

Finance & Operations Committee Minutes
August 26, 2019
9:30 PM – 11:30 PM

Board Members Present: Annie Lee, Lorez Meinhold and Dick Thompson

Staff Present: Brian Braun, Beth Deines, Kelly Davies, Saphia Elfituri, Kelly Guthner, David Hague, Carolyn Pickton, Ian McMahon, Ilana Rivera, Arba Robinson, Alan Schmitz, Monica VanBuskirk and Ezra Watland

I. Welcome & Introductions

Lorez Meinhold called the meeting to order at 9:34 a.m., welcoming everyone in attendance. The July meeting minutes were reviewed and approved.

II. Executive Session

The Committee determined there was no need for an Executive Session.

III. Procurement: Platform Modernization

Staff made a request for the Finance & Operations Committee to recommend approval from the Board to enter into statements of work with preferred vendors for the completion of the platform modernization portion of the technology roadmap, for a total expenditure of up to \$4 MM.

The platform modernization effort is focused on replacing the existing Oracle components including the identity manager, middleware and the database. Additionally, the effort focuses on moving away from the current CGI managed data center to the cloud.

This modernization effort will enable the organization to improve upon the customer experience and increase flexibility within the Marketplace going forward. Some of these improvements include consumer friendly password self-service process, a scalable infrastructure which will more readily adjust to changes in volume and need; as well as be more cost effective.

The Finance & Operations Committee approved recommending the procurement request to the Board for approval.

IV. Procurement: Service Center

Staff made a request for the Finance & Operations Committee to recommend approval from the Board to enter into contract with Faneuil to provide service center operations and technology services. These services will include the staffing and management of service center operations in conjunction with the organization's internal service center operations. Based on volume and service level assumptions provided by Connect for Health Colorado, Faneuil operating costs are proposed to not exceed \$18.4 million over 3 years under this contract. This represents approximately a 30% reduction in service center operating costs over current budgeted levels.

This contract will also provide for the implementation and operation of service center technology infrastructure (proposed cost of \$3.6 million) that will be used by both Faneuil and Connect for Health Colorado's staff.

The Finance & Operations Committee approved recommending the procurement request to the Board for approval.

V. Audit Update

Staff updated the Committee on the current audits including the 2014 carrier audits. Currently the organization is in the exceptions phase of the audit and responses will be sent back to the Centers for Medicare and Medicaid Services (CMS) for review.

The annual programmatic audit has been completed with one finding.

A review was given of the current metrics for complaints and appeals.

Complaint main drivers include:

- Appeal status
- Broker
- Carrier
- Customer service
- Health Care Policy & Finance (HCPF) service

Appeals main drivers for valid cases include:

- APTC/CSR amount incorrect
- APTC/CSR denied or terminated
- Denied for SEP

Invalid appeals requests are mainly carrier billing, claims and effective dates. Invalid appeals are redirected to the correct response team.

VI. Public Comment

None

VII. Adjourn

Meeting adjourned at 10:32 am.

Respectfully Submitted,

Lorez Meinhold
Committee Chair