



Board Action Items

Action Item	Responsible Party	Dte Assigned	Update/Reponse	Notes
Staff to investigate the reason for the increase in Health First Colorado calls to the service center.	Member Services & Support Operations	12/09/19	Changes to the categorization of tickets/calls at the beginning of OE7 were made. We are working with Service Center to determine what changes occurred and pinpoint when they were made.	
Staff to work with the Division of Insurance to ensure Connect for Health Colorado enrollment data aligns with Carrier submitted data	Marketing & Outreach	12/09/19	C4HCO will share updated enrollment data with DOI moving forward.	
Staff to investigate the downside risk for people who qualify for financial assistance choosing to go without health insurance in 2020 due to the increase in premium payments after financial assistance, because of the effect of the reinsurance program.	Marketing & Outreach	12/09/19	This topic will be explored in our 2020 survey of lapsed customers.	
Further discussion to take place at the December Policy Committee meeting to suggest ways refine analysis further.	Policy Committee	12/09/19	Discussed at December 16, 2019 Policy Committee meeting	Completed
Policy Committee to explore any policy changes that could help improve the churn rate.	Policy Committee	12/09/19		