



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

CHARLES BAKER  
Governor

MARYLOU SUDDERS  
Board Chair

KARYN POLITO  
Lieutenant Governor

LOUIS GUTIERREZ  
Executive Director

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

**AGENDA**

Monday, August 19, 2019  
1:30 PM to 3:30 PM

50 Milk Street, 8th Floor  
Boston, MA 02109

- 
1. Minutes
  2. Executive Director's Report
  3. Customer Experience Procurement Project: Contact Center Procurement Recommendation (VOTE) and Implementation Planning
  4. NTT Contingency Contract Extension Agreement (VOTE)