

***Finance & Operations Committee Meeting Minutes***  
***May 21, 2018***  
***9:30 AM – 11:30 AM***

**Board Members Present:** Adela Flores-Brennan, Tom Massey, Denise O’Leary and Nathan Wilkes

**Staff Present:** Brian Braun, Luke Clarke, Kelly Davies, Claudia Farnham-Wittner, Kelly Guthner, Kate Harris, Kevin Patterson, Carolyn Pickton, Arba Robinson, Alan Schmitz, Lisa Sevier and Ezra Watland

**I. Welcome & Introductions**

Nathan Wilkes started 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 April committee meeting minutes were approved.

**II. Contract Extension**

Connect for Health Colorado staff requested the committee to recommend an extension of the technology services provided by CGI for seven months (July 2018 – January 2019). The extension will include maintenance and operations of the marketplace along with the design, development, coding, testing and implementation of enhancement/compliance projects. The total estimated cost for these services is not to exceed \$3,566,000, which is a slight increase (1%) from the current year average monthly cost.

- 80% of cost is for ongoing maintenance and operations
- 20% is set aside for discretionary projects

The partial year renewal will provide for better alignment of renewal dates with the other technology contracts. Additionally, the end date of January is timed with the end of the open enrollment period which provides insights, both financially and programmatically, into the needs for the next contracting period.

The committee unanimously voted to recommend the contract extension to the full board at the June board meeting.

**III. Auditor Approval**

Staff recommended engaging the firm Kunding, Corder and Engle, P.C. to perform the annual single audit and tax return for the organization. This firm has been contracted to perform the yearly audit for the past five years.

The reason for the recommendation this year is the firm’s knowledge and experience with the organization.

The committee unanimously voted to recommend Kunderling, Corder and Engle, P.C. perform the annual single audit and tax return for Connect for Health Colorado for fiscal year (FY) 2018. The recommendation will go to the board for board approval.

Additionally, the committee recommended changing to another of the firm's partners for the next upcoming year's audit.

#### **IV. Procurement Policy**

Connect for Health Colorado needs to revise its current procurement policy and procedures due to the changes in Federal procurement regulations. This gives the organization the opportunity to more clearly delineate between the procurement policy and the procedures used to implement the policy and will allow for better integration with the organization's other financial policies and procedures.

The policy and procedures update process will include:

- A review of the new policy requirements by the Finance and Operations Committee
- Draft new procurement policy and procedures
- A review of the policy and procedures by 3rd party subject matter expert
- Approval of new procurement policy by the board
- Implementation of revised procurement procedures by July 1, 2018
- An ongoing review and update of procedures by staff
- An annual review of policy by Board

#### **V. Internal Audit**

An update to the ongoing internal audits was provided. Current internal audits include:

- Procurement process and Procurify audit
- Contract management audit
- Payments to vendors, employees and assistants audits
- Appeals supervision and review
- Complaints review

Internal control improvements that have been implemented are:

- Implementation of the purchase request form and process
- Updating and implementing financial policies and procedures
- Filled open accounting vacancies with qualified permanent staff
- Reviewed and updated certain vendor contracts
- Guidance for monitoring, reporting and documentation
- Quarterly audit updates to Finance and Operations Committee

- Individual staff training and development on contract management
- Quarterly review of policies and procedures to match the organization's practices
- Tools implemented for staff accountability regarding monitoring budgets and contracts
- Individual staff training and development on procurement process

The organization is in the process of distributing training modules through the Learning Management System to assist staff and managers with tracking and documenting the training process.

A status update was given on the recommendations from the state, Office of Inspector General and SMART audits. The organization is up to date on the implementation of the recommendations by all three audits.

**VI. Customer Service**

The customer services initiatives were reviewed by the committee and include:

- Advance Resolution Team
- Targeted up-training for service center representatives
- IVR review
- 1095A lessons learned and opportunities for 2019
- Atlas ticket member/broker view
- Consultant review of service center

**VII. Complaints Reporting**

The committee reviewed a matrix on main drivers for complaints.

**VIII. Public Comment**

None

**IX. Adjourn**

Meeting adjourned at 11:05 a.m.

Respectfully submitted,

Nathan Wilkes  
Committee Chair