

Board Meeting Minutes
Connect for Health Colorado
November 19, 2018
8:30 AM – 11:30 AM

Board Members Present: Claire Brockbank, Mike Conway, Steve ErkenBrack, Adela Flores-Brennan, Annie Lee, Sharon O’Hara and Nathan Wilkes

Board Members Joining via Phone: Lorez Meinhold (joined at 10:00 am), Jay Norris and Marc Reece

Board Members Absent: Tom Massey and David Padrino

Staff Present: Brian Braun, Kelly Davies, Claudia Farnham-Wittner, Kelly Guthner, Kate Harris, Molly McClurg, Ian McMahan, Kevin Patterson, Ilana Rivera, Alan Schmitz, Lisa Sevier and Ezra Watland

Approximately 7 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 personnel and/or contractual 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 24-6-402(4)(f).

The board returned from Executive Session at 9:54 am.

III. Business Agenda

- The minutes from the October Board meeting were voted on and approved.
- There were no changes to the agenda.
- Disclosure of conflicts of interest: None

IV. Board Report

Ms. Flores-Brennan announced two new board members: David Padrino, with the Governor’s Office, will be rejoining the Board of Directors, and Lorez Meinhold, with Keystone Policy Center.

Interim Colorado Insurance Commissioner with the Division of Insurance (DOI), addressed the Texas

v. Azar federal lawsuit that challenges the constitutionality of the Affordable Care Act (ACA). Regardless of what happens with the lawsuit, Colorado state law protects people with pre-existing conditions, community rating and guarantee issue. However, if the lawsuit goes against the ACA there could be long term effects on Colorado.

Action Item

The Bylaws & Governance Committee, consisting of Nathan Wilkes as Chair, Adela Flores-Brennan, Annie Lee and Sharon O'Hara, will meet to do a final review of updates to the Bylaws and will bring the changes to the board for final approval.

V. Financial Audit

Steve Corder and Tiffany Knight with the auditing firm of Kunding, Corder and Engle P.C., reported on the annual financial audit for the organization. Highlights of the financial statements include:

- An unmodified audit opinion was issued
- As of June 30, 2018, total assets were approximately \$40 MM
- Assets were \$11.5 MM lower than the previous year do to capital assets depreciation
- There was \$3.6 MM in purchases of capital assets
- Cash was the largest asset, at \$13.8 MM
- An investment in CD's was made in the amount of \$7.5 MM
- There was a decrease in net position of \$12 MM, this include depreciation expense
 - Excluding depreciation expense, net position shows an increase of \$2.8 MM
- Program revenue shows a \$10 MM decrease due to the carrier assessment fee ending the previous year
- Fee for service revenue was \$32 MM, an increase of \$6 MM
- Total spending was \$55 MM, down \$2.4 MM from the previous year
- There was \$3.5 MM in revenue received from the state for reimbursement for the medical assistance program
 - This income is subject to a federal audit
 - The audit was completed with no findings

A form 990 tax return is required and will be completed by the firm.

Steve ErkenBrack moved to formerly accept the financial audit for fiscal year (FY) 2018.

Claire Brockbank seconded the motion.

The motion was unanimously approved by the board.

VI. CEO Report

In the first few days of Open Enrollment 6 (OE6) there were concerns about long hold times. Linda

Powers, with CGI, discussed the issue and steps taken to ensure customers receive help in a reasonable amount of time going forward.

Action Item

Linda Powers with CGI, to provide to the staff and the board:

- number of customers who have chosen virtual hold (option to be called back by a representative rather than stay on hold)
- information provided when a customer chooses virtual hold
- possibility of actively reaching out to customers who abandoned their call to the service center

OE6 Update

Staff walked the board through a brief demonstration of the new application for financial assistance.

Customer Service Metrics

Staff reviewed customer service metrics including:

- Longest hold times
- Average speed of answer
- Mitigation steps taken to improve the overall experience

The Marketplace Operations Support Team (MOST) has been expanded with a focus on supporting mixed-eligibility households. Through questions on the Interactive Voice Response (IVR), the system is able to direct customers to the MOST Team.

Additionally, there is now a direct path for password reset, one of the top reasons for customers to call the service center.

Action Item

Claudia Farnham-Wittner will provide the board with:

- average-speed-to-answer and call hold time comparisons to the previous year
- number of OE6 enrollments completed prior to November 1, 2018
- year-over-year enrollments (starting at 2 years prior) for the first 10 days of open enrollment to the board before the Legislative Oversight Meeting
- customer service statistics comparing brokers & assisters to individual customers
- how the virtual hold is impacting speed of answer for customers, brokers and assisters

VII. Finance & Operations Committee Report

Procurement Approval

Staff made a request to the board for approval to proceed in extending the existing technology services provided by hCentive for 18 months (February 2019 – July 2020). The total estimated cost for these services for the 18 months is not to exceed \$2,710,000. This results in an average monthly cost of \$150,500 which is \$20,000 lower per month than the current expenditure level. A total projected savings of \$360,000 over the 18 month period.

Mr. Wilkes moved to approve extending the existing technology services provided by hCentive for 18 months (February 2019 – July 2020). The total estimated cost for these services for the 18 months is not to exceed \$2,710,000.

Ms. Lee 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 approved as follows:

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

No: None

Abstain: None

VIII. Policy Committee

The board packet included the Board Advisory Group minutes for the October meeting.

Regulations Update

An update was provided on current regulations that have been proposed by the federal government:

- Public Charge Regulation
- HRA Regulation
- Exchange Program Integrity Rule
- The final 1332 Guidance Regulation

The Public Charge Regulation draft comments were reviewed by the board and the Board Advisory Group. Per the board’s previous request, language around the impact that the proposed regulation may have on the larger community in Colorado and across the Country, has been strengthened.

Action Item

The paragraph requesting that the government not move forward with any of the proposed changes to the Public Charge Regulation will be moved to the beginning of Connect for Health Colorado’s comments.

The HRA Regulation will have potential impacts on Connect for Health Colorado.

The Exchange Program Integrity proposed rule would have financial and operational impacts on Connect for Health Colorado including:

- New Auditing/Compliance Requirements
- New checks to prevent dual Medicare enrollments
- Mandates twice-yearly data verification checks for Medicare, Medicaid, and CHIP coverage
- Separate billing and payment for non-Hyde abortion services

IX. Public Comment

None

Meeting adjourned at 11:16 am.

Respectfully submitted,

Claire Brockbank
Secretary

Next Meeting

December 10, 2018 from 8:30 am – 12:00 pm

DRAFT