

Board Advisory Group

12/14/22



Board Advisory Group Charter

- Established in HB16-1148
- **This Advisory Group will work to maximize the quality of the consumer experience on the exchange. This group will inform the way Connect for Health Colorado handles high-level policy decisions and provide feedback to the Board of Directors on ways of engaging consumers and other stakeholders about upcoming changes.**
- The Board Advisory Group may address the following issues:
 - Discuss options for how Connect for Health Colorado can best fulfill its mission of access, affordability and choice for consumers
 - Provide the Board feedback on issues they are considering
 - Discuss the role of brokers and assisters in the Exchange
 - Provide feedback on consumer and employer enrollment experiences

Board Advisory Group Members

Name	Role Fulfilled	Organization	Location
Jane Barnes, Chair	Advocate	Benefits in Action	Statewide
John Barela	Technology	Eumetrics	Statewide
Meagan Fearing	CSAHU/Broker	CSAHU/Insurance Marketing Enterprises	El Paso County
Rachel Dauer	Advocate	Carol's Wish	Statewide
Rosie Duran	Assister	Health District of Northern Larimer County	Larimer County
Allison Mangiaracino	Issuer	Kaiser	Statewide
Erin Miller	Advocate	Colorado Children's Campaign	Statewide
Bethany Pray	Advocate	Colorado Center on Law and Poverty	Statewide
Cindy Watson	Broker	Mountain West Insurance & Financial Services	Montrose County

Board Advisory Group Members, cont.

Name	Role Fulfilled	Organization	Location
Donna Wehe	Provider	San Luis Valley Health	Alamosa County
Nikki Meredith	Broker	Insurance Planning Alternatives	Mesa County
Krystin Beading	Provider	Yampa Valley Medical Center	Routt County
Brandon Arnold	Issuer/CAHP	Colorado Association of Health Plans	Statewide
Liz Tansey	Advocate	Covering Kids and Families	Statewide
Allison Hiltz	Advocate	AARP	Statewide
Dr. Kavita Nair	Provider	University of Colorado Anschutz Medical Campus	Arapahoe County
Chandler Budlong-Springer	Assister	Boulder County	Boulder County
Eddie Sandoval	Issuer	Anthem	Statewide
Michelle Nay	Assister	Chaffee County	Chaffee County
Julia Wiswell	Broker	Wiswell Insurance	Broomfield County

Gathering Feedback

- Between November 2021 and February 2022, one on one meetings were scheduled with Board Advisory Group members with the following goals:
 - Clarify the expertise of existing Board Advisory Group members, to better tailor Group agenda items and identify potential gaps to be filled by vacancies.
 - Gain feedback on meeting logistics, including time, date, frequency, and virtual vs in person formats.
 - Gain feedback on prior meetings and the overall efficacy of the Group.
 - Spark ideas for future topics and discussions.

Key Findings

- Significant turnover of members right before COVID-19 when all meetings went virtual = hard to build rapport
- Group contributions not focused enough on impact to C4 and our customers
- Some prior meetings did not provide meaningful opportunities for discussion or feedback to the Board

Recent Improvements

- Onboard new members together
- Potential for one in person meeting per year in the future
- Review C4 mission, strategic plan, and BAG Charter at beginning of meetings
- Ground members in expertise
- Ensure points of discussion are included in policy implementation updates to BAG
- Ensure BAG calendar reflects key Board discussions
- Kevin Patterson to attend as Board liaison
- BAG feedback shared out regularly at Board meetings

Next Steps

- Next Meeting: January 25th, 3-4:30pm
- Meeting materials, member list, etc. available on [Board Advisory Group](#) webpage