



Consumer Experience and Outreach Advisory Committee Meeting

October 4, 2017



Today's Agenda

1. Welcome and Introductions
2. Public Comment
3. Review and Approval of Minutes
 - September 27, 2016 Special Meeting
4. Committee Mission and Vision Discussion
5. Projects - Discussion
6. Public Comment
7. Next Steps
8. Adjournment



Public Comment *(2 Minutes per Commenter)*

➤ **Vote:**

Review and Approval of Minutes

- September 27, 2016 Special Meeting

Committee Mission and Vision Discussion

Consumer Experience and Outreach Advisory Committee
Committee Co-Chair: Theodore Doolittle, State Healthcare Advocate
Committee Co-Chair: TBD
Staff Lead: Tony Crowe, Operations Manager

Proposed new name	Customer Outreach and Experience Committee
Co-Chair and SLT Roles	Committee Co-Chair: State Healthcare Advocate Committee Co-Chair: TBD
Co-Chair and SLT Responsibilities	Co-Chairs: Creating Agenda Items, Following up with members of the committee, ensuring Committee members follow through on their assigned tasks. SLT: Assisting Co-Chairs in procuring space for meetings and logistics, sending out meeting invites and agendas. Work collaboratively with Co-Chairs to assure proper execution of meetings.
Proposed “Mission”	Bring the voice of Connecticut residents to Access Health CT and provide guidance and resources for its services. The committee will advocate for access to affordable and high quality health insurance products with a focus on Health Literacy, Health Disparities and promote a better interface and outstanding consumer experience.
Proposed Committee Member Skill Set	<ul style="list-style-type: none"> • Experience in managing and helping customers through complex processes • Education and training in customer outreach • A Navigator with specific consumer experience • An AHCT customer (QHP and Medicaid)

Consumer Experience and Outreach Committee

Continued

Membership

Expertise

Role

Consumer Advocate (3)

Consumer Advocate that has a background in healthcare especially in behavioral health and social work in the medical service field.

Office of the Healthcare Advocate (OHA) (1)

Advocate for consumers

Carrier Representative – (2) – (1) from each carrier: Subject Matter Experts:
SME: further discussion to be held

Customer Service View/Ops/Marketing

Connecticut Insurance Department (CID) (1): SME

Consumer Complaints

Consumer (3)

Consumer enrolled through AHCT with Medicaid and a Qualified Health Plan (QHP)

Training/Education (1)

An individual such as School Nurse or Social Worker

Broker (1): further discussion to be held

AHCT certified with over 100 enrolled consumers in good standing, selling on both SHOP and/or individual health insurance products through Access Health CT

Navigator/Certified Application Counselor (CAC) (1)

AHCT certified to enroll consumers into a health plan and experienced in handling consumer complaints.

Clinician (1)

Practicing Connecticut clinician who accepts AHCT plans (i.e., MD, OD, a_Nurse, PA, OT)

Board Members (2)

Member of AHCT Board

Projects - Discussion



Public Comment *(2 Minutes per Commenter)*

Next Steps

Adjournment

