

Board Meeting Minutes
Connect for Health Colorado
May 14, 2018
8:30 AM – 11:30 AM

Board Members Present: Claire Brockbank, Kyle Brown, Mike Conway, Steve ErkenBrack, Adela Flores-Brennan, Sharon O’Hara, Marc Reece and Nathan Wilkes

Board Members Joining via Phone: Tom Massey and Jay Norris

Board Members Absent: Denise O’Leary

Staff Present: Luke Clarke, Kelly Davies, Claudia Farnham-Wittner, Kelly Guthner, Kate Harris, Kevin Patterson, Carolyn Pickton, Jackie Sanderson, Lisa Sevier and Ezra Watland

Approximately 3 guests attended the meeting in-person and the conference line was available for people to join by phone.

I. Call to Order

- Board Chair Adela Flores-Brennan, called the meeting to order at 8:30 am and welcomed those in attendance, both in-person and on the phone.

II. Executive Session

Ms. Flores-Brennan entertained a motion to move into Executive Session to discuss matters concerning a contractual matter and a personnel matter. A vote was called for and passed with unanimous approval.

The Executive Session is permitted pursuant to CRS §24-6-402(4)(e), (c) and (f).

The board returned from Executive Session at 9:45 am.

III. Business Agenda

- The minutes from the May 14, 2018 board meeting and the May 9, 2018 executive session meetings were voted on and approved.
- There were no changes to the agenda.
- Disclosure of conflicts of interest: none.

IV. Board Report

Per the Board of Directors Governing Principles the annual business meeting will take place during the July board meeting.

The board received a calendar of proposed board and committee meetings for fiscal year (FY) 2019. The calendar is part of an effort to streamline and reduce the number of times the full board meets.

V. **CEO Report**

On June 4, 2018 Connect for Health Colorado staff and board members met with the Colorado Health Insurance Exchange Oversight Committee. The Oversight Committee recognized the organization for being consistent in its focus on the customer experience, transparency and bringing additional value to the customer.

Eligibility Update

Kelly Davies, Director of Product Development, gave an update on the New Eligibility System (NES) project.

Key activities include:

- Design completed for a majority of the NES application
- Completed user testing of new screens
- New screens shared with stakeholders, and feedback was received

Risks and mitigation were reviewed and included:

- Salesforce Transformation release dates within weeks of open enrollment.
- CMS approval for Salesforce Transformation project and Connect for Health's eligibility application.
- Potential for scope changes due to the complexity of the project.
- State partners not able to accommodate full Connect for Health Colorado scope request.

Customer Service

Claudia Farnham-Wittner, Director of Health Plan Operations, updated the board on the service center initiatives. The initiatives include:

- An Advanced Resolution Team
- Targeted up-training for service center representatives
- Interactive voice response (IVR) review
- 1095A lessons learned and opportunities for 2019
 - There has been a YTD 33% reduction in overall 1095A Disputes
- Atlas ticket member/broker view
- Consultant review of the service center

Focus Group

The board reviewed the results of a series of focus groups PerryUndem, in conjunction with Connect for Health Colorado, conducted with Coloradans who buy or have recently bought insurance privately, off-marketplace. These participants are eligible to buy insurance through Connect for Health Colorado, and many would qualify for tax

credits or a subsidy through the marketplace.

The goal of the focus groups was to better understand the mindset of those who buy insurance privately, but not through Connect for Health Colorado.

The summary of the results:

- Participants feel buying insurance is a necessity.
- They use a variety of services.
- Many are satisfied with their plans.
- Cost is their primary frustration.
- For most, buying insurance privately is their only option.
- Many are experienced shoppers, but it still has challenges.
- Cost is the primary consideration.
- Medi-Share is an option for some.
- Participants are familiar with Connect for Health Colorado.
- Some negative perceptions of Connect for Health Colorado persist.
- Some encountered websites/brokers who (falsely) appear to be Connect for Health Colorado.
- Many were not aware they could qualify for tax credits.
- Tax credit, ability to search and filter plans is the most powerful information.
- Some thought there were extra fees if they bought through the marketplace.

The summary allows the organization to understand the type of information and education that would be valuable to these consumers including:

- Reintroduce Connect for Health Colorado and the added values of tax credits and its search tools.
- Protect the Connect for Health Colorado brand online to help prevent encounters with false websites and brokers.
- Improve messaging to reassure the consumers that the process has been improved and streamlined.

VI. Finance & Operations Committee Report

SOW Contract Extension

Staff asked for board approval to extend the CGI's technology maintenance & operation and enhancement/development SOW through January 2019. The cumulative value of the SOW at issue from the date of the board meeting through the extension is approximately \$3.8 MM. The extension and realignment will provide for consistent co-termination dates with other technology contracts and vendors. The end date of January 31 is at the end of the open enrollment period which provides insights both financially and programmatically into the needs for the next contracting period with C4HCO's technology vendors.

The Finance and Operations Committee recommended a motion to the board for approval to extended CGI's M&O and enhancement/development services SOW through January 31, 2019.

Ms. Flores-Brennan called for further discussion on the motion. There was no further discussion.

Ms. Flores-Brennan called for public comment. There was no public comment.

Ms. Flores-Brennan called the motion to a vote. The motion was unanimously approved as follows:

Yes: Claire Brockbank, Steve ErkenBrack, Adela Flores-Brennan, Jay Norris, Sharon O'Hara, Marc Reece and Nathan Wilkes

No: None

Abstain: None

Auditor Approval

The Finance and Operations Committee recommended a motion to the board to approve the auditing firm, Kunding, Corder & Engle, P.C. and the firm's partner, Steve Corder, to conduct the annual audit for FY 2018, as well as the tax return 990.

It was noted that the committee recommended changing to another of the firm's partners, or putting the audit out to bid, for the next upcoming year's (FY 2019) audit.

Ms. Flores-Brennan called for further discussion on the motion. There was no further discussion.

Ms. Flores-Brennan called for public comment. There was no public comment.

Ms. Flores-Brennan called the motion to a vote. The motion was unanimously approved as follows:

Yes: Claire Brockbank, Steve ErkenBrack, Adela Flores-Brennan, Jay Norris, Sharon O'Hara, Marc Reece and Nathan Wilkes

No: None

Abstain: None

Assistance Network Funding

The staff requested approval from the board to proceed in contracting with its each of its assistance network providers for fiscal year 2018-2019 on an site-by-site basis. The plan is to cumulatively award \$1.75 MM to the Assistance Sites, including provision of additional supplemental funds for specific projects and needs.

Sharon O’Hara made a motion to proceed with the contracting and budgeting process for each Assistance Site network provider. Claire Brockbank seconded the motion.

Ms. Flores-Brennan called for further discussion on the motion. There was no further discussion.

Ms. Flores-Brennan called for public comment. There was no public comment.

Ms. Flores-Brennan called the motion to a vote. The motion was unanimously approved as follows:

Yes: Claire Brockbank, Steve ErkenBrack, Adela Flores-Brennan, Jay Norris, Sharon O’Hara, Marc Reece and Nathan Wilkes

No: None

Abstain: None

VII. Policy Committee

Princeton Report Summary

The Woodrow Wilson School of Public and International Affairs at Princeton University reviewed and reported on the Colorado health care system to recommend policy options to control costs in the state for the Colorado Governor’s Office, DOI and Connect for Health Colorado. The report identified two pressing challenges facing the Colorado health care system: 1) high premiums in rural and mountain communities and 2) the steady growth of overall systems costs.

VIII. Public Comment

There was no public comment.

Meeting adjourned at 11:07 am.

Respectfully submitted,

Claire Brockbank
Secretary of the Board

Next Meeting

July 9, 2018 from 8:30 am – 12:00 pm