Board Advisory Group Agenda
January 25, 2023
3 – 4:30pm
To join video:

https://c4hco.zoom.us/j/8447853397?pwd=ZWFOb0o4NHpkeUZJTmZYdXdhS1hkQT09&from=addon

Dial-in: 669-444-9171
Meeting ID: 844 785 3397
Passcode: 480297

1. Review of Mission and Charter
2. Roll Call and Approval of Minutes
   a. Introduction of New Member
3. Remarks from Kevin Patterson
4. SB22-081 Updates
   a. What the Board approved
5. Open Enrollment Update
   a. OmniSalud
   b. HIAE Board decision re: on-Exchange CSR
6. Federal Update
   a. End of Continuous Medicaid Coverage Period
7. How Do We Build Our Products: Product Development 101
   a. Who is the Product Development team
   b. How research and feedback are incorporated in design decisions
      i. Product Development survey
8. Stakeholder Conversation: **How do we ensure customers can attain and retain the best health coverage for their circumstances?**
      i. Board conversations
   b. What are the top challenges customers face when choosing a plan?
   c. How do you handle these challenges currently?
   d. What's the number one thing customers ask for when enrolling?
   e. What tools or resources have your customers found helpful?
   f. What is the number one thing you have to point out to customers when they're shopping?
   g. What are the top challenges customers with high barriers to health coverage face? How is that different and how should this be accounted for?
   h. Generate 3-4 guiding principles when considering decision support for customers
9. Public Comment
10. Adjourn