Board Meeting Agenda
Connect for Health Colorado Meeting Room; East Tower, Suite 1025
3773 Cherry Creek N Dr., Denver, CO 80209
March 14, 2016
8:30 AM – 12:00 PM

I.	**Business Agenda** 1. Call to order, Roll Call and Introductions 2. Approval of Minutes 3. Discuss Changes to Agenda 4. Disclosure of Conflicts of Interest		Steve ErkenBrack	8:30 – 8:35 AM
II.	**Board Development and Operations** 1. Board Chair Report 2. Legislative Oversight Committee Meeting	*Report, Discussion*	Steve ErkenBrack	8:35 – 8:55 AM

III.	**Marketplace Development and Operations**
	1. CEO Report
	   a. Staffing Update
	   b. Performance Evaluations
	2. Open Enrollment Update
		Report & Discussion	Kevin Patterson
			
			Adele Work
				8:55 – 9:25 AM

IV.	**Contracts & Policy** 1. Procurement Policy Revisions	*Discussion & Decision*	Alan Schmitz & Brian Braun	9:25 – 9:45 AM
	BREAK			9:45 - 10:00 AM
V.	**Finance & Operations Committee** 1. Process Timeline for Strategic Plan 2. Scenarios Update 3. MA Site 4. Public Benefits Corporation Update 5. CY vs FY Report Out 6. Metrics that Matter	*Discussion Report Out*	Eric Grossman Kevin Patterson Brian Braun Denise O'Leary	10:00 – 10:45 AM
VI.	**Policy Committee** 1. Legislation Update 2. Broker Policy/Relationship	*Discussion Report Out*	Adela Flores-Brennan	10:45 – 11:30 AM
VII.	**Public Comment**			11:30 – 11:45 AM
VIII.	**Adjourn**			11:45 AM

Action Items

Action Items	Responsible Party	Date	Open/Complete
Analyze how many Colorado HealthOp customers felt motivated to enroll during the Special Enrollment Period due to having a health incident vs waiting to enroll for financial reasons.	Operations	02/11/16	Open
Work with HCPF and the DOI to analyze the different outcomes that result from people becoming insured.	Operations	02/11/16	Open
Gather information from the federal government and other exchanges to determine the readiness of the quality rating system.	Executive Team	02/11/16	Open
Leadership will work with the state network to determine the best way to create a path to sustainability that improves the customer experience.	Executive Team	01/11/16	Open
Operations will survey the HealthOp customers who haven't enrolled in an insurance plan to find out why and engage the salesforce to work with the customers to help them find a plan.	Operations Department	01/11/16	Open
The Policy Committee will work on determining which policy decisions should be made by the Board vs operational policies made by the Marketplace staff.	Policy Committee	01/11/16	Open
After open enrollment staff will look into taking a deeper dive into some of the patterns and numbers that affect enrollment in various areas of the state; as well as work with the Department of Health Care Policy and Finance (HCPF) to take a look at the data that is jointly owned by HCPF and the Marketplace.	BI Department	12/17/15	Open
Staff to utilize the broker lead tool and the assistance network Connector tool to reach out to customers for customer satisfaction follow up calls.	Operations Department	12/17/15	Open
Create a list, on the website and tip sheets, of recommended browsers to use for best results when connecting to the website.	Marketing Department	12/17/15	Open
Discuss how to structure working with Advisory Groups and stakeholders to encourage more engaged participation.	Operations Department	11/09/15	Open
Bring a discussion around financial incentives for brokers who work with SHOP customers to the Policy Committee.	Policy Committee	11/09/15	Complete
Give an audit update during the next Finance & Operations Committee	Finance Department	11/09/15	Complete
The Finance Committee and Policy Committee is to further investigate the risks of federal decisions on the Marketplace.	Finance & Policy Committees	11/09/15	Complete

Provide the Board with any changes in protocol for escalating customer issues.	Executive Team	10/12/15	Complete
Legal will add a vendor relationship term board review to the procurement policy.	Legal Department	01/11/16	Complete
Legal and Finance will bring any cumulative vendor contracts that begin to exceed $150,000 to the Finance & Operations Committee.	Legal & Finance Departments	01/11/16	Complete
Legal and Finance will add to the procurement policy that any significant variance in financials on all contracts will be brought to the Finance & Operations Committee.	Legal & Finance Departments	01/11/16	Complete
Legal and Finance will define a dollar amount for requiring a competitive bid on all RFPs.	Legal & Finance Departments	01/11/16	Complete
Policy Committee will review policies affecting who is allowed to work on the Marketplace assisting customers.	Policy Committee	01/11/16	Complete

Connect for Health Colorado

MEETING INFORMATION

The order in which agenda items are considered may be subject to change. Public comment is taken on action agenda items. Prior to making your comments, please state your name for the record and identify any group or organization you represent. Depending on the number of individuals wishing to address the board, the chair may establish specific time limits on presentations.

Materials available for this meeting are posted on the website at:
http://www.ConnectforHealthCO.com/stakeholders-and-board/all-upcoming-meetings/
Check the website for agendas, minutes, background materials, and to confirm meeting times and locations.

The Board meeting will be available via audio. To begin the conference:
1. Dial-in #: 1-888-585-9008
2. When prompted, enter conference room number (582870195#) to access the conference room

*FOR THE AUDIENCE CALLING IN PLEASE **DO NOT PUT THE CALL ON HOLD** AT ANY TIME DURING THE CONFERENCE. PLEASE **PUT YOUR PHONES ON MUTE** DURING THE CALL UNLESS YOU WISH TO SPEAK DURING PUBLIC COMMENT.*

*If you are not able to attend in-person or comment over the phone, please send your comments to
Board@ConnectforHealthCo.com