

**Board Meeting Minutes**

*Connect for Health Colorado Meeting Room*

*East Tower, Suite 1025*

*3773 Cherry Creek N Dr., Denver, CO 80209*

**December 17, 2015**

**8:30 AM – 12:00 PM**

**Board Members Present:** Tom Abler (proxy for Marguerite Salazar), Adela Flores-Brennan, Marivel Klueckman (proxy for Sue Birch), Sharon O’Hara, Denise O’Leary and Nathan Wilkes

**Board Members Joining via Phone:** Steve ErkenBrack, Davis Fansler, Jay Norris and Marc Reece

**Board Members Absent:** Eric Grossman and David Padrino

**Staff Present:** Brian Braun, Marcia Benshoof, Luke Clarke, Kari Krabbenhoft, Patti Meyer, John Neumeier, Kevin Patterson, Alan Schmitz, Lisa Sevier and Adele Work.

Approximately 15 guests attended the meeting in-person and the conference line was available for people to join by phone.

**I. Business Agenda**

- Board Chair Sharon O’Hara, called the meeting to order at 8:35 am and welcomed those in attendance, both in-person and on the phone.
- The minutes from the November 9, 2015 Board meeting and the November 23, 2015 Joint Committee meeting were voted on and approved.
- The agenda was reviewed and two items were added:
  - A discussion regarding a proposed letter to Department of Health and Human Services (HHS) regarding risk corridor payments.
  - A discussion about the Public Benefit Corporation Task Force
- Disclosure of Conflicts of Interest: None.

**II. Board Development and Operations**

The Board took a moment to commend the staff of Connect for Health Colorado for all their hard work and effort kicking off this first half of open enrollment.

Adela Flores-Brennan reviewed a [letter from the Board to HHS](#) regarding the impact of the risk corridor payment decision made by the Centers for Medicare and Medicaid (CMS), on consumers and Connect for Health Colorado. The letter asks that HHS consider these impacts when making any future decisions such as this. The Congressional Delegation and members of the Legislative Oversight Committee are to be sent a copy of the letter as well.

Ms. O’Hara discussed the [Public Benefit Corporation](#), first addressed by the Board in 2014 and related to implementing HB 12-45, which permits the Marketplace to consider a variety of avenues to utilize ancillary services or products related to the core mission. Three Board members have agreed to create a task force to explore the possibilities of implementing a Public Benefit

Corporation. The task force will meet during the months of January to March to explore the following:

- Impact on sustainability
- Governance structure
- Products and services
- The Board's interface with the Corporation
- Defining the business model and working principles
- Evaluate the impact and benefits

Denise O'Leary, Davis Fansler and Marc Reece will be the Board members serving on the task force.

### III. Marketplace Development and Operations

Kevin Patterson, CEO, spoke of his appreciation of the staff and the Board for their commitment to give Coloradans access to affordable and quality healthcare. Additionally, Mr. Patterson informed the Board that the deadline to sign up for insurance with an effective date of January 1<sup>st</sup> will be extended to midnight on December 17<sup>th</sup>.

### IV. Open Enrollment

Marcia Benschopf, Chief Sales and Strategy Officer and Adele Work, Chief Information Officer, gave an update on open enrollment.

- 2016 Enrollment Results as of 12/16/15 = 116,394 (88,784 via the website and 27,610 auto renewed)
- Percent new customers = 34%
- SHOP Status – with a 1/1/16 effective date – Renewing = 97, New Apps = 207
- SHOP HealthOp – 107 total groups, all must move prior to 1/1/16

The Marketplace sales channels have given a tremendous amount of support with open enrollment including the Service Center, carriers, marketing, brokers and the assistant network.

It was noted that not all previous customers of the Colorado HealthOp are expected to go through the Marketplace to choose their insurance due to a multiple reasons including:

- Customers who don't qualify for assistance shopping outside the Marketplace
- More rural customers not having a lot of affordable choices

#### Action Item

- *After open enrollment Connect for Health Colorado 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.*

#### Action Item

- *The Board asked the staff to utilize the broker lead tool and the assistance network Connector tool to reach out to customers for customer satisfaction follow up calls.*

Ms. Benschopf touched on simultaneous enrollment, stating that simultaneous enrollment is a business process which involves the Marketplace working with HCPF and includes Connect for Health

Colorado receiving a monthly report from HCPF. Connect for Health Colorado is at 100% resolved cases currently and should receive the monthly report for January within the next week.

Ms. Work gave an update on the Technology Teams, since November 1, 2015:

- System availability 99.98% (not including planned outages).
- Average page response time 0.6 seconds.
- 100% of all pages served within 5 seconds.
- One unplanned outage occurred on November 24<sup>th</sup>, lasted for approximately 45 minutes, traced to issue with browse plans, and has not reoccurred.
- System volume has been between 1.2M and 1.8M transactions/day (outside open enrollment, system volume is between 200K and 400K transactions/day).
- There have been no major issues reported.
- There are several improvements to the customer experience being tracked for open enrollment 4 and beyond.

#### **Action Item**

*Create a list, on the website and tip sheets, of recommended browsers to use for best results when connecting to the website.*

#### **V. Joint Committee Meeting Report**

Discussed in the Board Development and Operations section.

#### **VI. Finance Update**

Brian Braun, CFO, gave an overview on the finance department's beginning process of working on the long term financial sustainability of the organization. At the Joint Committee meeting in November, the focus was on the next three years given what the organization knows today.

- Cash flow analysis and tactical measures over the next 12 – 24 months. Key variables that were examined were:
  - Enrollment levels
  - Fee structures
  - Cost savings

Scenarios were examined including keeping the fee structure as it is or extending the special assessment fee beyond 2016.

- Under the status quo structure there will need to be cost recovery and a decrease in costs in order to break even.
- The second scenario, would bring in more revenue, create a buffer and give the Marketplace the opportunity to reduce the fee structure as Connect for Health hits cost reduction targets and/or enrollment targets.

Mr. Patterson stated that these financial scenarios require a broader thought process than has been used in the past. It is important to understand the levers that affect the scenarios and how they impact each other. This is not just about enrollment, but includes all areas that are impacted by enrollment.

Davis Fansler pointed out the major factors affecting each open enrollment up to now, stating that during each open enrollment there have been major situations that have had an unexpected impact. Mr. Fansler questioned if this will continue or if there is a possibility of less impactful events in the next open enrollments. Tom Abler with the Division of Insurance (DOI) explained that given the nature of all parties involved there is a strong possibility that impactful events should still be expected to affect future open enrollments.

Mr. Patterson noted that the Marketplace is working at being more adaptable and agile when it comes to unknown factors, and the primary goal is to focus on what the organization can control. Connect for Health Colorado is focusing on better coordination around eligibility with state partners and more collaboration with brokers and carriers. Most important is determining how the Marketplace can work with everyone involved to make the customer experience as good as possible.

Mr. Braun updated the Board on three audits currently taking place in the organization:

- The annual A133/financial audit is in process
- The Office of the Inspector General (OIG) will be sending their findings at any moment
- During a meeting with the Legislative Audit Committee, the State Auditors found that Connect for Health Colorado has addressed all concerns from the state audit. Procedures have been created and will be utilized going forward.

Mr. Patterson explained that, currently the organization is working with CMS on two important issues:

- Figuring out the best avenue for determining cost allocation going forward.
- Connect for Health Colorado and HCPF are working on understanding how the state budget will be impacted during any cost recovery and what the best options are in determining cost recovery.

An important piece in all of this is that the current coordination and collaboration between HCPF and Connect for Health Colorado is making a great impact on this entire process.

## **VII. Public Comment**

Appendix A attached.

Meeting adjourned at 10:40 am.

Respectfully submitted,

Davis Fansler  
Secretary

### **Next Meeting**

January 11, 2015 from 8:30 am – 12:00 pm