

Board Topics

Categorized by 2014 Operational Plan

Budget/Sustainability

Setting Carrier Administrative Fee: March

Market Assessment: June

Detailed Budget: June

Pre-view Financial/a133 Audit: July

Financial Sustainability: September

Financial/A-133 Audits: November

Sales Plan

Quarterly Review of Operations Plan: April, July, October

Renewals and Retention: May

Carrier Participation: June

Marketing and Outreach: August

Open Enrollment Strategy: September

Readiness Update: October

Customer Service Strategy and Operational Efficiency

Advisory Groups: March

Churn: April

Blended Services with Medicaid: May

Appeals: June

Customer Satisfaction: June

Assistance Site Strategy: July

Customer Service Strategy: August

Readiness Update: October

Communication Outreach and Marketing

Marketing and Operational Plan for End of Open Enrollment: March

Website Design: April

Quality: July

QHP Choices and Prices: August

CYA Approach: September

Awareness Findings: November

Technology & Operational Support Systems

Implementation Overview: April

Technology Enhancements: June

Decision Support Tools: June
Eligibility Build Update: July
Security Update: August

Operating Metrics

Metrics: March, ongoing

General

Organizational Structure: April
Annual Meeting: July

Categorized by Month:

March

Metrics
Setting Carrier Administrative Fee
Advisory Groups
Marketing and Operational Plan for end of open enrollment

April

Churn
Organizational Structure
Q review of Ops Plan
Website Design
Implementation Overview
Quality Rating System and Comments

May

Appeals
Assistance Network Evaluation Update
Renewals Retention
Discussion of Target Populations

June

Market Assessment
Detailed Budget
Technology Strategy
Decision Support Tools
Carrier Participation

July

Eligibility Build Update
Assistance Site Strategy
Security Update
Simultaneous Eligibility
Technology Implementation Review
Quarterly Review of Ops plan

August

Preview Financial/a133 Audit
Customer Service Strategy
Marketing and Outreach for the Fall
Renewal Strategy
Recertification
Technology Preparedness

September

Open Enrollment Period Strategy
Financial Sustainability/Cash Flow Discussion
Demo on 2.0
CYA Approach (Colorado Young Adult)
QHP Choices and Prices
Assistance Network Update
Small Business Marketplace Strategy Q4
Customer Satisfaction Survey

October

Quarterly Review of Ops Plan
Readiness Update

November

Financial/A-133 Audits Complete
Awareness Findings

December

Results of State Audit