



*The Commonwealth of Massachusetts  
Commonwealth Health Insurance Connector Authority  
100 City Hall Plaza  
Boston, MA 02108*

CHARLES BAKER  
Governor

KARYN POLITO  
Lieutenant Governor

MARYLOU SUDDERS  
Board Chair

LOUIS GUTIERREZ  
Executive Director

**Board of the Commonwealth Health Insurance Connector Authority**

**AGENDA**

Thursday, May 13, 2021  
9:00 AM to 11:00 AM

<https://www.youtube.com/user/TheMAHealthConnector>

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1. Minutes
  2. Executive Director's Report
  3. American Rescue Plan (ARP) Implementation Update and ARP Outreach Budget (VOTE)
  4. Customer Experience Implementation Update