

Expert Advisory Committee – Health Benefits Exchange  
Health Centric Advisors  
235 Promenade St., Providence  
Agenda  
February 12, 2013  
8:00am – 9:30am

Attendees: Ted Almon, Jay Raiola, Kathryn Shanley, Monica, Neronha, Don Wineberg

I. Welcome and Introductions

a. Introduction of Deb Jacobson, Senior Advisor

i. Deb Jacobson called the meeting to order.

1. Deb works on the non-policy side (operational and infrastructure) for the Exchange.

b. Update on structure of the Committee

i. In order to ensure stakeholder and community needs are being met, Exchange staff has been gathering feedback from various constituencies about what they want to see in the Exchange.

1. Ms. Jacobson announced that Don Wineberg will serve as the chair to help provide more structure and guidance to the committee.

ii. Mr. Wineberg noted that the purpose of the meetings will be to gather input from the Expert Advisory Committee on upcoming issues that staff are trying to deal with so that the Committee can think about these issues and advise the Exchange appropriately. There may be an opportunity to bring more members on the committee as needed.

iii. Amy Black, Exchange staff announced that the Committee members will receive a document outlining the data and evaluation plan for the Exchange. Members will be asked to provide input on the measures. Members were invited to send Ms. Black suggestions of potential new members from key expert constituencies as well as contact her should they ever have questions.

II. Goals and Strategic Planning for the Committee

a. Mr. Wineberg led a discussion about the mission and goals for the Committee.

- A draft vision statement will be sent out to members ahead of the March meeting to help guide further discussion.
- b. Ms. Black noted that Experts should provide direct input into implementation of the Exchange to help achieve goals laid out in the strategic plan. This Committee is supportive of the strategic plan developed by the Advisory Exchange Board to the best of its ability. It will directly advise the Exchange staff and the Board.
  - c. Members agreed that the key role of the committee is to respond to questions and offer advice and support to the Board relative to technical issues of implementation or policy. Committee members will do this through correspondence, response to written materials and at meeting discussions. Responses and input will be provided to the Board in a timely manner.
  - d. There are 4 key areas of work over the next 7 months:
    - i. Plan design (what will be sold on the Exchange)
    - ii. Customer support (key areas: contact center and in person support – Navigators and Brokers)
    - iii. Data and reporting (including quality measures);
    - iv. Outreach and communications
- III. Following discussion of key areas of work and timeline in which to achieve them, the committee recommended a discussion regarding plan design at the March meeting. Staff agreed to disseminate meetings materials ahead of time.
- IV. Staff agreed to set up a Dropbox account for committee members, and ensure they all have a copy of the Advisory Board Strategic Plan and list of current committee members.
- V. The Chair asked if there was any public comment, hearing none the meeting was adjourned.