

Board Meeting Minutes
Connect for Health Colorado
February 14, 2022
12:00 PM to 3:00 PM

Board Members Present: Elisabeth Arenales, Kim Bimestefer, Christy Blakely, Claire Brockbank, Mike Conway, Adela Flores-Brennan, Patrick Gordon, Annie Lee, Lorez Meinhold, Marc Reece, Mike Stahl, and Dick Thompson

Board Members Absent: None

Staff Present: Justin Brandon, Brian Braun, Stephanie Gray, David Hague, Jessalyn Hampton, Kelly Guthner, Kevin Patterson, Ilana Rivera, Alan Schmitz, Nina Schwartz, Lisa Sevier, Monica VanBuskirk, and Ezra Watland

Teleconference and phone conference lines were available for members of the public to join.

I. Business Agenda

- Claire Brockbank called the meeting to order at 12:00 p.m. and welcomed those in attendance.
- The minutes from the January Board meeting were reviewed and approved.
- Changes to the agenda: None.
- Disclosure of conflicts of interest: None.

II. Board Report

None.

III. CEO Report

End of Open Enrollment 9 (OE9) Summary

Marketing & Outreach

The Board reviewed marketing updates through January 18, 2022. The presentation highlighted graphics from advertising, as well as broker and assistance network enrollment activity.

Customer Service

Staff updated the Board on the service center's performance for OE9:

- Service levels are at 97.57%
- Average speed of answer is 16 seconds
- Inbound call volume was 77,746
- 18,600 chats answered
- 786 abandoned calls

- January customer satisfaction remained at 83%

Technology

Staff provided the Board with the following technology platform updates:

- During OE9, there has been a 20% reduction in production support tickets compared to OE8
- The Easy Enrollment release went live at the end of January. The Department of Revenue (DOR) is currently sending records to the Marketplace
- The focal point for Product Development is Legacy Replacement with a tentative go live date of this summer
- Staff continues to work on the buildout of Colorado Connect

Effectuations: M-to-M Analysis

The Board reviewed a month-to-month (M to M) effectuation status report for plan year 2022. As of February 8, 2022, the overall medical effectuation rate was 89%.

Action Items

Staff to provide the Board with month-to-month aggregate effectuation enrollment data.

Disaster Relief SEP

At the end of OE9, Connect for Health Colorado extended a disaster relief special enrollment period (SEP) for 60 days due to the recent Covid-19 surge and the Marshall fires.

Health Insurance Affordability Enterprise (HIAE)

At the last HIAE meeting, the Board discussed the possibility of a premium wrap, American Rescue Plan (ARP) subsidies, and funding options. As of January 6, 2022, the implementation of expanded marketing and outreach has resulted in 23,799 medical submissions for the enhanced cost sharing reduction (CSR) eligible plans through HIAE.

Strategic Goal

Staff presented the strategic plan 2021-2024 progress report. The presentation highlighted goals, objectives, success measures, and strategies. Quarterly reports will be presented to the Board during the first quarter of 2022.

Planning for the End of the PHE

The public health emergency (PHE) has been extended to mid-April and is anticipated to extend an additional 90 days after that.

IV. Finance & Operations

Investment Policy

The Board reviewed the revised Investment Policy. The purpose of this Investment Policy is to establish investment policies and guidelines for Connect for Health Colorado funds.

Revisions include:

- Rearranging Demand Deposits, Money Market Deposits, Negotiable Orders of Withdrawal (NOW), Savings and Time/Certificate Deposits (CD) to the top of the eligible investments and asset class concentration list
- The addition of Public Deposit Protection Act (PDPA) language.

The Finance & Operations Committee motioned to recommend the acceptance of the revisions. Dick Thompson seconded the motion.

Ms. Brockbank called for public comment.

No public comment was given.

Ms. Brockbank called for the motion to vote. The motion was accepted as follows:

Yes: Christy Blakely, Claire Brockbank, Adela Flores-Brennan, Patrick Gordon, Annie Lee, Lorez Meinhold, Marc Reece, Mike Stahl, and Dick Thompson

No: None

Abstain: None

V. Policy Committee

2022 Legislative Session

Staff presented a State Legislative update. The presentation included updates on the current general session and information on Senate Bill 22-081 (SB22-081) to facilitate Board discussion.

Board Position on SB22-081

Staff recommends the Board to take an amending position and testify in support of the anticipated strike below amendment in the first committee. This is contingent on an amendment that removes the issuer fee, creates flexibility for Connect for Health Colorado to implement a marketing campaign that aligns with its goals to improve the ability of customers to attain and retain coverage based on their health care needs and circumstances, move up timeline to September 2023 to align with the end of PHE, and lower dollar amount and/or period of time to address general funding concerns.

The Policy Committee motioned for the Board to take an amending position on SB22-081. Christy Blakely seconded the motion.

Ms. Brockbank called for public comment.

Public comment was given by Daniela Gosselova, Broker.

Ms. Brockbank called for the motion to vote. The motion was accepted as follows:

Yes: Christy Blakely, Claire Brockbank, Adela Flores-Brennan, Patrick Gordon, Annie Lee, Lorez Meinhold, Marc Reece, Mike Stahl, and Dick Thompson

No: None

Abstain: None

VI. Public Comment

None.

VII. Motion to Enter into Executive Session

Ms. Brockbank entertained a motion to move into executive session to discuss matters concerning 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 will not return after the executive session, the public portion of the meeting adjourned at 2:02 p.m.

Respectfully submitted,

Mike Stahl
Secretary

Next Meeting

March 14, 2022, from 12:00 p.m. – 3:00 p.m.