

**Board Meeting Minutes**  
*Connect for Health Colorado Meeting Room*  
*East Tower, Suite 1025*  
*3773 Cherry Creek N Dr., Denver, CO 80209*  
**February 10, 2014**  
**8:30 AM – 12:00 PM**

**Board members present:** Susan Birch, Ellen Daehnick, Steve ErkenBrack, Mike Fallon, Gretchen Hammer, Sharon O’Hara and Kevin Patterson.

Richard Betts, Eric Grossman, Arnold Salazar, Marguerite Salazar and Nathan Wilkes dialed in.

Staff present: Camisha Bailey, Marcia Benshoof, Stephanie Bernardin, Cammie Blais, Adela Flores-Brennan, Proteus Duxbury, Patty Fontneau, Anne Hannaway, Lindy Hinman, Myung Oak Kim, Karen Philips, Taylor Roddy, Lisa Sevier, Jim Sugden and Adele Work.

Approximately 15 people attended the meeting in person and additional people joined by phone.

**I. Business Agenda**

There were no additions or edits made to the January 13<sup>th</sup> and January 27<sup>th</sup> Board meeting minutes.

**Vote:** The minutes were unanimously approved. There were 7 voting members present.

There were no changes made to the agenda.

There were no disclosures on any new conflicts of interest.

**II. Board Development and Operations**

1. Board Chair Report

Gretchen Hammer reported the operational and financial plans were presented to the Legislative Implementation Review Committee and were voted to be approved.

Gretchen proposed moving to a once a month board meeting schedule. Eric supported it and recommended that a dashboard be used in lieu of the other meeting to keep the board informed. Gretchen also recommended having a running list of board topics categorized monthly for the year so board members and the public can see the schedule of work planned for the year.

**III. Exchange Development and Operations**

1. CEO Report

Patty Fontneau announced the Marketplace currently has 73,000 covered lives. Patty addressed some of the questions that have come from the board. The first pertained to potential legislation and why we are not taking positions on bills moving through the process. There was an extensive conversation surrounding it last year and a policy was put in place. The board voted to take a position if it was something that would significantly affect the Exchange. We are happy to discuss any of the legislation if there are questions.

Kevin Patterson asked for clarification of what the process is. Patty indicated that she would forward the [policy](#).

Patty also commented on a few future board topics and noted that we should take a look at the year in advance and figure out what will be on the agenda items for future meetings – as Gretchen had indicated earlier.

Patty also provided an update on the account and enrollment change process. She explained that we were completely through the change process for January. (Correction: Patty was later informed that the information that had been provided to her was incorrect. There were still January enrollments that were undergoing corrections as of 2/10.) A timeline of manual and automated solutions was highlighted. Patty indicated that she would provide future updates at the upcoming board meetings.

Dr. Fallon asked if the reconciliation process works the other way if a person has a life change event and notifies the carrier and if they're able to get their subsidy recalculated. Patty commented they're asked to contact the Exchange to make changes. If they contact the carrier, they'll be redirected to the Exchange.

Sharon O'Hara asked if we are current with invoicing. Marc Reece, Colorado Association of Health Plans, commented that the carriers are, for the most part, caught up – but there may be a few specific situations they are working through.

## 2. Dashboard Review

Patty [presented](#) on the marketplace dashboard from October 1 – February 1. Patty recommended that there were items that should be added and those that should be removed - for example adding the average APTC and removing the most popular calls to the education database. She also commented that it will be an ongoing document that will continue to change.

Gretchen asked what the time frame for changes was. Patty commented that we will hold a joint Operations and Finance Committee meeting to discuss metrics and changes to the dashboard later in February. Kevin added we need to agree on all of the elements and include them all so people have a single point to look for information.

Sue asked if the statistic for availability of pages was broken down by SHOP vs. Individual. Patty commented the availability is within our service level agreements but we can look into whether or not it is feasible to break it down by the two.

Sharon commented we need to figure out what information is important not only to the board but also to key stakeholders. Numbers don't always tell the full story. We need metrics that show whether we are doing well or not. Gretchen commented that we don't have a history to compare ourselves, so we need to keep that in mind when talking about this.

Sue commented the dashboard is a great start and suggested adding a number of topics including transfers from HCPF. The committee meeting to discuss the metrics will be held in February.

Gretchen commented the dashboard is much more active during open enrollment periods; should possibly look into having a specific open enrollment dashboard and then another dashboard outside of open enrollment.

### 3. Technology Implementation Overview

Patty introduced 3 new employees to Connect for Health Colorado. Proteus Duxbury is the new Chief Technology Officer, Karen Phillips is the new Controller and Taylor Roddy is the new Marketing & Communications Manager.

Adele Work [presented](#) on the marketplace activities and the expectations to the improvements for the technology of the Marketplace. Since open enrollment, we've had multiple major releases of new functionality to get us to the point of a fully functioning system. Moving forward, we are looking at how to turn off open enrollment while still allowing people to sign up for Medicaid and report qualifying life changes. We are also looking at ways to reduce the overall cost and improve the sustainability of the Marketplace.

Ellen Daehnick asked if the major releases are at realistic time where the issues can be worked out in a timely manner before the next open enrollment. Adele answered yes, that was the focus and we are working to make sure we are staggering releases to provide that time.

### 4. Colorado Health Foundation Grant Request

#### *i. Presentation*

Dr. Fallon reported the Finance Committee reviewed the Colorado Health Foundation Grant application to fund the Navigator program. The committee voted unanimously to send it to the board for approval. The one concern highlighted was that we do not have a lot of quantifiable data on how the Assistance Network is performing. The first quarterly report focused primarily before 10/1 with some qualitative data from after. The second report is just coming in that includes more of the open enrollment period is just coming in.

Adela Flores-Brennan [presented](#) the CHF grant application. The proposal being submitted is for \$2.5 million and the grant due date was 2/15.

Sue asked what activities were going on this past weekend, since HCPF saw a spike in the number of people coming through. Heather commented there was an enrollment activity at events that focused on tax filing. Adela added we are doing a lot of work with the Piton Foundation and have many events coming up to provide in-person assistance to folks.

**Gretchen Hammer motioned to approve the Colorado Health Foundation Grant application as presented from the Finance Committee.**

No further board discussion.

No public comment.

#### *ii. Vote*

**Vote:** The motion to submit the Colorado Health Foundation Grant application as presented was unanimously approved with 8 voting members present.

### 5. Native America Update

Myung Kim provided an [update](#) on the work being done to have an open line of communication with the federally recognized American Indian tribes in Colorado. The tribes located in Colorado are the Ute Mountain Ute Tribe and the Southern Ute Tribe. In addition to those tribes, there are also about 50,000 Native Americans from over 80 different tribes that live in the state. We send regular updates to the tribal leaders and visit the reservations to visit the tribal council and get feedback and let them know what we are doing. The goal is to support them in their decision regarding access to health insurance and the members of their community.

## 6. Advisory Groups Discussion

### *i. Presentation*

Kyla Hoskins [presented](#) a survey that was sent to advisory group members in order to receive feedback on restructuring the advisory groups. It was broken down into timing, structure, and content. The majority of the comments were a need to have more engagement and be able to provide meaningful recommendations. The survey results also suggested keeping the same structure with the option of having adhoc meetings for specific topics.

Steve ErkenBrack expressed concern about not having an advisory group that was focused specifically on the rural areas or made it easier for them to participate. Suggest having a teleconference committee to have everyone on an equal playing field. Patty asked if he specifically meant rural – or more broadly the non-front range areas. Steve clarified non-front range. The board was supportive and Patty indicated that the staff was happy to accommodate.

**Dr. Fallon motioned to keep the same structure as is with the option to add another committee if necessary and hold adhoc meetings if needed. Steve ErkenBrack seconded the motion.**

No further board discussion.

No public comment.

### *ii. Vote*

**Vote:** The motion to accept the recommendation to keep the same structure as is with the option to hold adhoc meetings as necessary was unanimously approved. There were 8 voting members present.

## 7. Customer Experience

The broker was not available to share his experience.

## 8. Public Comment

There was no public comment.

Gretchen reminded the board and public there will not be a second meeting in February. The next board meeting will be March 10.

## **IV. Adjourn**

The Board meeting adjourned at 10:47 AM.

*Meeting adjourned: at 10:47 AM.*