



BOARD ADVISORY GROUP MEETING

September 28, 2017

UPDATED COMPLAINT PROCESS

Background

- In August 2012, the Connect for Health Colorado (Marketplace) Board adopted a “Complaint Management Policy”, recognizing the need for a process to provide fair, timely responses to legitimate complaints and concerns.
- A review of the Marketplace’s complaint processing as it existed in 2016 recommended that the Marketplace should improve its processes for tracking, analyzing, and resolving complaints in a timely manner.
- As a result, the Marketplace updated the “Complaint Processing Procedure.”

Updated Procedure

- The following improvements were made to the complaint procedure:
 - Easier access to the complaint form
 - Enhanced intake process and quicker response time
 - Monthly monitoring by compliance team
 - Periodic training of staff related to complaint management processes and obligations
 - Periodic reporting to the Board

Questions/Feedback