

BEWELLM, NEW MEXICO'S HEALTH INSURANCE EXCHANGE MARKETING & OUTREACH COMMITTEE CHARTER

The Marketing & Outreach Committee is a committee of the Board ("Board") of the New Mexico Health Insurance Exchange, ("NMHIX"), established by Laws of 2013, Chapter 54, in the regular session of 2013. The Marketing & Outreach Committee ("Committee") is established in Article V of the NMHIX Annual Plan of Operations to assist the Board with:

I. Mission. The Committee monitors the external communications of the Exchange and oversees relationships with key stakeholders to ensure that all New Mexicans are educated about their options on the Exchange and have no-cost help available near them to make an informed decision about their health insurance plan.

II. Committee Functions.

A. Marketing & Outreach. The Committee shall monitor marketing, market research and outreach expenditures to ensure that the Exchange is effectively communicating to New Mexico's diverse population and providing the tools, resources and educational materials needed for New Mexicans to select health insurance that is right for them. This includes oversight of the Exchange's Consumer Assister program involving Agents, Brokers and Enrollment Entities and oversight of procurements and vendors providing outreach, marketing and enrollment services.

B. Stakeholders. The Committee shall oversee efforts to keep key stakeholder groups educated and informed about the activities of the Exchange. This includes working in close coordination with the Stakeholder Advisory Committee that was created by the Exchange's enabling legislation.

C. Call Center. The Committee shall work in close coordination with the Operations Committee to oversee the design of a call center that will provide a positive consumer experience for all New Mexicans.

D. Policies. The Committee shall review annually the Exchange's Communications Policy and Public Records Policy (IPRA).

III. Membership

A. Committee Membership and Appointment. The Committee should be comprised of up to six NMHIX Board members as appointed by the Chairman of the Board. The Chair of the Committee shall designate one Committee member to serve as Vice-Chair.

IV. Committee Meetings

A. Frequency. The Committee should meet at least quarterly. Additional meetings will be scheduled as needed to fulfill the Committee's functions as outlined in Section II of this charter.

B. Meeting Structure and Open Meetings Law. Meetings of the Marketing and Outreach Committee shall be open to the public, unless the Chair of the Committee determines, at the chair's

discretion, the meeting should be closed. Notice of a Committee meeting shall be given to the extent practicable. If possible, the Committee shall post on the NMHIX website the time and place of the meeting and the agenda or matters to be discussed. If the Committee meets for the purpose of taking final action or formulating public policy, and not in an advisory capacity in which it develops recommendations for Board approval, the Committee shall hold its meetings in compliance with the Open Meetings Act and the Board's Open Meetings Act Resolution.

V. Annual Evaluation

A. Charter Effectiveness. The Committee shall review the effectiveness of this Charter each year and share any recommended changes with the Executive Committee and Board.