

***Finance & Operations Committee Minutes
September 28, 2020
9:30 AM – 11:30 AM***

Board Members Present: Claire Brockbank, Annie Lee, and Lorez Meinhold

Staff Present: Justin Brandon, Nyle Boyd, Brian Braun, Kelly Davies, Linda Gann, Kelly Guthner, David Hague, Molly McClurg, Carolyn Pickton, Ilana Rivera, Arba Robinson, Lisa Sevier, 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 August meeting minutes were reviewed and approved.

II. EMP Go-Live

Staff discussed the enterprise modernization project (EMP). The project was a transition from Phoenix data centers to Amazon web services (AWS). Benefits include a more flexible infrastructure, a more cost-efficient operating model, and the ability to rapidly respond to volume changes.

III. Quarterly Appeals & Complaints

The committee reviewed the quarterly appeals and complaints metrics as of June 30, 2020.

Quarterly Appeals Metrics

Staff discussed appeals metrics from three different scopes:

- Valid Appeals by quarter as a percentage of applications
- Valid Appeals compared to total applications received
- Valid appeals – average days open vs. requirement

The Committee agreed the valid appeals by quarter as a percentage of applications would no longer need to be reported on quarterly, but instead on an as needed basis.

Quarterly Complaints Metrics

Staff discussed the main drivers for complaints:

- Broker
- Carrier
- Customer Service
- Health Care Policy & Financing (HCPF)

As a response to the increase of escalations from the broker community, Faneuil will create a broker support team beginning October 1, 2020 to better service the broker community.

IV. Covid-19 SEP: Lessons Learned

The Committee reviewed a presentation on the Covid-19 special enrollment period (SEP). The presentation outlines observations, lessons learned, and the outreach campaign during the SEP.

Action Item

Staff to complete analysis on how many individuals were first time shoppers at the exchange during the SEP.

V. Review Strategic Plan: Goals & Objectives

The committee reviewed progress made on the 2021-2024 strategic plan following input provided at the September Board Retreat. The presentation outlined each goal with proposed changes as well as additional objectives.

The Strategic plan goals and objectives will be finalized at the October Committee Meeting.

VI. Public Comment

None.

Meeting adjourned at 10:18 a.m.

Respectfully Submitted,

Lorez Meinhold
Committee Chair