Process:

1. Determine sub-committees: “Sample Below (6) subcommittees”
   a. Community non-profits
   b. Community counties
   c. Agent / Broker individual
   d. Agent / Broker small group
   e. Hospital
   f. Clinics
   g. Tribes

2. Determine committee heads

3. Determine committee time lines

4. Subcommittee Task: “What to identify”
   a. Market segment organization services
      i. Income level
      ii. Ages
      iii. Race
      iv. Possible barriers:
          1. Disabled
          2. Young
          3. Abuse
          4. Mentally impaired
          5. Cultural barriers
          6. In between jobs
          7. Transient workers
          8. Religious basis
          9. Part-time status
      v. Education level
      vi. Payment method, i.e. cash, payroll deduction, GOV. subsidy

b. Identify What Services Organizations Performs:
   i. Medical Assistance
   ii. Food stamps
   iii. Battered shelter
   iv. Other benefits
      1. Dental
      2. Life insurance
      3. Disability insurance
      4. Long term care
      5. Group cost & claims analysis
      6. Group annual enrollment delivery
      7. Individual financial analysis
   v. Other Administration
1. Hipaa administration
2. Cobra administration
3. State continuation
4. Flex administration
5. HRA administration
6. HSA administration
7. Sub-enrollment on benefits
8. Other

c. Cracks in Service Model
   i. ?

d. How is service organization funded?

e. Business class of service organization

f. Typical service organization chart

g. Consumer protection safeguards
   i. Education / credentialing
   ii. Licensing monitored & regulated
   iii. Bonding for fraud
   iv. Insurance for mistakes and mishaps

h. Other?

5. Determine best practices from results

6. Determine consumer protection, i.e. training etc.

7. Determine compensation by service level or position