

***Finance & Operations Committee Meeting Minutes***  
***September 24, 2018***  
***9:30 AM – 11:30 AM***

**Board Members Present:** Adela Flores-Brennan, Marc Reece and Nathan Wilkes

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

**I. Welcome & Introductions**

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

**II. Service Center/MA Site Pilot**

The MA Site Pilot is a Marketplace Operations Support Unit (MOSU). In response to the positive results and feedback received from Connect for Health Colorado's stakeholders, the organization is expanding the original MA site pilot from the last open enrollment, to provide direct inbound caller support for mixed eligibility households. Additionally, specialized support will be offered through Open Enrollment 6 (OE6) to the enrollment centers and assistors.

In early October, a new interactive voice response (IVR) configuration will be deployed to support routing mixed eligibility households directly to the MOSU team.

The goals for the pilot include:

- Increase first call resolution to above 80%
- Reduce the timeline to resolution for complex enrollments
- Maintain all call metrics at or improved over Open Enrollment 5 (OE5) service center performance
- Maintain all contact resolution metrics at or improved over OE5 service center performance
- Maintain all responsibilities as outlined in the Colorado Department of Health Care Policy and Financing (HCPF) contract for the MA Site
- Cost reduction

The increased cost from bringing the support unit internally is offset by the reduction in costs to the organization's third-party customer service center. Ultimately, the organization's plan is to increase efficiency and save money over time.

**III. Quarterly Audit Update**

Current internal audits include:

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

Implemented internal controls were reviewed and continue to be modified as needed and improved upon.

Progress continues with the Office of Inspector General (OIG) audits of the first years of Connect for Health Colorado. The final findings from the Centers for Medicare & Medicaid Services (CMS) have not been completed as of yet.

**IV. Public Comment**

Public comment was given by Bethany Pray with Colorado Center on Law & Policy.

**V. Adjourn**

Meeting adjourned at 10:30 a.m.

Respectfully submitted,

Nathan Wilkes  
Committee Chair