

***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