

Board Meeting Minutes
Connect for Health Colorado Meeting Room
East Tower, Suite 1025
3773 Cherry Creek N Dr., Denver, CO 80209
September 14, 2015
8:00 AM – 12:00 PM

Board Members Present: Sue Birch, Steve ErkenBrack, Adela Flores-Brennan, Denise O’Leary, Jay Norris, Sharon O’Hara, David Padrino, Marc Reece, Marguerite Salazar and Nathan Wilkes

Board Members Joining via Phone: Davis Fansler.

Board Members Absent: Eric Grossman

Staff Present: Marcia Benshoof, Luke Clarke, Christine Gavin, Cheryl Ierna, John Neumeier, Kevin Patterson, Taylor Roddy, Alan Schmitz, Lisa Sevier and Adele Work.

Approximately 13 guests attended the meeting in-person and the conference line was available for people to join by phone.

I. Call to Order

- Board Chair Sharon O’Hara, called the meeting to order at 8:05 am and welcomed those in attendance, both in-person and on the phone.

II. Executive Session

Ms. O’Hara entertained a motion to move into Executive Session to discuss a matters concerning sensitive and confidential issues around a personnel matter. A vote was called for and passed with unanimous approval.

The Executive Session is permitted pursuant to CRS §24-6-402(4)(f).

The Board returned from Executive Session at 9:15 am.

Steve ErkenBrack motioned to name Kevin Patterson as the final candidate for permanent Chief Executive Officer (CEO) of Connect for Health Colorado. Nathan Wilkes seconded the motion.

Ms. O’Hara reminded the public that a vote to name Mr. Patterson as permanent CEO opens the nomination to 14 days of public comment, after which the Legislative Oversight Committee will have the opportunity to confirm the nomination. If the nomination is confirmed an offer will be made to Mr. Patterson.

The motion was opened for public comment. There was none.

Mr. ErkenBrack stated that the community and stakeholders need to have the kind of stabilization that can be offered through a permanent CEO. Additionally there has been a marked improvement in the Marketplace under Mr. Patterson's current leadership.

Ms. O'Hara called the motion to a voice vote. The motion was passed unanimously.

III. Business Agenda

- The minutes from the September 14th Board meeting were voted on and approved.
- The agenda was reviewed and one change was made adding a discussion of the recent development around the small group market, to take place during the Board Development and Operations section.
- Disclosure of Conflicts of Interest: None.

IV. Contracts & Policy

Adela Flores-Brennan introduced two items from the Policy Committee.

The Policy Committee Charter has one specific revision in the statement addressing public policy and not getting involved in the daily operations of the Marketplace.

The Board discussed clarifications in the Committee purpose:

- The Committee will translate governmental mandates and legislation into Board policy.
- In Committee accountabilities – Reviewing and recommending the budget implications. *(reviewing the financial aspects of major policies and new programs and services was removed)*

The next item introduced was the document formerly known as the Legislative Approach Document, now called the Board Public Policy Priorities Approach.

Marc Reece motioned to approve the Board Public Policy Priorities Approach document. Davis Fansler seconded the motion.

The Board discussed whether some members of the Board would have a conflict of interest in the vote due to the statement in the document related to cost-sharing issues. It was determined that there was no conflict of interest with Board members.

The motion was opened for public comment. There was none.

Ms. O'Hara called the motion to a voice vote. The motion was passed unanimously.

V. Board Development and Operations

Ms. O'Hara reviewed the three action items from the last Board meeting:

1. Send a list of the assistance sites with executed contracts to the Board. *Completed.*
2. Determine the biggest risk in the budget going forward. *This is a work in progress.*

3. Provide the Board with the States that are making churn reduction efforts. *This is a work in progress.*

The Colorado Health Institute's Hot Issues in Healthcare Conference conflicts with the Marketplace's December Board Meeting. A poll will be taken offline to determine the best date to reschedule the December Board meeting, since many members of the Board will be attending the conference.

Mr. Reece started a discussion on the recently passed federal law that states the definition of a small group will stay at 50 or under employees, rather than change to include employers with up to 100 employees. The State of Colorado has authorized, by statute, that Colorado small groups will include up to 100 employees. Division of Insurance's Commissioner, Marguerite Salazar, stated that in January Colorado's definition for a small group will be 100 or less and there are no plans to change the definition.

It was suggested that the Policy Committee could look into the affect, if any, that the decision will make in Colorado.

VI. Marketplace Development and Operations

Interim CEO, Kevin Patterson, stated that the Marketplace is working very closely with the Division of Insurance to be prepared for any decisions that may affect the Marketplace. Specifically, Commissioner Salazar stated that the risk corridor will have an effect on some insurers and more information will be coming out at the end of the week.

Mr. Patterson informed the Board that information is being gathered for a request made by the Legislative Oversight Committee on three options for the Marketplace:

1. Stay the course with eligibility and the Shared Eligibility System.
2. A more integrated system between Connect for Health Colorado and the Colorado Department of Health care Policy and Financing (HCPF).
3. Go to the federal exchange, whether as a hybrid or completely.

As the information is brought together, it will be shared with the Board and public.

Mr. Patterson gave an update on Open Enrollment three:

- Currently completing test cases with an 82% success rate
- The Marketplace has worked through a number of the Electronic Data Interchange (EDI) issues from last year.
- There is a significant improvement in coordination between technology and operations teams since last open enrollment.
- Training Certification and re-certification continues with over 1500 assistors in process
- There were over 123 "seats" filled for stakeholder testing between September 23rd and October 2nd.

Sue Birch stated that thus far, this has been the best balancing of technology development testing and the business process of all three open enrollments.

The Marketplace is prioritizing the items that have the most volume and impact on a manual process. This is the second open enrollment with auto-renewal so while it is difficult to predict customers behaviors, Connect for Health Colorado is working hard to be prepared.

Action item

- *Provide the Board with any changes in protocol for escalating customer issues.*

Ms. Birch emphasized the importance of work around processes to ensure solutions for any issues.

VII. Financial Update

Currently Connect for Health Colorado is projecting a shortfall with the Broad Market Assessment Fee. The Marketplace is working with the Division of Insurance to make sure the reporting coming is coming though and all information is accurate. This should be more clear with the next quarterly report.

VIII. Public Comment

There was none

Meeting adjourned at 10:20 am.

Respectfully submitted,

Davis Fansler
Secretary

Next Meeting

November 9, 2015 from 8:30 am – 12:00 pm