

Board Meeting Minutes
Connect for Health Colorado Meeting Room
East Tower, Suite 1025
3773 Cherry Creek N Dr., Denver, CO 80209
June 9, 2014
8:30 AM – 12:00 PM

Board Members Present: Richard Betts, Steve ErkenBrack, Mike Fallon, Sharon O’Hara, Kevin Patterson, Arnold Salazar, Marguerite Salazar and Nathan Wilkes

Board Members Joining via Phone: Ellen Daehnick, Eric Grossman and Gretchen Hammer

Board Members Absent: Susan Birch. Tom Massey sat in for Susan Birch, who was out of the country.

Staff Present: Marcia Benshoof, Cammie Blais, Dave Coren, Proteus Duxbury, Adela Flores-Brennan, Patty Fontneau, Kyla Hoskins, Cheryl Ierna, Roxanne Johnson Linda Kanamine, Myung Oak Kim, Karen Phillips, Taylor Roddy, Lisa Sevier and Adele Work

Approximately 22 guests attended the meeting in-person and the conference line was available for people to join by phone.

I. Business Agenda

- Vice-Chair Arnold Salazar called the meeting to order at 8:35 am and welcomed those in attendance, both in-person and on the phone. Gretchen Hammer was unable to attend the entire meeting in-person, but was available for a portion of the meeting via phone.
- The minutes from the April 28, 2014 and May 12, 2014 Board Meetings were presented.
Motion: Sharon O’Hara moved to approve the minutes from both meetings. Richard Betts seconded the motion. There was no discussion.
Vote: The Board minutes from both meetings were approved unanimously approved.
Yes: Richard Betts, Steve ErkenBrack, Ellen Daehnick , Mike Fallon, Eric Grossman, Gretchen Hammer, Sharon O’Hara, Arnold Salazar and Nathan Wilkes
- The agenda was reviewed and there were no changes made.
- Conflicts of Interest Disclosure: Steve ErkenBrack noted that he will abstain from voting on the carrier assessment fee.

II. Board Development and Operations

1. Board Chair Report

There was no Board Chair report.

III. Exchange Development and Operations

CEO Report

Patty Fontneau discussed key metrics for the organization.

- As of 6/8/14, there are 135,500 covered lives.
- Ms. Fontneau asked the Board to refer to the [Dashboard](#) document dated 5/31/14 for additional information on the organizational metrics.
- We continue to sell insurance via new enrollments through individuals with life changes and also small business enrollments.
- Connect for Health Colorado received its 501(c)(3) nonprofit status from the IRS.
- Ms. Fontneau announced that The Colorado Health Foundation awarded Connect for Health Colorado a \$2.5 million grant designated for the Assistance Network program. Ms. Fontneau publicly thanked The Colorado Health Foundation for their support and belief in the mission of the program and the organization.

IV. Finance Committee Update

Richard Betts, Finance Committee Chair, highlighted the work that had been done by the Finance Committee, the Operations Committee and the Staff prior to the presentation of the FY2015 Budget at today's meeting. Mr. Betts asked Cammie Blais, CFO, Connect for Health Colorado, to review the budget documents including the [FY2015 Budget and Health Insurer Assessment](#), [Aggregate Budget](#), [Quarterly Budget](#) and [Budget Narrative](#). Ms. Blais said that the organization would be moving from a grant funded to operational budget and then she discussed each of the major budget components.

Key discussion points/questions were as follows:

- Service Center call times – moving from 80 percent of the calls answered in 20 seconds to 80 percent of the calls answered in 90 seconds, which is still within industry standards.
- Shared Eligibility System (SES) – What if there are cost overruns? Tom Massey from the Department of Health Care Policy and Financing (HCPF) does not anticipate additional costs but there is a system in place with an advisory board that will make that determination if it were to be necessary.
- It was noted that the Assistance Network plays a critical role in enrollment and is gaining experience/momentum. It was noted that with effective strategies, increased Assistance Network outreach and appropriate storefront presence, the C4HCO enrollment is predicted to increase. One Board member thought that we should be celebrating the fact that more uninsured individuals have enrolled in health insurance.
- With regard to spending budget dollars, Ms. Blais noted that we can reallocate dollars within certain grant categories/guidelines.
- Ms. Fontneau also referred to the narrative, outlining the overview of each of the budget categories.

Vice-Chair Salazar recognized Ann Warhover, President and CEO, The Colorado Health Foundation. Ms. Warhover thanked the Board of Connect for Health Colorado for their time, guidance and diligence in working to provide affordable health care insurance for Coloradans. She stated that The Colorado Health Foundation's mission is for Colorado to become the healthiest state in the nation. The work that C4HCO is doing is vital to that end. Ms. Warhover was pleased to announce that The Colorado Health Foundation is granting an additional \$2.5 million for the Assistance Network totaling their support for the program at \$4.5 million.

The Colorado Health Foundation Board stated that this grant has a very high ROI as compared to other similar grant-funded programs and that the Assistance Network is important as most aspects of insurance are hard to understand. Ms. Warhover again expressed her appreciation and encouraged the Board to approve the budget. Vice-Chair Salazar thanked Ms. Warhover for her time and the [Foundation's Letter of Support](#).

Ms. Blais continued with the budget discussion to review the Carrier Assessment and the financial modeling. Discussion ensued about sustainability and reserves. The views were varied. From one perspective, there is a desire to keep the organization lean and the other view to make sure that C4HCO is financially sustainable as the alternative for the health exchange is to be federally managed with much higher fees.

Vice-Chair Salazar recognized Marc Reece, Associate Director, Colorado Association of Health Plans. Mr. Reece acknowledged that the carriers had supported the legislation in 2013 (HB13-1245) that transferred the carrier assessment from Cover Colorado to Connect for Health Colorado, especially given the significant reduction in the carrier assessment and the fixed termination in 2016. He recognized that the Marketplace brings value to the market as a whole.

Eric Grossman asked for the market-wide benefit to be outlined. Ms. Fontneau read from her testimony for HB13-1245 and highlighted the following market-wide benefits: increase in competition through side-by-side comparison shopping, access to tax credits making health insurance more affordable for many Coloradans, reduce uncompensated care and cost transference to the broader market, preserve the overall risk mix in the market, provide expanded choice for employers and employees, create transparency and information to drive more informed decision making, provide decision support tools and a support network, among others.

Ms. Fontneau noted that the Colorado Hospital Association recently reported a reduction in uncompensated emergency room visits.

Motion: Richard Betts moved to approve the budget as presented and the carrier assessment of \$1.25. Sharon O'Hara seconded the motion. There was no additional Board discussion.

Public Comment:

- Elisabeth Arenales, Health Care Director, Colorado Center on Law & Policy, was recognized by Vice-Chair Salazar. Ms. Arenales went on record to support the budget/carrier assessment motion. She stated that from a national view, Connect for Health Colorado has been very successful and that the Board and Staff have done a remarkable job for the benefit of consumers.
- Ryan Biehle, Policy Associate, Colorado Consumer Health Initiative (CCHI), presented a [CCHI Letter of Support](#) for Connect for Health Colorado Board Members addressing the importance of the organization to Coloradans across the state. He noted the value of the Assistance Network and Health Coverage Guides. He stated that CCHI supports the FY2015 budget.

Vote: The vote was called and the motion carried with the vote as follows:

- **Yes:** Richard Betts, Mike Fallon, Eric Grossman, Gretchen Hammer, Sharon O'Hara, Arnold Salazar and Nathan Wilkes
- **No:** Ellen Daehnick
- **Abstain:** Steve ErkenBrack due to a conflict of interest.

V. 2015 Open Enrollment

Technology Strategy

Proteus Duxbury, Chief Technology Officer, Connect for Health Colorado, presented the organization's [Technology Strategy](#) that emphasized 'from build to run' along with key measurements of success. He also answered Board questions regarding security and vulnerability to their satisfaction.

Carrier Participation

Cheryl Ierna, Health Plan Account Director, was introduced by Ms. Fontneau as a new staff member who joined C4HCO. Ms. Ierna stated that detailed carrier participation information is not available as plans were due last week, but the DOI has confirmed that all current participants are returning. Additional carrier information will be shared with the Board as soon as it is available.

Decision Support Tools

Kyla Hoskins, Manager of Consumer Operations, presented information on [Decision Support Tools](#) available for consumers to help them navigate the Marketplace more effectively. The Board feedback was positive with regard to the valuable tools. They asked for priority to be placed on formulary information and analytics.

Ms. Hoskins also informed the Board that the new name for the former non-front range group is the Rural Regions Advisory Group.

VI. Eventus Contract Approval

Ms. Blais presented the [Cloud Operations Managed Services overview](#) and [recommendation](#) for the customer service center. Ms. Blais noted due to Eventus' expertise, excellent service and knowledge of the organization's systems and operations, C4HCO requested a proposal from them for their services. She highlighted that a market scan had been done, and that a sole source contract – as is available under our approved procurement policy – is in order.

Motion: Nathan Wilkes moved that the Board authorize Patty Fontneau, CEO, to negotiate and finalize the agreement with Eventus Solutions Group to provide COMS services for the customer service center CRM and IVR technologies. Richard Betts seconded the motion. There was no further discussion.

Public Comment: None

Vote: Motion carried with votes stated below:

- **Yes:** Richard Betts, Steve ErkenBrack, Mike Fallon, Eric Grossman, Sharon O'Hara, Arnold Salazar and Nathan Wilkes
- **No:** None
- **Absent:** Gretchen Hammer and Ellen Daehnick

VII. Public Comment

Elisabeth Arenales, Health Care Director, Colorado Center on Law & Policy, was again recognized by Vice-Chair Salazar. Ms. Arenales commented on access around the pharmacy benefit. As an individual consumer, she appreciated any work being done in the formulary component of our work. Access to expensive Tier 4 drugs can be very difficult for the consumer due to cost and how the Tier 4 drugs are categorized with regard to payment and out of pocket maximums. Ms. Arenales asked that we put this high on the agenda of important work to be done as these drugs are life-saving and life-sustaining.

Marc Reece, Associate Director, Colorado Association of Health Plans, thanked Ms. Arenales for her comments. He noted that the drug costs are a very big issue for his organization, Colorado and the nation. Mr. Reece stated that Connect for Health Colorado will make significant progress when formulary tools are provided.

Sharon O’Hara thanked Ms. Arenales, Mr. Reece and the C4HCO Staff for their work in this area. In her organization, the National Multiple Sclerosis Society – Colorado-Wyoming Chapter, the costs of Tier 4 and other essential drugs are soaring and are essential to the quality of life for MS patients.

VIII. The meeting was adjourned at 11:10 am

Respectfully submitted,

Mike Fallon
Board Secretary

Follow-Up from Meeting	
Votes	
	<ul style="list-style-type: none">Richard Betts moved to approve the budget as presented and the carrier assessment of \$1.25. Sharon O’Hara seconded the motion. Motion approved.
	<ul style="list-style-type: none">Nathan Wilkes moved that the Board authorize Patty Fontneau, CEO, to negotiate and finalize the agreement with Eventus Solutions Group to provide COMS services for the customer service center CRM and IVR technologies. Richard Betts seconded the motion. There was no further discussion and no public comment. Motion approved.
Next Meeting	
	<ul style="list-style-type: none">July 14, 2014 from 8:30 am – 12:00 noon