

Annual Board Meeting Minutes
Connect for Health Colorado Meeting Room
East Tower, Suite 1025
3773 Cherry Creek N Dr., Denver, CO 80209
July 14, 2014
8:30 AM – 12:00 PM

Board Members Present: Sue Birch, Steve ErkenBrack, Mike Fallon, Eric Grossman, Gretchen Hammer, Sharon O'Hara, Kevin Patterson, Arnold Salazar, Marguerite Salazar and Nathan Wilkes

Board Members Joining via Phone: Richard Betts, Ellen Daehnick

Board Members Absent: None

Staff Present: Marcia Benshoof, Cammie Blais, Adiel Brasov, Jody Brockman, Michelle Decker, Ryan Dunn, Proteus Duxbury, Jason Green, Adela Flores-Brennan, Lindy Hinman, Linda Gann, Kyla Hoskins, Cheryl Ierna, Roxanne Johnson, Linda Kanamine, Karen Phillips, Taylor Roddy, Lisa Sevier and Adele Work

Approximately 23 guests attended the meeting in-person and the conference line was available for people to join by phone.

I. Business Agenda

- Chair Gretchen Hammer called the meeting to order at 8:30 am and welcomed those in attendance, both in-person and on the phone. Ms. Hammer noted that Patty Fontneau was unable to attend the meeting due to a family commitment. Lindy Hinman, COO, and Cammie Blais, joined the meeting in Patty's stead.
- The minutes from the June 9, 2014 Board Meetings were presented. Ellen Daehnick suggested that the minutes reflect the specific votes naming the voting Board members as voting yes, no or abstaining. The minutes will be edited to reflect that as well as past minutes. Other than that, there were no other changes to the June 2014 minutes.
- The agenda was reviewed and there were no changes made.
- Conflicts of Interest Disclosure: None

II. Board Development and Operations

Board Chair Report

- Ms. Hammer presented an [Annual Review](#) that the Connect for Health Colorado staff prepared outlining the progress made over the last fiscal year. She noted that this is not the official annual report of the organization but an overview. She highlighted that the Board has met 44 times demonstrating the commitment of Board members.

Officer Elections

Ms. Hammer stated that this is the Annual Meeting with the opportunity to call for nominations and the election of the officer positions.

Chair Position Discussion

- Ms. Hammer let the group know she is stepping down as chair but staying on the Board.
- Eric Grossman asked about the role of the CEO on the Board of Directors and if the articles of governance cover that subject, i.e. the CEO as chair.
- Nathan Wilkes said that the articles of governance state that the chair will come from the Board of Directors.
- Steve ErkenBrack suggested that checks and balances are important and perhaps the Executive Committee should serve as the nominating committee for officers.
- Arnold Salazar said that an ex-officio member of the Board can serve as an officer but there could be a conflict of interest.

Chair Election

- Richard Betts nominated Sharon O'Hara for the Chair position. Arnold Salazar seconded the nomination. Ms. Hammer noted that a second is not required, but it was appreciated.
- Ms. O'Hara thanked Mr. Betts and Mr. Salazar for their support and said that she would lean on the Board members for their assistance.
- There was no further discussion.
- **Vote** - The vote was called for with unanimous approval as follows:
 - Yes:** Richard Betts, Steve ErkenBrack, Ellen Daehnick, Mike Fallon, Eric Grossman, Gretchen Hammer, Sharon O'Hara, Arnold Salazar and Nathan Wilkes
 - No:** None

Vice Chair Election

- Mr. Betts nominated Arnold Salazar for Vice Chair and Mr. Erkenbrack seconded the nomination.
- Mr. Salazar said that he would commit to help Ms. O'Hara and looked forward to working with the Board.
- There was no further discussion.
- **Vote** – The vote was called for with unanimous approval as follows:
 - Yes:** Richard Betts, Steve ErkenBrack, Ellen Daehnick, Mike Fallon, Eric Grossman, Gretchen Hammer, Sharon O'Hara, Arnold Salazar and Nathan Wilkes
 - No:** None

Secretary Election

- Mr. ErckenBrack nominated Mike Fallon, MD, for Secretary. Gretchen Hammer seconded the nomination.
- Dr. Fallon stated that he was happy to stay on in this capacity.
- There was no further discussion.
- **Vote** - The vote was called for with unanimous approval as follows:
 - Yes:** Richard Betts, Steve ErkenBrack, Ellen Daehnick, Mike Fallon, Eric Grossman, Gretchen Hammer, Sharon O'Hara, Arnold Salazar and Nathan Wilkes
 - No:** None

III. Exchange Development and Operations

COO Report

Lindy Hinman thanked Ms. Hammer for her commitment to the mission of Connect for Health Colorado. Ms. Hinman noted that her leadership and collaboration were keys in building a successful organization and that the staff is pleased that Ms. Hammer is continuing to serve on the Board.

Ms. Hinman informed the group that as of today, there were 140,287 covered lives. She also addressed the issue of simultaneous enrollment with the Board that has both Colorado and national implications. The issue is regarding individuals being enrolled in both commercial insurance and Medicaid due to timing and approval gaps causing concern as to coverage responsibility, premium payments and overall health insurance coverage. Ms. Hinman acknowledged that HCPF, DOI and C4 have already been communicating and meeting to solve the issues around simultaneous enrollment.

Department of Insurance Commissioner Marguerite Salazar and Sue Birch, Executive Director of the Colorado Department of Health Care Policy and Financing both assured the Board that they have put a team together to address these issues. Kevin Patterson stated that Governor Hickenlooper is also aware of the issue. Ms. Birch noted that it is a small isolated group of ~3,000 individuals who continue to receive health insurance services. Mr. ErkenBrack said this is a major issue and is pleased that the entities involved have come together quickly to address the solutions.

Marc Reece, Associate Director, Colorado Association of Health Plans, was recognized by Ms. Hammer to address the Board. He thanked Ms. Birch and Ms. Salazar for their quick action. He stated that some customers may not know they are in this shared eligibility situation until they have a claim. The result is much anxiety among individuals.

Ms. Birch stated that those organizations and people charged with solving the issue are working diligently and the public can allay their fears.

CFO Report

Cammie Blais informed the Board that the organization will continue to work through financial modeling scenarios and forecasting as we look to the next open enrollment period while meeting current financial goals. She noted that some useful financial metrics will be added to the dashboard. The Finance Committee will be meeting to have some in-depth discussions and the full Board will be invited to attend those meetings. Ms. Blais also added that the organization is experiencing a multitude of anticipated audits with the results to be shared with the Board.

Mr. ErkenBrack complimented Ms. Hinman and Ms. Blais for their work and ability to bring critical information to the Board. He also thanked Patty and the staff for the effort in getting the organization to this point. The Board and guests offered their applause.

IV. 2015 Open Enrollment

Assistance Network Site Strategy

Adela Flores-Brennan, Director of Community Based Assistance Programs, presented an update on the [Assistance Network](#). The Board was interested in the metrics and effectiveness of the Assistance Sites and how they were being evaluated on their effectiveness. The Spark Policy Institute will have a final evaluation of the program in August 2014. Ms. Flores-Brennan also identified next steps necessary in the upcoming open enrollment period.

Privacy and Security

Ryan Dunn, Privacy and Security Officer, presented a [Privacy and Security Update](#). Mr. Dunn walked the group through the privacy and security integration for Connect for Health Colorado. He demonstrated the goals, objectives and internal measures, and provided a 2014 – 2018 roadmap on the subject of privacy and security for the organization.

Marketplace Overview

Adele Work, Director of Product Implementation, provided a [Marketplace Overview](#) that encompassed technology implementation goals, an update on the Shared Eligibility System and a timeline for the Marketplace activities.

Quarterly Review of the Operations Plan

Lindy Hinman, COO, detailed the [Quarterly Update](#) of the organization's operations plan. She outlined the priorities and addressed the status of each including the projects and channels. In addition, Ms. Hinman addressed the change management process.

V. Comments on Annual Eligibility Redeterminations and Renewal Proposed Rule

Kyla Hoskins, Manager of Consumer Operations, provided a comment letter regarding [Annual Eligibility Redeterminations and Renewal Proposed Rule](#). The comment letter was well-received by the Board.

Motion: Mr. ErkenBrack moved to approve the letter for submission to CMS with the opportunity for minor changes if necessary. Mr. Salazar seconded the motion.

Public Comment: None

Vote: The motion passed with the vote as follows:

Yes: Richard Betts, Steve ErkenBrack, Mike Fallon, Eric Grossman, Gretchen Hammer, Sharon O'Hara, Arnold Salazar, Nathan Wiles

No: None

Abstain: Ellen Daehnick – couldn't hear well over the phone

VI. Department of Insurance Presentation

Marguerite Salazar, Colorado Department of Insurance Commissioner, updated the Board on the status DOI business as it relates to Connect for Health Colorado. Commissioner Salazar thanked everyone involved with the C4 Marketplace and noted that the DOI has been in business for 100 years and C4 has been in business for one year! Filings from carriers were due June 6, 2014. Final approval of plans is slated for the end of August. Commissioner Salazar believed that the mountain communities can expect better plans and that there should be good cost containment. Commissioner Salazar's goal is to help consumers in multiple ways through excellent service to providing better space at DOI to assist customers.

VII. Other State-Based Marketplace Collaboration

Lindy Hinman, COO, and Proteus Duxbury, CIO, discussed the multiple avenues of collaboration and coordinated approaches with other state marketplaces through national meetings, staff level meetings, key content meetings, informal groups and one-on-one calls/meetings.

VIII. Public Comment

- Deb Judy, Policy Director, Colorado Consumer Health Initiative (CCHI), offered comments regarding the importance of training Health Coverage Guides in a timely fashion. CCHI supports testing and offered to be a part of the process if helpful. Ms. Judy also noted the coordination and process of renewal notices will be important for consumer engagement.
- Elizabeth Arenales, Health Care Director, Colorado Center on Law & Policy, echoed the comments by CCHI and suggested that the level of complexity for re-enrollment could be an issue along with that of new enrollments. Training for HCGs is important and they want to know when they can access training. Ms. Arenales is concerned about noticing – what will they get and will they understand it? She wants consumers to take advantage of early shopping. And, she is very pleased with the formulary information that will be available to consumers.
- David Sherer asked to speak to the Board as he has had a problem enrolling in the Marketplace. Mr. Sherer respectfully provided documentation to the Board. C4 staff members met with Mr. Sherer immediately following the meeting to resolve his issue.

The meeting was adjourned at 12:05 pm

Respectfully submitted,

Mike Fallon
Board Secretary

Follow-Up from Meeting
Votes
Officer Election <ul style="list-style-type: none">• Richard Betts nominated Sharon O’Hara for the Chair position. Arnold Salazar seconded the nomination. Nomination approved.• Mr. Betts nominated Arnold Salazar for Vice Chair and Mr. Erckenbrack seconded the nomination. Nomination approved.• Mr. ErckenBrack nominated Mike Fallon, MD, for Secretary. Gretchen Hammer seconded the nomination. Nomination approved.
<ul style="list-style-type: none">• Mr. ErckenBrack moved to approve the letter for submission to CMS with the opportunity for minor changes if necessary. Mr. Salazar seconded the motion. Motion approved.
Next Meeting
<ul style="list-style-type: none">• August 11, 2014 from 8:30 am – 12:00 noon