



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	Numbers are slightly different than last year because the routing of these calls are now handled by MSU mainly thus creating a more accurate portrayal of this call type.	
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.	Completed
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.	Completed
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	Expecting additional information from HCPF by June	
Add action items to the board agenda for February's board meeting	Board Liaison	01/13/20	Done	Completed
Staff to compare last year's auto renewal rate to this year's auto renewal rate.	Marketing & Outreach	01/13/20	Staff is analyzing this question as we compile our End of Open Enrollment report	
Staff to add plan display to the next Finance & Operations committee meeting.	Policy Committee	01/13/20	Completed	Completed
Staff to provide an update on the expected timing for information received on the Churn report.	Policy Committee	01/13/20	Staff does not anticipate any updates until summer 2020 at earliest.	Completed
Staff to add Senate Bill 20-043, Out-of-Network Provider Reimbursement Rate, to the bill tracker	Policy Committee	01/13/20	The tracker has been updated	Completed