

***Finance & Operations Committee Meeting Minutes***

*Connect for Health Colorado Meeting Room*

*East Tower, Suite 1025*

*3773 Cherry Creek N Dr., Denver, CO 80209*

***March 26, 2018***

***9:30 AM – 11:30 AM***

**Board Members Present:** Tom Massey, Denise O’Leary and Nathan Wilkes

**Staff Present:** Brian Braun, Kelly Davies, Claudia Farnham-Wittner, Kelly Guthner, Kate Harris, Molly McClurg, Kevin Patterson, Carolyn Pickton, Lisa Sevier and Ezra Watland

**I. Welcome & Introductions**

Nathan Wilkes chaired the meeting and called the meeting to order at 9:30 a.m., welcoming everyone in attendance, both in-person and on the phone. The February committee meeting minutes were approved.

**II. Preliminary FY2019 Budget**

Brian Braun, Chief Financial Officer, gave an overview of the preliminary budget for fiscal year (FY) 2019. There are four categories of expenses:

- Technology & Operations – There is a slight increase in cost, mainly due to the new eligibility system (NES)
- Customer Service
- Marketing and Outreach
- Support Services

There is an assumption that the vendor contracts will continue at the current levels for the budget year. In expenses, customer service takes up a larger portion, this includes the medical assistance site. It was noted that much of the customer service expense is outsourced operations.

The marketing and outreach budget assumes an increase in expenses for media buys in anticipation of changes in eligibility and due to legislation that may impact the customer. There is a decrease in distributions to assistance network partners primarily due to grant funding decreases.

Committee members requested further investigation into possible future grant funding.

Current depreciation is significant due to final depreciation of the original platform build. The platform will be renewed with an investment over the next couple of years. Stabilized depreciation is an indication of what the organization should be reinvesting on an annual basis to create a sufficient capital reserve for future platform investment.

### III. Service Center Update

Claudia Farnham-Wittner, Director of Health Plan Operations, updated the committee with information on industrywide benchmarking as requested from the March Board meeting.

The industrywide average for customer service health insurance first call resolution is around 90%. This is not a full apples-to-apples comparison as Connect for Health Colorado's call center includes eligibility in addition to enrollment; however, it does offer a level of foundation for the organization to measure itself against.

Average call handle time industrywide is 13 minutes 35 seconds (13:35) compared to Connect for Health Colorado's 12:32. The national benchmark standard for call abandonment rate is 4%, while Connect for Health Colorado is at 1%.

1095A disputes have been much lower this year compared to previous years. This improvement is believed to be due to the organization conducting three separate rounds of reconciliation with carriers prior to creating and distributing the 1095's to customers.

Customer service improvement projects include:

- Training Review and Revision
- Ensure that all processes and procedures are in alignment with regulatory guidelines
- Standardized terminology
- Escalations Taskforce
- Ticket closure process now includes additional details in the closure email
- Broker/Member Ticket History Summary Page

### IV. Public Comment

None

### V. Adjourn

Meeting adjourned at 10:42 a.m.

Respectfully submitted,

Nathan Wilkes  
Committee Chair