

## Consumer Advisory Group

### Agenda

May 8, 2015, 9:00am - 12:00pm  
Board Room, MHDO, 151 Capitol Street, Augusta

#### Remote Participation Instructions

We encourage in-person attendance but if necessary, here are instructions to participate remotely.

To join by phone, **dial (605) 477-3000** and then **enter access code 196852#**

To see the screen that is in the meeting room (so you can follow along with slides and notes taken on the screen), click <https://global.gotomeeting.com/join/862535269> and follow the simple instructions.

#### About the Meeting

This is the seventh meeting of the MHDO Consumer Advisory Group. Our charge is to give input and guidance to the Maine Health Data Organization on its efforts to provide and integrate comprehensive and useful health care cost and quality data through its publically accessible venue for Maine people. Over the course of several months we are focusing primarily on providing input for an updated version of MHDO's HealthCost website.

To ensure an effective and efficient process that respects participants' time and offers opportunities for everyone's perspective to be heard, our meetings will be professionally facilitated by Craig Freshley and Kerri Sands of Good Group Decisions in Brunswick.

Please arrive early for light breakfast and then a prompt 9:00am start.

#### Agenda

**8:45**      **Coffee, tea, bagels, muffins**

**9:00**      **Opening**

- Welcome and About the Meeting – Craig Freshley, facilitator
- Introductions

**9:15**      **Follow Up from Last Meeting**

Wowza met with the Consumer Advisory Group on March 13, 2015 and walked through the website prototype, distributed a worksheet for

the cost data display, and utilized a discussion guide to facilitate conversations. The feedback Wowza received from the Consumer Advisory Group are summarized in a separate document and will be used to help guide revisions to the CompareMaine data displays and content, in an effort to make the website more usable and understandable to the target audiences. We will review the feedback document from the CAG as well as feedback received from the other groups WOWZA worked with.

**9:35**

**CompareMaine and HealthCost**

Karynlee will review the key features of the new website compared to the current site and the proposed strategy to add quality data to the site based on feedback from the consumer advisory group, national research and availability of information.

**9:55**

**Break**

**10:10**

**CompareMaine - Revisions to the Wireframe**

We will have a chance to review a revised version of the CompareMaine wireframe, based on feedback this group provided to website design company Wowza. We will also hear a summary of accessibility requirements of the State of Maine. Consumers will have opportunities to ask questions and provide additional feedback on the new CompareMaine website.

**10:40**

**CPT Codes**

Karynlee will explain the CPT code that are currently reported on the HealthCost website and describe what's been working well, what's not been working so well, and current steps being taken to improve use of CPT codes. Consumers will be invited to make recommendations on specific CPT codes to be included on the new CompareMaine website.

**10:50**

**CompareMaine Rollout - Initial Ideas**

Karynlee will brief the group on **LD 1305, An Act to Encourage Health Insurance Consumers to Comparison Shop for Health Care Procedures and Treatment**. The group will begin to discuss ideas on ways to build enthusiasm for and awareness of CompareMaine. We will discuss some initial ideas about how to roll out the new website, including specific audience, messages, and approaches. We will come back to this topic at future meetings.

**11:45**

**A Quick Look Back and Ahead**

- We will note the topics for the next meeting and give a "heads up" about potential advance reading.
- We will briefly evaluate this meeting and the advance preparation process. How did this work for you? What might work better for next time?

**12:00**

**Adjourn & Lunch**