



## Account Implementation & Renewal Committee Charter

**Overview:** The AIR Lead Team is a cross-functional group of leaders representing key stakeholders within the Account Implementation process.

Program leads are responsible with planning and facilitating the AIR program agenda for each Open Enrollment season and oversight of the weekly AIR lead meetings.

**COMMITTEE GOAL/MISSION:** The AIR Program Committee enables efficiency, accuracy & transparency through end-to-end, cross-functional communication in coordinating account renewal & implementation processing. It is comprised of representatives from all primary business areas involved in the AIR process and meets weekly to discuss status & any recent challenges in the process, and to review reports including the AIR Dashboard.

These discussions include:

- Account prioritization across process milestones, including management of the Cohort structure
- Tracking and monitoring the impact of corporate and regulatory mandates
- Triaging of account specific issues to the appropriate venue or workgroup
- Identification of items needing escalation to the AIR Oversight Committee

### COMMITTEE PURPOSE:

Review renewal activities, track and communicate status

Dashboard narrative & updated AIR Dashboard data

- Prioritization & Inventory management action items
- Documented items requiring research &/or escalation

### Operating Guidelines:

**EXECUTIVE SPONSOR(s):** Sales and Marketing, Service and Operations, Finance, Audit and Risk Management, Government and Regulatory (contracts)

**CHAIR(s):** Mary Jo Coady and Colleen Williams

**MEMBERSHIP:** [Can be in the document or attached as an appendix, provide a brief description of the basis or qualification for membership if applicable]



AIR Attendees  
Lists.xlsx



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Voting Members			
Name	Title	Department	Responsibilities
Non-Voting Members			
Name	Title	Department	Responsibilities

Membership will be reviewed and updated no less than annually by the Committee Chairs.

**MEETINGS:** Weekly during peak season (1/01 and 7/01) 1 hour. Bi-weekly off peak

The frequency of the meetings will be reviewed on a yearly basis. Committee members are expected to attend all meetings but may be represented by an appropriate replacement in their absence.

**Responsibilities:**

Relevant updates, milestone tracking & other summary reporting for each Open Enrollment season

- Escalated issues from weekly AIR Steering Committee meetings
- Status updates from assigned owners on process improvement initiatives
- Consolidated AIR Debrief reporting
- Reporting of key themes associated with NSO other AIR Program Workgroups

**OBJECTIVES:** Meet or exceed milestones to ensure all accounts renew timely and receive ID cards timely



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### **DECISION-MAKING:**

The AIR lead team reports into the AIR executive Committee.

The AIR Executive Comm enables transparency with executive leadership on overall AIR program performance and validates strategic direction and resource allocation associated with Open Enrollment activity. This committee is responsible for decision-making on items escalated from the other levels of AIR governance. Scheduled at the discretion of the meeting facilitator each year in Sept, October, December and January

**EXPECTED OUTCOMES:** Tracking accounts via the dashboard to ensure all milestone dates are met

**REPORTING STRUCTURE OF COMMITTEE:** To ensure timely, accurate, and strategic implementation and renewal of accounts through structured coordination across Sales, Operations & Risk. The committee monitors readiness, identifies risks, and escalates exceptions. The report is distributed to committee members and key stakeholders to track sales status (sold vs pending), operational readiness (coding, ID cards, benefit setup). Highlight high-risk accounts and bottlenecks. Serve as an input to weekly meetings.

Published during January and July peak seasons the report includes volume trends, SLA performance, risk flags by account, resource constraints or surge planning indicators.

### **CONFIDENTIALITY**

In conducting its business, members of the Committee will take special care, consistent with the Company's Code of Ethics and Conduct (the Blueprint) to protect the confidentiality of sensitive information it receives.

### **CONFLICTS OF INTEREST**

Committee members will promptly disclose any conflict of interest they may have with respect to any matter to be discussed by the Committee.

**POLICIES:** [To the extent the committee is governed by or responsible for oversight of any policies list those policies.]

**ANNUAL REVIEW:** The Committee Charter will be reviewed and updated annually, and when significant changes occur such as leadership changes, changes in focus to respond to revised corporate priorities, changes in reporting, changes in decision making authority and/or structure, and/or responding to external changes such as regulatory updates.

**Document Information:** [Version control and record of annual review and updates.]

### **REVISION HISTORY:**



## Account Implementation & Renewal Committee Charter

Version	Date	Revision Summary

### DOCUMENT OWNER:

Name	Organization
Colleen Williams	
Mary Jo Coady	

### REVIEWERS:

Name	Division	Versions
Jen Nestor		
Greg Buchanan		