

Finance & Operations Committee Meeting Minutes

Connect for Health Colorado Meeting Room

East Tower, Suite 1025

3773 Cherry Creek N Dr., Denver, CO 80209

November 28, 2016

9:30 AM – 11:30 PM

Action	Who By	Due
Create a schedule of revenue opportunities.	Finance Department	Developed in conjunction with Strategic Planning efforts, to be provided upon completion of the Strategic Plan.
Provide accounts receivable metrics monthly.	Finance Department	Ongoing updates to be provided.
Medicaid Cost Allocation plan for FY17.	Finance Department	Ongoing updates to be provided.
Expense benchmarking with other Exchanges.	Finance Department	Further research in process for IT specific expenditures.
PMPM report.	Finance Department	Ongoing. Included in Financial report.
Historical performance & aspirational performance modeling for comparison for OE4 enrollment & strategic plan.	Business Intelligence & Finance Departments	Predictive model to be developed and included as part of revised projections to be reviewed at January 23, 2017 meeting.
Committee quarterly metrics.	Finance Department	Tie metrics to Strategic Plan goals – in development in conjunction with strategic plan.
6m, 9m and 12m graphs for comparison for 36 month financial projections.	Finance Department	To be included in quarterly updates.
Metrics regarding speed of problem ticket resolution.	Operations Department	Present at January 23, 2017 committee meeting, monthly through open enrollment & quarterly thereafter.
EBNE Metrics	Operations Department	Present at January 23, 2017 committee meeting, monthly through open enrollment & quarterly thereafter.
Metrics on premiums for non-assisted customers	Operations Department	Present at January 23, 2017 committee meeting, monthly

		through open enrollment & quarterly thereafter.
--	--	---

Board Members Present: Susan Birch, Adela Flores-Brennan, Eric Grossman and Nathan Wilkes.

Staff Present: Brian Braun, Luke Clarke, Dave Coren, Kelly Davis, Christine Gavin, Judith Jung, Kevin Patterson, Carolyn Pickton, Alan Schmitz and Lisa Sevier.

I. Welcome & Introductions

Eric Grossman chaired the Finance & Operations Committee meeting and called the meeting to order at 9:30 a.m., welcoming everyone in attendance, both in-person and on the phone.

- a. The Committee approved the October Finance & Operations Committee minutes.

II. Financial

a. Authority Matrix

Brian Braun, Chief Financial Officer presented the authority matrix to the committee. The matrix was presented for an annual review of the delegation of authority for the organization. Two changes to the matrix were noted:

- The investment policy has been added after recently being approved by the board.
- A footnote has been added indicating that “contract signatures can be delegated by the Principal Officer designated by the Board of Directors”.

The authority matrix will be brought to the Board in December for final approval.

b. Financial and A-133 Audit Status

The A-133 audit will be ready for review at the next Finance & Operations Committee meeting. After the committee review the financial & A-133 audits will be presented to the full board in January.

III. Technology Budget

a. hCentive Contract

Mr. Braun reviewed a proposed contract with Connect for Health Colorado and hCentive.

The proposed contract will:

- Reduces costs by \$300-\$500k per year for the next two years.
- Provides the Connect for Health Colorado IT management team additional control over priorities, workflow, staffing and quality.
- Allows team plan over a 12-month horizon, rather than focusing on the next Open Enrollment.
 - Prevents 5-month project planning and funding scrambles.
 - Facilitates quality improvements and productivity.
- Provides substantial flexibility in the case of fundamental business shifts for Connect for Health Colorado.

Contract highlights:

- Elimination of current maintenance & operation and maintenance & support contracts.
- 24-month contract that can be terminated after 18 months, in the event of there being no public individual open enrollment for plan year 2018.
- Provides a fixed capacity team of 8 design, development and test full time employees (FTEs), plus one project manager.
- Can be scaled down to a team of 5 FTEs and one project manager with 6 months' notice.
- Provides a discount of 10%, though this will would not occur if the organization opts to scale down the team.
- Eliminates warrantee on defects.

The contract offers a tradeoff of an extended term in exchange for a reduction in costs. The organization will be able terminate the agreement after 18 months if needed due to possible future unknowns. The cost for predictable revenue over time protects the organization against the worst-case scenario. The committee requested clarification in the contract around change of law determination. The contract was recommended to move forward for Board approval.

IV. OE4 Status

a. Metrics

Judith Jung, Chief Operating Officer gave the committee an update on open enrollment 4 metrics.

- Increase in enrollment by 6,967.
- New versus renewing customers for plan year 2016 (PY16) shows 66% returning/re-enrollees and 34% new. PY17 shows 83% returning/re-enrollees and 17% new.
- Plan selection increase in bronze & silver plans.
- Non-financially assisted (NFA) shows 35% for PY16 and 30% for PY17. Financially assisted (FA) shows 62% for PY16 and 70% for PY17.
- Average premiums for FA before APTC is applied is \$456.00 for PY16 and \$533 for PY17. Average premiums after APTC is applied shows \$214.00 for PY16 and \$210.00 for PY17.
- Reasonable opportunity period (ROP) root causes show that 6% of clients are choosing to opt out of the federal data source check. 13% have a discrepancy that was identified, 8% have other verification failures.

Customer Service Center metrics

- Percentage of calls answered in less than five minutes is 83%. The target for open enrollment is 80%.
- Average wait time for calls to be answered is 2 minutes and 12 seconds.

- Average handle time is 17 minutes and 38 seconds.
- Top call drivers are enrollment assistance, eligibility questions, profile corrections, verifications and terminations.

V. Public Comment

The following members of the public gave comment:
Deb Judy, Colorado Consumer Initiative
Bethany Pray, Colorado Center on Law & Policy

VI. Adjourn

Meeting adjourned at 10:48 a.m.

Respectfully submitted,

Eric Grossman
Committee Chair