

***Finance & Operations Committee Minutes  
January 24, 2022  
9:30 PM – 11:30 AM***

**Board Members Present:** Lorez Meinhold and Dick Thompson

**Staff Present:** Justin Brandon, Brian Braun, Kelly Guthner, Molly McClurg, Carolyn Pickton, Ilana Rivera, Arba Robinson and Monica VanBuskirk

**I. Welcome & Introductions**

Lorez Meinhold called the meeting to order at 9:30 a.m., welcoming everyone in attendance. The November meeting minutes were reviewed and approved.

**II. Quarterly Financial Report**

The Committee reviewed the fiscal year (FY) 2022 second quarter financial report. The report outlined key performance indicators, financial results, and 24-month projections.

**III. Investment Policy**

Staff presented 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.

Staff requested the Finance & Operations Committee to recommend Board approve of the revisions.

The Finance and Operations Committee approved the recommendation.

**IV. Cash Reserves Planning/Management**

The Committee reviewed a presentation regarding cash reserve planning. The presentation highlights cash planning challenges, cash planning goals, types of cash reserves, and an example of a cash reserve forecast for discussion purposes.

Further discussion will be forthcoming and included in the budgeting process.

**V. MA Application Introduction**

Staff presented final service center data from Open Enrollment 9 (OE9). OE 9 service center accomplishments include:

- 97.57% service level
- 16 second average speed of answer
- 24% decrease in inbound call volumes compared to OE8
- 786 abandoned calls compared to approximately 7,700 during OE 8

The presentation also included an operations overview of the Medical Assistance (MA) applications including workload and initiatives.

**VI. Public Comment**

None.

**VII. Executive Session**

Lorez Meinhold 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 Committee will not return after the executive session, the public portion of the meeting adjourned at 10:20 a.m.

Respectfully Submitted,

Lorez Meinhold  
Committee Chair