

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

Board Members Present: Elisabeth Arenales, Mara Baer, Christy Blakely, Patrick Gordon, Deb Judy (Proxy for Mike Conway), Annie Lee, Lorez Meinhold, Allison Neswood, Marc Reece, Rachel Reiter (Proxy for Kim Bimestefer), and Mike Stahl

Board Members Absent: Dick Thompson

Staff Present: Justin Brandon, Brian Braun, Kelly Davies, Jessalyn Hampton, Kevin Patterson, Ilana Rivera, Alan Schmitz, Nina Schwartz, Lisa Sevier, and Ezra Watland

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

I. Business Agenda

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

II. Board Report

Committee Meeting Cadence

The Executive & Finance Committee Meeting will meet on the 4th Monday of each month from 9:00 – 11:00 a.m. and the Policy & Operations Committee will meet on the 4th Monday of each month from 4:00 – 6:00 p.m.

Board Advisory Group (BAG)

The Board reviewed a Board Advisory Group (BAG) presentation. The presentation highlighted the BAG charter, current members, key findings, and recent improvements made. Archived meeting materials and member list can be found [here](#).

III. CEO Report

Open Enrollment 10 (OE10) Systems Operations

Staff provided the Board with a systems performance update. System slowness was reported for Connect for Health Colorado due to increased volume. Staff were able to quickly assess and address the root cause of those issues. Since the solution has been in place, the system is now acting as expected and is proactively monitored to ensure the issues do not arise again.

OE 10 Customer Service Center

The Board reviewed a staff update on the Service Center and Customer Operations for OE 10. The presentation utilized graphs to display data regarding November calls handled versus service level, calls handled in 2021 versus 2022, and customer operations.

OE 10 Outreach

Staff presented marketing updates including website traffic, media relations, website updates, and paid advertisements.

OmniSalud

OmniSalud has reached the 10K enrollee limit and applications have been turned off. Chief Executive Officer, Kevin Patterson expressed his appreciation to the Marketing and Communications team as well as community partners who have helped with implementation. Information on OmniSalud can be found here.

Planning of the End of the PHE

The public health emergency (PHE) is expected to be extended through April. Data conversations regarding outreach continues with partners on a regular basis. Information on PHE planning can be found here.

Overview of Suggested Plans & Related Communications

Staff presented the ongoing outreach efforts put in place to encourage active shopping. Customers who received suggested plans are shopping and enrolling.

Stakeholder Input

Stakeholders Amanda Massey with Colorado Association of Health Plans, Adam Fox with Colorado Consumer Health Initiative, and Tim Hebert with Colorado State Association of Health Underwriters provided input on mapping and suggested plans for customers shopping on the Marketplace. Stakeholder input will be taken to the Board Advisory Group for further discussion and recommendation.

IV. Public Comment

Public comment given by Bethany Pray, Colorado Center on Law and Policy

Public comment given by Daniela Gosselova

Written comment given by Colorado State Association of Health Underwriters (CSAHU)

Meeting adjourned at 1:50 p.m.

Respectfully submitted,

Mike Stahl
Secretary

Next Meeting

January 9, 2023, from 12:00 p.m. – 3:00 p.m.