

Connecticut Health Foundation
Stakeholder Priorities for
A Year Round Health Insurance Consumer Support Program

December 12, 2014
 12:00 noon to 4:00 PM
 Lunch will be provided
 Homewood Suites, 65 Glastonbury Blvd, Glastonbury CT

Meeting Purpose

The purpose of this meeting is to agree upon a set of recommendations to AccessHealthCT, the Office of the Health Care Advocate and the Department of Social Services about the elements of an effective year-round consumer assistance program for health care insurance focused on the most underserved residents of Connecticut.

Desired Outcomes

By the end of this meeting, we will have:

- A shared understanding of the potential opportunity for year-round enrollment and navigation assistance for underserved consumers in Connecticut.
- A prioritized list of the functions that such a system should include.
- Agreement on the demographic populations that would receive the greatest benefit from enrollment and navigation assistance.
- Agreement on what needs to be in place for enrollment and navigation assistance to reach these demographic groups
- A shared understanding of how to tailor enrollment and navigation assistance for different geographic areas of the state

Agenda

What	How	Start Time
Start Ups	Welcome & Meeting Purpose How We Will Use Our Time Together Introductions	12:00
Background Information	•Public Input Period: <i>Comments are limited to 5 minutes. After each Comment, we will take questions for clarification only.</i> •Responses from surveys and interviews	12:30
Prioritized list of the functions of a year-round enrollment and navigation assistance program for underserved consumers in Connecticut	•Key Functions charts: <i>Work in trios to upgrade & modify</i> <input type="checkbox"/> Spend a Million Dollars: Large group prioritization <input type="checkbox"/> List & Clarify priorities <input type="checkbox"/> Agree on our recommendation	1:00

What	How	Start Time
BREAK	COFFEE BREAK	2:00
Demographic populations that would receive the greatest benefit	<input type="checkbox"/> Brainstorm target demographic populations <input type="checkbox"/> Make an Affinity Diagram together <input type="checkbox"/> <i>Why this group would receive greatest benefit?</i> <input type="checkbox"/> Agree on our recommendation	2:10
What needs to be in place for enrollment and navigation assistance to reach these demographic groups?	<input type="checkbox"/> Brainstorm a list: <i>What needs to be in place for enrollment and navigation assistance to reach these demographic groups of people?</i> <input type="checkbox"/> Agree on our recommendation	
How to tailor enrollment and navigation assistance for different geographic areas of the state	Describe need for attention to geographic difference <input type="checkbox"/> Work in three groups to answer Key Questions Report out & upgrade <input type="checkbox"/> Agree that this is our recommendation	
Next Steps	<input type="checkbox"/> Next Steps: <i>How will we hear about how these recommendations were used?</i> <input type="checkbox"/> What made this meeting go well? What would have made it better? <input type="checkbox"/> Closing	3:50