

**Board Advisory Group Meeting Minutes**  
*Connect for Health Colorado Meeting Room*  
*East Tower, Suite 1025*  
*3773 Cherry Creek N Dr., Denver, CO 80209*  
**March 1, 2017**  
**3:00 PM – 4:30 PM**

**Advisory Group Members Present:** Stephanie Brooks (proxy for Kristen Pieper), Sara Barnes (proxy for Erin Miller), Mary Kirby, Jo Hubchik, Bethany Pray, James Regan, and John Barela

**Advisory Group Members Joining via Phone:** Jane Barnes, Merida Odiorne, Donna Wehe, Stacey Wright, Adam Brown, Cindy Watson, Devin Kepler, and Kevin O'Connor

**Advisory Group Members Absent:** Meagan Fearing, Brad Niederman, Debra Judy, and Charlie Sheffield

**Board Members Present:** Sharon O'Hara

**I. Call to Order/Welcome & Introductions**

Co-chair Jo Hubchik called the meeting to order at 3:02 pm and welcomed those in attendance.

**II. Approval of Minutes**

The January Board Advisory Group minutes were approved.

**III. Connect for Health Colorado Updates**

Saphia Elfituri provided a legislative and Open Enrollment 4 update.

**IV. CMS Proposed Rule**

The group reviewed the slide deck containing the impacts of the CMS proposed rule and offered the following feedback:

- Feedback to include in Connect for Health Colorado's comments to CMS on proposed rule:
  - Compressed timeline of the Open Enrollment (OE) period will have an impact to Medicaid and CHP+ applicants because of system overload, since Medicaid/CHP+ and Connect for Health Colorado share an eligibility system
  - Compressed time to test changes will have negative impact on consumer experience.
  - Drop in real-time eligibility is a concern, because this would increase the need for more appointments for brokers and health coverage guides.
  - Since all 50 states use the same verification system, there is concern that a compressed OE will slow it down significantly.
  - Might not be enough time for adequate training.

- Assistors expressed that the previous OE period was the smoothest so far, because technological issues had been worked out and they were more familiar with policies. They would have to start over learning new policy.
  - Assistors are concerned that they will not be able to make informed decisions about applications for funding, due to the uncertainty and quick timeline of proposed changes.
  - Compressed OE could impact carriers' risk pools because young adults are more likely to wait until after December 15 to enroll.
- Feedback on how Connect for Health Colorado should operationally address the proposed changes:
    - Consider engaging with HCPF on timeline cut-back impacts to them.
    - Communication to customers need to emphasize that the OE will be shorter.
    - Consider having customers set up to auto-renew before OE.
    - Consider a batching transition to process enrollments.
    - Consider allowing customers who started the process before the OE period ends, but are unable to complete their enrollment prior to the OE period ending due to technical difficulties, to still enroll.
    - Consider reaching out to current enrollees.
    - Consider temporarily hiring more people during OE.
    - Consider educational efforts to address actuarial value changes.

**V. Public Comment**

None

Meeting adjourned at 4:17 pm.

**Next Meeting**

March 29, 2017 from 3:00 pm – 4:30 pm