

***Operations Meeting Minutes***  
*Connect for Health Colorado Meeting Room*  
*East Tower, Suite 1025*  
*3773 Cherry Creek N Dr., Denver, CO 80209*  
**March 20, 2015**  
**8:00 AM – 10:00 AM**

**Board Members Present:** Adela Flores-Brennan, Eric Grossman, David Padrino and Nathan Wilkes.

**Board Members Joining via Phone:** Susan Birch and Mike Fallon.

**Staff Present:** Marcia Benshoof, Luke Clarke, Gary Drews, Proteus Duxbury, Linda Kanamine, Alan Schmitz, Lisa Sevier, John Wetherington and Adele Work.

**I. Welcome and Introductions**

- Operations Committee Chair Nathan Wilkes called the meeting to order at 8:00 am and welcomed those in attendance, both in-person and on the phone.

**II. Interoperability Framework Recommendation**

Gary Drews, Interim CEO, explained that Connect for Health Colorado is looking for a directional nod to keep proceeding along the current path of looking for solutions for managing eligibility processes in the Exchange in the future, as well as the Medicaid population. The following information has been included in the Committee materials to aide in this request:

- Customer and Stakeholder feedback from the second Open Enrollment period.
- The Scope for the Shared Eligibility System (SES) Review as agreed upon by both the Exchange and the Colorado Department of Healthcare and Financing (HCPF).
- A summary of the SES Improvements and Critical Fixes. Approximately two-thirds of the fixes have been identified as high priority. Right now there is an ongoing determination as to how many of the fixes can be completed in the necessary time frame.
- The State Application Pathways Review, created by Monad.

The Pathways Review looked at the leading State Based Marketplaces (SBM)'s and concluded that all the SBM's are going through the same application flow. Of the SBM's, Connecticut is the only one that used a short path involving income detail that determines and points people along the correct path. This is the model the Exchange would like the follow. Members of the leadership team from Connect for Health Colorado met with the Center for Consumer Information and Insurance Oversight (CCIIO) and the Centers for Medicare and Medicaid Services (CMS) and both groups encouraged the Exchange to use this model.

Per the request of the Connect for Health Colorado Board, the Exchange and HCPF met to find a solution for the SES that will maintain minimum interoperability, while ensuring the necessary improvements to the SES. A high level recommendation was agreed upon. While

there are some components that need to be mapped out, one of which is the financial piece, the Exchange is looking to get a directional ok to bring this to the next Board as the solution for the SES.

Eric Grossman asked for the business case for defining the success of this solution. Marcia Benshoof, Chief Strategy and Sales Officer, stated that with the proposed fast path the Exchange has estimated that 75% of the customers seeking financial assistance will be able to take the fast path. This will leave 25% that will need to go through the SES due to complex households and variable incomes. Of this proposed 25%, 78% will get a real time determination. There will be a big return on investment in making the eco-system more efficient. Ms. Benshoof assured the Committee that this information will be quantified as much as possible.

Adele Work, Chief Product Officer, discussed that the Joint Recommendation for SES Upgrades is the result of a joint team effort between Connect for Health Colorado and HCPF. It is believed the recommendation addresses the majority of concerns provided through feedback from stakeholders, customers, carriers and the Assistance Networks.

The recommendation is a cleaned up version of Option B, which was presented at the March 9<sup>th</sup> Board Meeting. The key elements of the option are:

- A more streamlined eligibility system
- A wrap up screen that will allow people to view their answers on the application and make changes if necessary
- Increased service center access
- Use of the Codebaby avatar in the SES
- A simplified “Report My change” (RMC)
- An ongoing determination for the best place to host the APTC/CSR reference table

There is an ongoing question regarding adding non-financial assistance customer’s information into the Federal data Services Hub (FDSH) to ease the transfer of people who go from a non-financial status to financial. The Exchange believes this is not something to be done this year. However, this brings up an outstanding question regarding the migration of all the Marketplace connection to the FDSH through a single pipeline owned by OIT. Due to the very short window before the next open enrollment it would be very helpful to be able to focus on the first priorities which directly affect the customer experience.

Mr. Wilkes expressed concern with the Exchange not having access to carry the customer all the way through the SES, or to at least have visibility into the system. Mr. Grossman suggested a strong Governance process and Service Level Agreements (SLA)’s.

Proteus Duxbury, Chief Technology Officer, indicated that it has been difficult to get SLA’s from the Office of Information Technology (OIT) as they are not a vendor. The state owns the intellectual property of the SES, OIT runs the system and Deloitte is the vendor. Therefore

Connect for Health Colorado doesn't have the ability to create contractual obligations with them.

The recommendation includes an independent project manager to assist due to the multiple vendors in multiple locations and the different companies. Mr. Grossman suggested the use of an independent project manager would be dependent on the financial impact.

The Committee asked for specific materials to be brought to the Board at next Board Meeting to aid in the decision on this recommendation, including:

- High level costs
- Cost sharing
- Integrated metrics
- The proposal, to include:
  - Purpose of proposal
  - Impact to customer service
  - Impact to cost
  - Impact to savings
  - Risks & mitigations
  - Effect to the client base
  - Timeline
  - Cost of inaction
  - Cost allocation
  - What the money being spent on now

Ms. Birch state that HCPF believes this is the right direction and she is working with her team to get more specifics around the cost in order to seek approval from the Federal Government. The Exchange should move forward; however she will not be able to present the recommendation to the Federal Government until her team can provide details.

### **III. Public Comment**

Elizabeth Arenales, Director of the Colorado Center on Law & Policy's Health Care Program, believes there is a necessity for a project manager as was mentioned during the meeting. She also requested that there be great care taken during the initial screening function due to the complexity of Medicaid. Finally, she is aware of states in which both Medicaid and the exchanges approached the Federal Government for cost allocation together and they have found success in the process.

Deb Judy, Policy Director for the Colorado Consumer Health Initiative, emphasized the need for strong training on the current system and any changes made for all Assistance Networks members. Her concern is that making too many changes in the system without proper training will create more issues.

Kristen Pieper, with Colorado Covering Kids and Families, would like more coordination and integration of training between Connect for Health Colorado and HCPF. Mr. Wilkes suggested actively engaging the stakeholders in this endeavor.

Meeting adjourned at 9:36 am

Respectfully submitted,

Nathan Wilkes  
Operations Committee Chair