



Board Advisory Group Agenda October 25th, 2023

1. Mission and Charter
2. Roll Call and Approval of Minutes
3. Fireside Chat with CEO Kevin Patterson
4. Open Enrollment Updates
 - a. Enhanced Cost Sharing Reductions Data
5. Product Development Presentation
 - a. Pendo and improving decision support tools
 - i. What questions do you have about the customer journey?
 - ii. What customer behaviors are you most interested in?
 - iii. During Open Enrollment, please identify areas of improvement for our decision support tools, and be prepared to bring those back at our January meeting.
6. Policy Updates
 - a. Pregnancy SEP customer journey, continued
 - b. HSA filter functionality, cont.
7. Legislative Oversight Committee bill, as time allows
8. Public Comment

