

Board Meeting Agenda
 Connect for Health Colorado Meeting Room; East Tower, Suite 1025
 3773 Cherry Creek N Dr., Denver, CO 80209
July 11, 2016
8:30 AM – 11:00 AM

I. Call to Order			Steve ErkenBrack	8:30 – 8:40 AM
a. Roll Call and Introductions				
b. Motion for Executive Session				
II. Executive Session			Steve ErkenBrack	8:40 – 9:25 AM
III. Business Agenda			Steve ErkenBrack	9:25 – 9:30 AM
a. Approval of Minutes				
b. Discuss Changes to Agenda				
c. Disclosure of Conflicts of Interest				
IV. CEO Report	<i>Updates</i>		Kevin Patterson	9:30 – 10:00 AM
a. Action Items				
b. Strategic Plan Update				
c. Public Benefit Corporation				
V. Finance & Operations				10:00 – 10:15 AM
a. Updates	<i>Report</i>	Eric Grossman & Brian Braun		
VI. Policy Committee			Sharon O’Hara	10:15 – 10:45 AM
a. Public Participation Policy	Discussion & Decision			
b. Board Advisory Group	Update			
c. Amendment 69	Update			
VII. Public Comment				10:45 – 11:00 AM
VIII. Adjourn				11:00 AM

Action Items

Action Items	Responsible Party	Date	Open/Complete
Enrollment			
Provide a list of the number of carriers available on the Marketplace by county, for the August board meeting.	Operations	06/13/16	Open
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			
The Master Certification Program will be delayed, to be reviewed on a committee level.	Operations	06/13/16	Open
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

Strategic Planning			
Incorporate the Public Benefit Corporation in the strategic plan.	Leadership	06/13/16	Open
Provide the Board with a brief history and timeline around the decision to create the Public Benefit Corporation.	Legal Department	06/13/16	Open
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	Ongoing
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
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
Legislative Oversight Committee			
Respond to various questions from the legislative oversight committee.	Policy & Research Department	06/09/16	Open

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