



Colorado Health Benefit Exchange
Board Meeting Minutes

Mile High Room
COPIC
7351 E. Lowry Blvd.
Denver, CO 80230

August 13, 2012
8:30 AM – 11:50 AM

Board members present: Richard Betts, Steve ErkenBrack, Eric Grossman, Gretchen Hammer, Robert Ruiz-Moss, Dayle Axman (representing Jim Riesberg), Arnold Salazar, Nathan Wilkes. By Phone: Beth Soberg.

Staff present: Patty Fontneau, Jessica Dunbar, John Barela, Myung Oak Kim, Lynn Pressnall, Adele Work, Matt Benson, Gary Schneider, Chuck Fish.

Approximately thirty people attended the meeting in person and additional people joined by phone.

I. Business Agenda

There were no additions or edits made to the July 23, 2012 and July 30, 2012 Board meeting minutes.

Vote: The minutes from the July 23, 2012 and July 30, 2012 Board meetings were unanimously approved. There were eight voting members present.

There were no changes made to the agenda.

Disclosures of Conflicts of Interest: Eric Grossman's connection with Connecture is no longer an identified conflict now that CGI and their partners have been selected to work with COHBE.

II. Board Development and Operations

1. Board Chair Report

a. Update on Grant Application

Gretchen Hammer reported the Board approved the second Level 1 Establishment Grant application on July 30th and it was brought before the Legislative Implementation Review Committee for discussion on July 31st. Representative Bob Gardner, Chair of the committee, and Senator Betty Boyd, Vice Chair of the committee, approved the grant application on August 9th. COHBE staff will submit the application in advance of the August 15th deadline.



III. Exchange Development and Operations

1. Report from CEO/ED

Patty Fontneau announced two staff positions have been filled--Lindy Hinman was hired as the Chief Operating Officer and Jim Sugden was hired as the SHOP Manager. A Policy Analyst position is expected to be filled soon. The financial audit is underway for fiscal-year-end July 31, 2012. When complete, the auditors will present their final report to the Board. HHS has scheduled a Gate Review with COHBE staff on September 5th and 6th in Washington, D.C. COHBE will report on the progress made to date and discuss COHBE's plans to address key areas of exchange development going forward.

2. Project Update

Adele Work, from North Highland's Project Management Office, presented a high-level [project overview](#). COHBE is on-track to meet critical deadlines. Some key milestones include: system testing January 2013, SHOP pilot May 2013, Individual pilot July 2013, and Exchange go-live implementation October 2013. Weekly project meetings are held with the PMO, COHBE staff and CGI's project manager and account manager to review budget, staffing, schedule, scope, quality, risks and external dependencies.

3. Policy Issues

a. Complaint Management

The recommendation was made to approve the guiding principles.

Nathan Wilkes requested additional detail on the complaint management process. Gretchen Hammer responded the guiding principles will advise the process. Additional communication with the Board and Board Committees will occur as the process develops.

Richard Betts made the motion to accept the recommendation with an emphasis that the Board would be informed later on when more details are developed related to the complaint management process. Steve ErkenBrack seconded the motion.

Public comment: George Lyford, from the Colorado Center on Law and Policy (CCLP), supports the recommendation and suggest 1) complaints should be received by COHBE in any manner in which they are sent e.g. internet, mail, phone, fax, and 2) a process should be developed for identifying which grievances should be redirected and handled as an appeal.

Vote: The recommendation was unanimously approved. There were eight voting members present.

b. Single Streamlined Application

We recommend that COHBE use the proposed data elements as a baseline and provide for additional restructuring of the application online and in paper form to align with the final application form released by HHS later in the year, ensure minimum interoperability between



COHBE and HCPF technology systems and allow for efficient electronic processing and paper handling.

i. Report from SHOP Advisory Group

Cindy Sovine-Miller reported the group conducted a survey to gather feedback on the topic from members. Through the survey members expressed the desire for the Exchange to have the ability to gather additional optional demographic data. In general the group supported the recommendation.

ii. Report from Individual Experience Advisory Group

Adela Flores-Brennan reported the group supported the recommendation. The group highlighted the importance of gender neutral language in question design and screening appropriately for Medicare eligibility.

iii. Report from Health Plan Advisory Group

Mark Reece reported the group made no formal recommendation but gathered extensive feedback in a memo shared with the board about questions related to the proposed data elements.

Gretchen Hammer stated the Rules & Regulations committee will meet on August 21, 2012 to discuss whether or not they should prepare a comment letter to send to HHS highlighting questions and concerns around the proposed data elements.

Steve ErkenBrack made the motion to accept the recommendation. The motion was seconded.

Public comment: None.

Vote: The recommendation was unanimously approved. There were eight voting members present.

c. Update from Advisory Group on Broker Relationship

Patty Fontneau pointed out that Individual Experience Advisory Group will discuss the recommendations made by the SHOP Advisory Group around broker relationship and compensation at their next meeting. The Finance committee will also review the recommendations put forth by the advisory groups prior to making a recommendation to the Board.

i. Report from SHOP Advisory Group

Cindy Sovine-Miller reported the group recommended that broker compensation should be comparable inside and outside the Exchange. COHBE will work with DOI to develop an Exchange certification process and ensure it does not duplicate DOI licensing requirements. Once certified and appointed to the Exchange, brokers should be able to present all QHP options available through the Exchange. COHBE will have to develop a broker policy around professionalism and ethics.



Robert Ruiz-Moss asked for clarification around the compensation process. Cindy Sovine-Miller responded that the recommendation was that broker commission should be consistent with what is paid outside the exchange. Patty Fontneau commented that details on how compensation will be handled will be part of the continuing conversation.

Public comment: None.

d. Update from Advisory Group on Navigator Program

Patty Fontneau pointed out that the SHOP Advisory Group will present their update at the next Board meeting after they discuss the recommendations put forth by the Individual Experience group related to the Navigator Program. The Finance committee will also review the policy prior to making a recommendation to the Board.

i. Report from Individual Experience Advisory Group

Adela Flores-Brennan reported the group met on several occasions to discuss definitions the scope of Navigator duties, selection criteria, training and certification standards, and funding approaches. The group came to several areas of consensus on the areas above and these will be presented to the Board for a formal vote on August 27th.

Richard Betts asked what kinds of organizations could potentially serve as Navigator Entities. Adela Flores-Brennan responded groups could include community health clinics, County human services, community based organizations and more. Gretchen Hammer added Chambers of Commerce could also be included. Examples are outlined in HHS regulations.

Beth Soberg asked how quality would be measured. Adela Flores-Brennan stated measurement details have not yet been determined, however, customer satisfaction should be one component.

Public comment: None.

e. Update on Certification Areas

John Barela stated the Exchange is working with the Division of Insurance, Department of Public Health & Environment, and Department of Health Care Policy & Financing on developing certification requirements. Preliminary discussions are taking place on the required metal levels to be offered, initial vs. late-entry into the Exchange and continuous carrier participation. The Exchange will develop objective plan management standards and communicate those standards to carriers before certification. Another update on certification areas will be made at the next Board meeting.

4. User Interface Update

Gary Schneider, IT Project Manager, gave an overview of the UX-2014 project and how hCentive is incorporating recommended design elements from UX-2014 into their base product for COHBE. The design of Colorado's Exchange user interface will be guided and informed by UX-



2014, Exchange related studies, other healthcare coverage sites, best practices, COHBE Board and stakeholder input.

Eric Grossman requested the presentation of quality measures be incorporated into the design. John Barela responded that the advisory groups are discussing this topic now and will have a recommendation shortly to present to the Board.

Eric Grossman recommended that development of a mobile application be considered. Gretchen Hammer responded the IT & Implementation committee will review the development of the user interface and report back to the Board.

Meeting adjourned: 11:50 a.m.