

2024 Consumer Decision Support Workgroup Charter

WORKGROUP RESPONSIBILITIES

The 2024 Consumer Decision Support Workgroup (Workgroup) will discuss and make recommendations on areas to improve consumer decision-making support during the plan shopping experience when using the Maryland Health Connection (MHC) "Get an Estimate" plan shopping tool or within the MHC application. The scope of workgroup discussions and recommendations will focus specifically on health insurance plan shopping in the individual market.

MHBE will develop a report summarizing the Workgroup's discussions and final recommendations, to be approved by the Workgroup. The Workgroup report and recommendations will be presented to the MHBE Standing Advisory Committee and MHBE Board of Trustees for consideration.

WORKGROUP MEETINGS

The below sections contain information relevant to the business of the Workgroup meetings. All meetings of the Workgroup are open to the public.

Location, Time, and Notice The work group will meet via Google Meets at 12:30-1:45 PM on the following dates:

- July 31
- August 14
- August 28
- September 18
- October 2
- October 16
- October 30

Dates and times are subject to change and reasonable notice of all meetings, stating the time and place, shall be given to each Member by electronic mail. Reasonable notice of all meetings shall be provided to the public by posting on the MHBE website.

<https://www.marylandhbe.com/policy/work-groups/consumer-decision-support-work-group/>

Order of Business Generally, the agenda/order of business at meetings of the Workgroup shall be as follows:

- (a) Calling the meeting to order
- (b) Consideration and approval of minutes of previous Workgroup meeting
- (c) Consideration of the topic/questions presented before the Workgroup

- (d) Determination of recommendations from the general Workgroup body – including identification of consensus recommendations
- (e) Public comments
- (f) Adjournment

Quorum A simple majority of the Members shall constitute a quorum at any meeting for the conduct of the business of the Workgroup.

Participation in Meetings Members will attend meetings via web conference. Members participating by such means shall count for quorum purposes, and their support for recommendations shall be included so long as their participation is included in attendance.

Support of Recommendations Members are entitled to voice support for recommendations for a given topic presented to the Workgroup. Support for each recommendation will be included in the meeting minutes at the member level.

CHAIR/CO-CHAIR OF THE WORKGROUP

The members of the Workgroup shall elect a chair or co-chairs. The elected chair/co-chairs terms shall last for the duration of the Workgroup. In addition to presiding at meetings, the chair/co-chairs shall take an active role in determining the policy recommendations from the general body, preside over vote counting for recommendations, and shall work with MHBE to determine actions items required of MHBE support resources.

MEMBERSHIP & MEMBER RESPONSIBILITIES

The Workgroup consists of representatives from authorized QHP Issuers, consumer/policy advocates, state government representatives, and insurance industry professionals.

Members are expected to lend their expertise, in good faith, to meet the goals of the Workgroup.

MHBE Policy and Plan Management will make resources available to provide technical/administrative assistance to the Workgroup.

FINAL WORKGROUP REPORT

The Workgroup's discussions shall inform and develop a report detailing its recommendations to MHBE for increased or more effective consumer decision-making support during the MHC health plan shopping experience.