Board Advisory Group Meeting Minutes
August 30, 2023
3:00 PM to 4:30 PM

Advisory Group Members Present: Brandon Arnold, Chandler Budlong-Springer, Rosie Duran, Melanie Herman, Bethany Pray, Donna Wehe, Liz Tansey, Eddie Sandoval, and Allison Mangiaracino

Advisory Members Absent: Jane Barnes, Cindy Watson**,** John Barela, Krystin Beadling, Rachel Dauer, Nikki Meredith, Kavita Nair, and Julia Wiswell, and Michelle Nay

I. **Welcome & Introductions**
Jessalyn Hampton called the meeting to order at 3:05 p.m., welcoming everyone in attendance. The July meeting minutes were approved.

There are two vacancies in the Group for the Consumer Advocate position.

II. **Fireside Chat: CEO Kevin Patterson**
A video message from CEO Kevin Patterson was played for the Group. He provided an update on the work he has been doing in community outreach, traveling to conferences and retreats, and meeting with various brokers and legislators

III. **Policy Updates**
Jessalyn Hampton provided the Policy update on the following topics:

- Family Glitch
- Customers aged 26 stays on plan through year
- On Exchange cost share reduction (CSR) bump
- Medicaid to Marketplace
- Friday Health Plans

IV. **New Shopping Filters**
Kelly Davies presented new enhancements to the shopping platform for Open Enrollment.

- New filters:
  1. Colorado Option Plans
  2. HSA Eligible Plans
- Colorado Option Co-Branding Logos
- Implementing Product Analytics tool

V. **Customer Survey Results + Discussion**
Daniel O'Neil presented the results of the New and Returning Customer Survey.

VI. **Pregnancy SEP Notice + Discussion**

Rachel Peters provided an overview on the Pregnancy Special Enrollment Period (SEP) created by HB22-1289. This begins January 1, 2024, for anyone who:

- Does not have coverage
- Receives written certification from a provider that the individual is pregnant

Customer Journey:
- Notify Eligible Customers
    1. Application informs customer to call Customer Service Center
    2. Customer Service Center verbally provides customer with notice of date options and financial implications
- Successfully Enrolling
    1. Customer enrolls via Customer Service Center and selects coverage date
- Verifying Eligibility
    1. Issuer may reach out to customer to request verification of pregnancy

Connect for Health Colorado will develop a full communications plan to share with stakeholders and update training materials.

VII. **Public Comment**
None.

Meeting adjourned at 4:33 p.m.