

HB16-1148 Implementation Plan

Bill Requirements	Implementation Plan
<p>1. Board shall create at least one more technical advisory group that meets quarterly and reports to the board. Advisory group shall reflect the geographic diversity and diverse opinions on issues affecting consumers.</p>	<p>Timeline:</p> <ul style="list-style-type: none"> • March-April: Collect feedback from staff and external stakeholders • April-May: Engage Policy Committee and additional stakeholders for feedback • May-June: Engage Board for review and approval • June: Recruit and select committee members • July: First meeting <p>Structure Recommendations:</p> <ul style="list-style-type: none"> • 15-20 members split between urban and rural • Members will represent a variety of interests and backgrounds • Chair and co-chair will facilitate agenda setting and report out to the Board from the group's discussions <p>Recruitment:</p> <ul style="list-style-type: none"> • Invite members that represent a variety of backgrounds to self-nominate or nominate someone else • Interested candidates will submit a short application summarizing interest • Board Executive Committee will review nominees and select members
<p>2. Board shall set a policy for what actions by the exchange require public scrutiny and post notice of such actions on website at least three weeks prior to the board meeting at which the proposed action will be discussed.</p>	<p>Timeline:</p> <ul style="list-style-type: none"> • April-May: Engage Policy Committee and additional stakeholders for feedback • May-June: Engage Board for review and approval <p>Recommendations:</p> <ul style="list-style-type: none"> • Outline what actions require public involvement • Post advance calendar of known Board actions going forward
<p>3. Board shall send to the committee and annual report that outlines financial and operational plans of the exchange and the major actions taken by the board.</p>	<p>Executive staff and Board members currently present an annual financial report to the Committee and will include operational and major actions taken by the board in future reports.</p>

SB16-006 Implementation Plan

Bill Requirements	Implementation Plan
<p>1.) Upon a consumer’s contact with the Exchange when seeking assistance in selecting a qualified health plan, whether online or by telephone, the Exchange shall notify the consumer that he or she has the option of selecting coverage online or with the assistance of a health coverage guide (HCG) or qualified broker. The effective date of the bill is November 1, 2016.</p>	<p>Phone Contact:</p> <ul style="list-style-type: none"> • General Agent Scripts used by the service center for beginning and ending calls with consumers will be revised to include language to inform consumers of their option to work with a health coverage guide or qualified broker. Revised scripts will be finalized in July and implemented in August. • Examine possibility of updating Interactive Voice Recording (IVR) to include information about the option to work with an HCG or broker. <p>Online Contact:</p> <ul style="list-style-type: none"> • The landing page of connectforhealthco.com has a section titled, “Get Free In-Person Assistance.” When clicking on this section, the user is taken to a page with information on how to get assistance from a health coverage guide or broker.
<p>2.) During the consumer’s contact with the exchange, whether online or on by telephone, the Exchange shall inform the consumer that a health coverage guide may assist with a health benefit plan selection, but may not offer advice, whereas a qualified broker may offer advice.</p>	<p>Phone Contact:</p> <ul style="list-style-type: none"> • General Agent Scripts and Job Aids that are used by service center representatives will be revised to include guidance on explaining the differences between HCGs and brokers. • Revised Agent Script and Job Aid will be finalized in July and implemented in August. <p>Online Contact:</p> <ul style="list-style-type: none"> • The “Get free In-Person Assistance” section of the website explains the roles of brokers and health coverage guides and specifically states that brokers may offer advice on specific health plans. • The description of a health coverage guide clarifies that a health coverage guide cannot offer advice on specific plan selection.
<p>3.) The Exchange shall maintain web-based tools that allow insurance brokers to develop and maintain client relationships.</p>	<p>Brokers can create an account and manage their book of business directly through the Connect for Health Colorado website. The Exchange assists customers in finding qualified brokers through the Broker lead tool, which helps in adding to the broker’s book of business. The Exchange provides ongoing education and training opportunities to help brokers develop and maintain client relationships.</p>