting co-chairs will serve another term.
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 co-chairs and 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 – The staff liaison(s) will be tasked with capturing and recording a summary of the meeting, decision points, recommendations, issues, questions, etc., and will work with the co-chairs to construct the minutes of each meeting. The group will review and approve the previous meeting’s minutes at the beginning of each meeting.

Minutes will be kept separate from any meeting report-outs to the Board of Directors on specific issues discussed or recommendations from the group to the Board. The co-chairs and group members will be responsible for drafting and sending report-outs or recommendations to the Board.

Meetings:

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

1. Frequency and length

Generally, meetings will be held on the Wednesday following the Board of Directors Policy Committee meeting, which typically occurs during the last week of each month. Meetings will last for a duration of 90 minutes. Members have the flexibility to increase or decrease the length of the meetings as well as call ad hoc work groups, as needed.

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 co-chairs and 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). Each meeting will be recorded and the recordings will be provided to the members of the group. If another meeting location is more convenient for the co-chairs, and the majority of members in the group, that is an option and the responsibility for coordinating logistics will be left to the group. At least once per year, the group will meet outside of the Denver-Metro area.

3. Attendance

Members may attend in person or via telephone.

a) Absences

- **Extended Absence.** An extended absence is when a member is unable to attend meetings for an extended period of time due to family medical leave or other extended medical leave. In such case, that member will assign a proxy to attend in his/her absence. The proxy must be from the same organization/constituency the current member was selected to represent. The name and position of the proxy shall be submitted in advance of the leave to be reviewed by the co-chairs. The proxy will have the right to participate in all Advisory Group discussions and to vote.
- **Singular Absence.** If a member's absence is a one-time occurrence, that member may not assign a proxy to be a participant in the meeting. However, if a vote is scheduled for the day of the absence, the absent member may assign a voting proxy to vote on his/her behalf. The voting proxy must be a member of the Advisory Group. The absent member may send someone to provide public comment during the meeting.

4. Facilitation

Meetings will be facilitated by the co-chairs.

5. Voting

The group will decide which issues need to be voted on. Voting will be tallied via roll call by the co-chairs. Each agenda will identify which items will be up for a vote. If a member will be absent from a meeting during which a vote is scheduled, that member may assign a proxy, which must be another member of the Advisory Group. The absent member must submit the name of their proxy to the co-chairs by noon on the day of the vote.

6. Agendas and meeting materials

The co-chairs 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.

7. 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 meeting materials. Communications outside of meeting materials should be sent directly from the members to the group or through the co-chairs.

Board Report-outs

For issues that the members choose, the Advisory Group will develop a report to the board with both a majority and a minority opinion, if there are multiple perspectives that wish to be represented.

Term Limits

With the exception of the initial start-up period, Advisory Group members shall serve a term of two years. During the initial start-up period, approximately half of the Advisory Group members will be appointed to a three-year term, so that their terms can be staggered and the Advisory Group can have some continuity. The co-chairs will be responsible for determining which members will serve the initial three-year term. The co-chairs will determine this by first soliciting volunteers. In the event that too many or too few members volunteer, or if there is not at least one volunteer from each population, the co-chairs will make the assignments at random, making sure that each population is represented.

Advisory Group members are eligible to serve up to two terms and will need to reapply and be reappointed by the Board of Directors for the second 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(s) will help ensure that the team is addressing the necessary items that must be resolved to meet the Marketplace's timelines. The Advisory Group co-chairs 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 on Connect for Health Colorado's opinion on an issue, please forward the request to Luke Clarke (lclarke@c4hco.com).