

Policy Committee Meeting Minutes
Connect for Health Colorado Meeting Room
East Tower, Suite 1025
3773 Cherry Creek N Dr., Denver, CO 80209
August 28, 2017
3:30 PM – 5:30 PM

Board Members Present: Adela Flores-Brennan, Jay Norris, Sharon O’Hara and Marc Reece.

Staff Present: Brian Braun, Traci Butzen, Luke Clarke, Kelly Davies, Beth Deines, Saphia Elfituri, Kate Harris, Judith Jung, Molly McClurg and Kevin Patterson.

I. Welcome and Introductions

Sharon O’Hara chaired the Policy Committee Meeting and called the meeting to order at 3:30 p.m., welcoming those in attendance, both in-person and on the phone. The July Policy Committee minutes were voted on and approved.

II. Updates

a. Colorado Department of HealthCare Policy and Financing (HCPF)

Nina Schwartz, Eligibility Communications Specialist with HCPF, informed the committee that if Congress doesn’t act on or before October 1, 2017, the Child Health Plan Plus (CHP+) program will continue as is and the Federal allotment will run out the first part of 2018, causing the program to cease.

b. Division of Insurance (DOI)

Matt Mortier, Director of Compliance at Colorado Department of Regulatory Agencies offered the following updates:

- DOI is getting ready to notice the permanent version of the enrollment Regulation 4.2.43, which will replace the current emergency regulation. It will be effective December 1, 2017.
- Rate filing regulation 4.2.39, will be noticed at the end of August. Rates will be released at the end of September.
- DOI is working on a bulletin for consumers and carriers informing them that should the CHP+ program cease, it would constitute a loss of credible coverage, entitling consumers to a Special Enrollment Period (SEP).

III. Open Enrollment 5 (OE5) Update

Kate Harris, Director of Policy and Research and Kelly Davis, Director of Product Development, presented the following Update for OE5:

- Several contingencies for unknowns include:
 - Cost Share Reduction (CSR) funding/removal for OE5 will be determined by the vote in September by legislation and other administration decisions.
 - Changes in broker participation, ongoing conversations are taking place with carriers and DOI around carriers not paying commissions and the impact this will have on Connect for Health Colorado.

- Federal funding is authorized to continue through September for CHP+. If the CHP+ program loses funding and does not continue, more people will be eligible for tax credits through the Marketplace.
- The Individual market bipartisan stabilization bill will be presented to the Health Committee next week in Congress.
- Current State: System Updates and Enhancements:
 - Renewals
 - New functionality will allow individuals to bypass PEAK if they have no updates or changes to their eligibility.
 - Enhanced system with a suggested plan functionality for those whose plans are not continuing.
 - System Enhancements due to shortened open enrollment period
 - System performance improvements have been made to handle a larger volume faster.
 - Language for Payment Web Services has been updated and the ongoing payment functionality has been suppressed.
- Current State: Process Changes
 - MA (Medicare Assistance) Site and Counties:
 - Increasing direct access to MA site for Colorado Benefit Management System (CBMS) fixes.
 - Direct email inbox for county troubleshooting and general questions.
 - Service Center:
 - Enhanced escalation process that helps clarify the process to the Service Center.
 - Increase access to the Service Center for Brokers via email.
 - Second outbound call attempts on resolved issues to be done via robo-dialer.
- Current State: Marketing, Communications, and Outreach
 - Media availability last week of October: Statewide outreach.
 - Media outlets throughout Colorado invited to call in to Q&A on the upcoming open enrollment.
 - Semi-monthly outreach to Colorado media on plan selections totals and reminder of enrollment deadlines.
- Contingency: Planning for the unknown
 - Current uncertainty in Congress may require quick shifting of priorities and reallocation of resources.
 - Connect for Health Colorado is working closely with the Division of Insurance and other state agency partners in planning for various scenarios.
 - Continue information and best-practice sharing with other State-based marketplaces.

IV. Special Enrollment Period (SEP) Verification Regulation

Beth Deines and Molly McClurg reviewed the Special Enrollment Period Verification process including:

- Steps consumers should follow if an insurance carrier requests documentation to verify the SEP has occurred.
- Scenarios for when Connect for Health Colorado can provide documentation support to the customer.
- Various documentation that Connect for Health Colorado cannot provide.
- Scenarios and steps a customer can follow when appealing a SEP-verification denial.

Action Item

Further review of the SEP Verification rule after it has been enforced.

V. Public Comment

There was no public comment.

Meeting adjourned at 4:45 p.m.

Respectfully submitted,

Sharon O'Hara
Policy Committee Chair