

Board Meeting Minutes
Connect for Health Colorado
June 8, 2020
12:00 PM – 3:00 PM

Board Members Present: Elisabeth Arenales, Kim Bimestefer, Claire Brockbank, Mike Conway, Adela Flores-Brennan, Patrick Gordon, Annie Lee, Lorez Meinhold, Sharon O’Hara, Marc Reece and Mike Stahl

Board Members Absent: Dick Thompson

Staff Present: Nyle Boyd, Brian Braun, Kelly Davies, Saphia Elfituri, Kelly Guthner, David Hague, Ian McMahon, Kevin Patterson, Ilana Rivera, Alan Schmitz, Lisa Sevier, Monica VanBuskirk and Ezra Watland

The teleconference was available for people to join by phone.

I. Business Agenda

- Board Chair Adela Flores-Brennan, called the meeting to order at 12:00 pm and welcomed those in attendance.
- The minutes from the May Board meeting were voted on and approved.
- There were no changes to the agenda.
- Disclosures of conflicts in interest: None.

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 1:40 pm.

III. Board Report

CEO Annual Review

An Executive Session will be scheduled later in the month to further review information involving the CEO’s annual review.

IV. CEO Report

Action Items

The Board reviewed the updated list of action items.

C4HCO Community Dialogue on COVID-19

The Board was updated on the results from the annual employee survey, as well as conclusions

ascertained from staff during a series of community dialogues on COVID-19.

The community dialogues were offered as an open invitation extended to all staff members. Approximately 130 employees attended the meetings.

The organization was able to gain a sense of understanding around employee's thoughts and concerns regarding the current work from home status, returning to the office, when to return to office and safety.

The results around these dialogues will inform the organization's decisions around returning to the office.

Out of Connect for Health Colorado's 149 employees, 98% responded to the annual employee survey.

The survey identified seven performance components, which were listed with the results:

- Engagement - 87% agree/strongly agree that they are engaged
- Job satisfaction – 84% agree/strongly agree that they are satisfied
- Workplace culture – 82% agree/strongly agree that the culture is effective
- Benefits – 80% agree/strongly agree that they are satisfied with the benefits package
- Leadership – 80% agree/strongly agree that they are satisfied with leadership
- Communication – 76% agree/strongly agree with the communication level
- Work processes – 71% agree/strongly agree work processes

Note: Neutral responses were not counted as favorable responses. Both communication and work processes (considered the least favorable components) improved by 22% and 29% from the previous year.

Vision Statement

A document will be forwarded to the Board regarding options for the vision statement and will be discussed at the July board meeting

Strategic Plan Success Measures

The strategic plan consists of four goals with specific measures of success attributed to each. The measurements highlighted in blue indicate measurements that are not in Connect for Health Colorado's control.

Action Items

Staff to provide the number of people that make up the 2% drop in subsidy eligible enrollments.

Staff to provide a breakout of enrollment numbers: open enrollment vs.

COVID-19 special enrollment period.

Staff to add the organization's actions to the COVID-19 pandemic to the success measures in the annual report.

Effectuation Rate

At the end of January 2020, the effectuation rate was at 84-85%. Effectuations tend to trickle in rather than happening all at once. The latest metrics show the actual effectuation rate for enrollments through Connect for Health Colorado to be 94%.

V. Finance & Operations

Change in Scope of Preferred Vendor Contracts

Staff requests Board approval to address the technology contractor needs to support the implementation of the technology roadmap, Connect for Health Colorado underwent a procurement to approve the use of a list of preferred vendors to provide development, security, infrastructure and platform modernization services. The total funding tied to the preferred vendor list was approved through two procurements requests. \$10 million was approved on June 10, 2019 and an additional \$4 million was approved on September 9, 2019. The period designated for the use of these funds is scheduled to terminate June 30, 2022. No changes to either the amount or term date are anticipated at this time.

The Finance and Operations recommends approval of the change in scope of the preferred vendor contracts.

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, Adela Flores-Brennan, Patrick Gordon, Annie Lee, Lorez Meinhold, Sharon O'Hara, Marc Reece and Mike Stahl.

No: None

Abstain: None

CGI Contract Extension – Hosting

Staff requests Board approval to proceed in extending hosting services provided by CGI for three months (July thru September 2020). The total estimated cost for these services for the three months is not to exceed \$517,000. This amount is equivalent to the current hosting costs. The contract anticipates the possibility of month to month extensions through January 2021 at the same monthly cost. This provides C4HCO protection in case of delays in completion of audit. Further Board approval will be requested for expenditures beyond September.

The Finance and Operations recommends approval to extend CGI hosting services for three months, through September 2020

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, Adela Flores-Brennan, Patrick Gordon, Annie Lee, Lorez Meinhold, Sharon O'Hara and Mike Stahl.

No: None

Abstain: None

CGI Contract Extension – M&O

Staff requests Board approval to extend and consolidate CGI technology maintenance & operation (M&O) and software development services beyond June 30, 2020. This extension will provide the necessary maintenance and operation of the existing exchange infrastructure along with providing development resources needed for a smooth transition to the new platform over the next 12 months. The total commitment under this extension shall not exceed \$7,500,000 for the period July 1, 2020 to June 30, 2021.

The Finance and Operations recommends approval to extend and consolidate CGI technology maintenance & operation (M&O) and software development services beyond June 30, 2020.

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, Adela Flores-Brennan, Patrick Gordon, Annie Lee, Lorez Meinhold, Sharon O'Hara and Mike Stahl.

No: None

Abstain: None

Fiscal Year 21 Budget

Staff took a conservative approach to the fiscal year (FY) 2021 budget with the following challenges:

- Carrier fee revenues are projected to decrease by 21% from the prior fiscal years budgeted levels.
- Capital expenditures will continue at a higher than normal level for the first half of FY21.
 - The initial phase of modernization of the shopping platform is expected to be completed in 2021, requiring continued use of cash reserves to fund.
- External forces (COVID-19, state legislative initiatives and federal actions) will place increased demands on the organization.
- Grant funding for supporting the assistance network is no longer available and will need to be funded entirely by general operations in the FY 2021 budget. Funding for the assistance network providers was increased from \$2,000,000 to 2,050,000 for the fiscal year.

The Finance and Operations recommends approval of the FY 2021 budget.

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, Adela Flores-Brennan, Patrick Gordon, Annie Lee, Lorez Meinhold, Sharon O’Hara, Marc Reece and Mike Stahl.

No: None

Abstain: None

VI. Policy

Policies & Legislative Update

Staff gave an update on SB20-215, the Health Insurance Affordability Enterprise, this bill repurposes a fee that the carriers have been paying at the federal level which is being repealed this year. The fee will be moved to the state level to provide funding in several areas; including funding the reinsurance program, a state wrap to provide financial help to people whose net premium would otherwise increase, and set up a fund to provide state subsidies to people who are not otherwise qualified for financial help.

Connect for Health Colorado has taken an official position of support on this bill due to its alliance with the organization’s mission to increase access and affordability.

HB20-1236, the easy enrollment bill, has passed through the House and the Senate and is awaiting the Governor’s signature.

VII. Public Comment

None

Meeting adjourned at 3:15 pm.

Respectfully submitted,

Claire Brockbank
Secretary

Next Meeting

July 13, 2020 from 12:00 pm – 3:00 pm