

BEWELLM, NEW MEXICO'S HEALTH INSURANCE EXCHANGE OPERATIONS COMMITTEE CHARTER

The Operations Committee is a committee of the Board ("Board") of beWellnm, established by Laws of 2013, Chapter 54, in the regular session of 2013. The Operations Committee ("Committee") is established in Article V of the beWellnm Annual Plan of Operations to assist the Board with:

I. Mission. The Operations Committee shall oversee the general operations of the Exchange; oversee the implementation and maintenance of information technology for both the Individual and Small Business Health Options Program (SHOP) Exchanges and govern policies and procedures related to the operation of both the Individual Exchange and beWellnm for Small Business.

II. Committee Functions.

A. Individual Exchange. The Committee shall oversee the design and development of an integrated eligibility system that meets requirements as set forth by the Centers for Medicare and Medicaid Services (CMS) and ensure that the design of the technology solution provides a seamless consumer experience for all qualified New Mexicans.

B. beWellnm for Small Business. The Committee monitors the on-going operations and renewal process for the SHOP Exchange.

C. Exchange Policies. The Committee shall oversee policy decisions made by beWellnm related to the operation of the Individual and SHOP Exchanges.

D. Call Center. The Committee, working in coordination with the Marketing & Outreach Committee shall oversee the technical design of the call center to ensure that the right technology and systems are in place to provide consumer support to meet the needs of New Mexicans.

E. Records Retention Policy. The Committee shall work in close coordination with the Executive Committee to oversee the maintenance and execution of a Records Retention Policy for the Exchange.

III. Membership

A. Committee Membership and Appointment. The Committee should be made up of up to six beWellnm 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 2 of this charter.

B. Meeting Structure and Open Meetings Law. Meetings of the Finance 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 beWellnm 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.