

Board Meeting Minutes

Connect for Health Colorado Meeting Room

East Tower, Suite 1025

3773 Cherry Creek N Dr., Denver, CO 80209

June 8, 2015

8:30 AM – 12:00 PM

Board Members Present: Sue Birch, Steve ErkenBrack, Mike Fallon, Davis Fansler, Adela Flores-Brennan, Sharon O’Hara, Denise O’Leary, David Padrino, Arnold Salazar, Marguerite Salazar and Nathan Wilkes.

Board Members Joining via Phone: Eric Grossman (left the meeting at approximately 10:45 am)

Board Members Absent:

Staff Present: Laurel Antell, Marcia Benshoof, Luke Clarke, Gary Drews, Linda Kanamine, John Neumeier, Kevin Patterson, Lisa Sevier, John Wetherington and Adele Work.

Approximately 17 guests attended the meeting in-person and the conference line was available for people to join by phone.

I. Business Agenda

Chair Sharon O’Hara, called the meeting to order at 8:30 am and welcomed those in attendance, both in-person and on the phone.

Ms. O’Hara entertained a motion to move into Executive Session to discuss a matter relating to a matter concerning sensitive and confidential issues around a contractual relationship. A vote was called for with unanimous approval.

The Executive Session is permitted pursuant to CRS §24-6-402(4)(f).

The Board returned from Executive Session at 10:10 am.

II. Contract Approval

Interim CEO, Kevin Patterson, gave an update on contract negotiations for the Service Center contract noting that the three goals for the Service Center are to:

- Optimize the customer experience
- Stabilize and right size the staff, systems and processes
- Put the Marketplace on the path for sustainability

Blaine Newby, a consultant with Connect for Health Colorado, discussed the vendor selection and proposed contract. The main focus points negotiated were:

- Cost reduction
- A simplified contract with not to exceed pricing
- Call center experience in health care

- Incentives to reduce cost over time
- Business partnership
- Technology improvements and upgrades
- Strong commitment to service level agreements
- Strong senior leadership team
- Consolidation and streamlining of vendor relationships

After significant review Connect for Health Colorado chose to move forward with a contract with CGI.

Davis Fansler motioned for Connect for Health Colorado to proceed with negotiations to negotiate and execute a contract for the Service Center with CGI.

Adela Flores-Brennan and Denise O’Leary seconded the motion.

Ms. O’Hara called for public comment. There were none.

Ms. O’Hara called the motion for a vote and the motion passed unanimously.

Yes: Steve ErkenBrack, Mike Fallon, Davis Fansler, Adela Flores-Brennan, Eric Grossman, Sharon O’Hara, Denise O’Leary, Arnold Salazar and Nathan Wilkes.

No: None

Abstain: None

III. Business Agenda

- Ms. O’Hara introduced new Board Member Denise O’Leary
- The minutes from the following meetings were voted on and approved.
 - 04/15/15 Operations Meeting
 - 04/28/15 Joint Committee Meeting
 - 05/04/15 Joint Committee Meeting
 - 04/27/15 Executive Session
 - 05/11/15 Board Meeting Minutes
 - 05/14/15 Board Meeting Minutes
- The agenda was reviewed and no changes were made.
- Disclosure of Conflicts of Interest: None

IV. Board Development and Operations

Adela Flores-Brennan and Steve ErkenBrack gave a brief report on the last Colorado Health Insurance Exchange Oversight Committee meeting:

- There was concern over the health of the Colorado Health Insurance Cooperative and the potential impact on the Marketplace.
- The Committee displayed positive engagement and concern over the Marketplace particularly over long term sustainability and an openness to changes that may need to be made.
- There was concern of SHOP and the User Administrative Fee

V. Marketplace Development and Operations

1. CEO Report

Interim CEO Kevin Patterson gave an update on the Marketplace

- An offer has been made to a Chief Financial Officer candidate.
- Mr. Patterson is leading a focus on the health and welfare of the Marketplace Staff. Noting the importance of managing health.
- Mr. Patterson spoke at the Colorado State Association of Health Underwriters and emphasized the Marketplace's plan to improve the customer's experience.
- He will be making a south by southwest tour of Colorado the week of June 22nd to talk directly to people about their experiences, thoughts and suggestions.

VI. **2017 DOI Benchmark Program Selection**

The Commissioner of the Department of Insurance, Marguerite Salazar, gave an overview of how Colorado's Benchmark Plan will be set for 2017. The timeline and process for the Benchmark solution is as follows:

- Compile information on the Benchmark Options
- Distribution of plan array information packets
- Public Meeting on June 1, 2015
- Public comment period through June 15
- Selection of the Benchmark Plan
- Notification to CMS of the Benchmark Plan selection by June 30, 2015

Ms. Salazar noted that the pending Supreme Court decision on King V Burwell has not had any effect on the Benchmark Selection, primarily because the decision will not have a direct effect on Colorado.

VII. **2016 Strategic Update and Financial Plan**

Outgoing Interim CEO, Gary Drews, gave an update on the proposed final version of the 2016 Strategic and Financial Plan, explaining that the plan is a result of a culmination of meetings with staff, stakeholders and both the Finance and Operations Committees. Additionally the proposed final plan has been unanimously endorsed by the joint Finance and Operations Committees.

The Strategic Plan and Budget best accomplishes the three goals kept constant throughout the plan development process:

- 1) Optimize the customer experience
- 2) Stabilize and right size staffing, systems and processes
- 3) Put the Marketplace on the path to financial sustainability

The budget generates a revenue of \$40.3 mil with an operating expense of \$44.9 mil and a capital investment of \$8.7 mil. Mr. Drews noted that the figures are on a cash basis and will be converted to an accrual basis for future reporting once the budget is approved.

It was noted that the Colorado Health Foundation has approved Connect for Health Colorado for a \$2.5 mil grant to go towards the Marketplace's Assistance Network.

Arnold Salazar stated that the Joint Committees recommends the Board approve the 2016 Strategic Plan and Budget as presented. Maintaining that many layers of details and months of planning went into the plan. Further, while projected enrollment are moderately aggressive, there are enough contingencies that allow the plan to be successful given that everything works as it should.

Davis Fansler thanked the staff for all the hard work in putting together such a comprehensive plan. Noting that the organization has been navigating through uncharted waters since the beginning and the plan has allowed the Board to frame the organization's priorities going forward.

Ms. O'Hara opened the meeting for public comment.

Deb Judy, Policy Director for the Colorado Consumer Health Initiative, stated that the Assistance Network is critical to Connect for Health Colorado and she is concerned the current budget will not be enough to reach everyone who needs to be reached.

John Luhman, a broker with All Health Options, requested that a broker be appointed to the Board. Further, he pointed out that the amount of assistance he can offer customers is directly dependent on how well the Shared Eligibility System runs.

Steve ErkenBrack responded to Mr. Luhman, asking for at least a yearly meeting to get direct feedback from brokers, Health Care Guides, Consumers and Health Plan CEO's. Mr. Patterson concurred with Mr. ErkenBrack, stating that the organization can make better decisions when receiving feedback from the various groups involved with the Marketplace and the creation of this Strategic Plan and Budget is an example of this.

Ms. O'Hara called for the motion, to accept the Strategic Plan and Budget as presented, to a vote and the motion was approved as follows:

Yes: Steve ErkenBrack, Mike Fallon, Davis Fansler, Adela Flores-Brennan, Sharon O'Hara, Denise O'Leary, Arnold Salazar and Nathan Wilkes.

No: None

Abstain: None

Meeting adjourned at 12:00 pm.

Respectfully submitted,

Mike Fallon
Board Secretary

Next Meeting

July 13, 2015 from 8:30 am – 12:00 pm