

Board Meeting Agenda
Connect for Health Colorado Meeting Room; East Tower, Suite 1025
3773 Cherry Creek N Dr., Denver, CO 80209
June 13, 2016
8:30 AM – 12:00 PM

I. Call to Order		Adela Flores-Brennan	8:30 – 8:40 AM
a. Roll Call and Introductions			
b. Motion for Executive Session			
II. Executive Session		Adela Flores-Brennan	8:40 – 9:10 AM
III. Business Agenda		Adela Flores-Brennan	9:10 – 9:15 AM
a. Approval of Minutes			
b. Discuss Changes to Agenda			
c. Disclosure of Conflicts of Interest			
IV. Board Development and Operations	<i>Report</i>	Adela Flores-Brennan	9:15 – 9:30 AM
a. Legislative Oversight Committee			
V. Marketplace Development and Operations	<i>Report</i>	Kevin Patterson	9:30 – 10:00 AM
a. Action Items			
b. Carrier Update			
VI. Public Benefits Corporation	<i>Update</i>	Denise O’Leary	10:00 – 10:15 AM
	BREAK		10:15 – 10:30 AM
VII. Finance & Operations			10:30 – 11:10 AM
a. Updates	<i>Report</i>	Eric Grossman	
b. FY 2017 Budget Discussion	<i>Discussion & Decision</i>	Brian Braun	
VIII. Policy Committee		Sharon O’Hara	11:10 – 11:45 AM
a. Updates	Report		
b. Board Legislative Approach	Discussion & Decision		
IX. Public Comment			11:45 – 12:00 PM
X. Adjourn			12:00 PM



Action Items

Action Items	Responsible Party	Date	Open/Complete
Enrollment			
Ascertain total number of enrollments during the special enrollment period (SEP).	Operations	03/14/16	Complete
Create a breakdown of different plan types (ppo, epo and hmo) over the past three years to determine the trend. Look for the market drivers for the trends.	Operations	03/14/16	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
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
Customer Service/Assistance Network			
Work with the Division of Insurance (DOI) to determine the best way to educate the consumer on the plan types to provide assistance in deciding on the best plan for them.	Marketing and Communications	03/14/16	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
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
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
Provide the Board with any changes in protocol for escalating customer issues.	Executive Team	10/12/15	Complete
Strategic Planning			
Define the data analysis to be completed around the available market, the uninsured, churn and the cost of doing business.	Research and BI Team	05/09/16	Open
Once the strategic plan has been finalized, create a list of projects that tie into the strategic plan and show the direct effect they will have on the customer experience.	Technology & Operations	05/09/16	Open
Management will track savings and/or revenue impacts resulting from the current capital projects.	Finance Department	05/09/16	Open
Provide a breakdown of the states in each of the operational scenario options and which states have shifted from one scenario to another.	Policy and Research	03/14/16	Open
Include Public Benefit Corporation revenue assumptions in the budget.	Finance Department	03/14/16	Finance & Operations Committee 4/25/16
Analyze the possible impact on consumer experience for options 4 & 5.	Senior Management	03/14/16	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
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
Policy			
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
Bring a discussion around financial incentives for brokers who work with SHOP customers to the Policy Committee.	Policy Committee	11/09/15	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
MISC			
Give an audit update during the next Finance & Operations Committee.	Finance Department	11/09/15	Complete

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*