

Joint Committee Meeting Minutes

Operations & Finance

Connect for Health Colorado Meeting Room

East Tower, Suite 1025

3773 Cherry Creek N Dr., Denver, CO 80209

June 22, 2015

4:30 PM – 6:00 PM

Board Members Present: Adela Flores-Brennan

Board Members Joining via Phone: Susan Birch, Eric Grossman, Sharon O’Hara, David Padrino, Arnold Salazar, Marguerite Salazar and Nathan Wilkes.

Staff Present: Marcia Benshoof, Luke Clarke, Kevin Patterson, Alan Schmitz, Lisa Sevier, John Wetherington and Adele Work.

I. Welcome and Introductions

- Adela Flores-Brennan chaired the Joint Committee meeting and welcomed those in attendance, both in-person and on the phone.

II. Medical Assistance (MA) Site

Chief Strategy and Sales Officer, Marcia Benshoof, reviewed the Medical Assistance Site Partner Decision and Justification presentation. Connect for Health Colorado must have capabilities associated with a Medical Assistance (MA) site in order to:

- Assist the 22% of customers who do not receive real time eligibility determination.
- Complete the verification process with customers, to comply with requirements related to justifying income and lawful presence, etc.
- More tightly control, through end-to-end intervention, the “churn” and simultaneous enrollment of customers moving back and forth between coverage with the Centers for Medicare and Medicaid Services (CMS) and the Marketplace.
- Manage case maintenance for mixed families.
- Centralize the advocacy and care of Connect for Health Colorado customers who are being handled by a multitude of Medical Assistance sites.

In short, Ms. Benshoof explained, Connect for Health Colorado needs to own the customer experience.

The Joint Finance and Operations Committees gave the Marketplace approval to contract with an existing MA site. Connect for Health Colorado has selected to enter into contract with Colorado Access. It was noted that the MA site staff will not talk to customers directly. They will work in tandem with the tier II customer representatives as a research and resolution team.

Arnold Salazar moved to make a recommendation to the full Board that Connect for Health Colorado staff be granted contracting authority to contract with the MA site Colorado Access.

Nathan Wilkes seconded the motion.

Ms. Flores-Brennan called the motion for a vote and the motion was passed unanimously.

This recommendation will now go to the full Board for approval.

III. SHOP

Ms. Benshoof began a discussion regarding the Small Employer Health Option (SHOP) outsourcing recommendation. Approval was obtained from CMS to allow the Marketplace to look into finding a “white label” company to work in partnership with Connect for Health Colorado to create the best system for SHOP. A brief overview of the process was given:

- Potential partners were vetted
- Interviews with other State Based Marketplaces (SBM) were conducted
- An RFP was developed and responses were analyzed
- Input and advice was sought out from small group brokers, the Department of Insurance and Managing General Agents (MGA)
- In person interviews were conducted with the potential partners; as well as a comprehensive follow up due-diligence on technology, financial management and service center.

The companies that were vetted all have successful programs up and running, so the Marketplace will be able to adopt the chosen program and brand it as Connect for Health Colorado’s program. Through this process the Marketplace was able to narrow the choice to two vendors.

Both vendors are technology companies; however one of the company’s origins were in benefits administration. This company built on their benefits administration base to become a technology company. The company now has three pillars of products:

- Benefits administration
- Small group exchange administration
- Software as a service

The chosen vendor will build a data warehouse which will house all small group customer’s data which the Marketplace will have full access to. Additionally, Vendor A has a sophisticated and thorough reporting system in place.

Mr. Salazar moved to make a recommendation to the full Board that Connect for Health Colorado staff be granted contracting authority to negotiate and enter into contract with Vendor A.

Mr. Wilkes seconded the motion.

Mr. Wilkes requested staff provide more information around managing the financial relationship with Vendor A, specifically as the relationship ties to the partnership term and how it interconnects with the budget.

Ms. Flores-Brennan called the motion for a vote and the motion was passed unanimously.

IV. Service Center

Chief Information Officer, Adele Work, provided an update on contract negotiations for the Service Center, stating that Connect for Health Colorado is on track to complete the agreement by the end of the month.

V. Public Comment

There was no public comment.

Meeting adjourned at 5:53 pm

Respectfully submitted,

Adela Flores-Brennan