

Policy & Operations Committee Minutes
February 27, 2023
4:00 PM – 6:00 PM

Board Members Present: Mara Baer and Allison Neswood

Staff Present: Justin Brandon, Jessalyn Hampton, Ilana Rivera, Lisa Sevier, Alan Schmitz, and Nina Schwartz

I. Welcome & Introductions

Allison Neswood called the meeting to order at 4:00 p.m., welcoming everyone in attendance.

II. Partner Updates

HCPF

Staff from the Colorado Department of Health Care Policy & Financing (HCPF) provided an update to the Committee:

- HCPF held a press conference last Friday regarding the Covid unwind
- Renewals are due May 2023
- HCPF will present on the unwind at the March Board Meeting

DOI

Staff from the Division of Insurance (DOI) provided an update to the Committee:

- The following regulations are scheduled to be heard on March 30, 2023:
 - 4-2-43, Enrollment periods relating to individual and group health benefit plans
 - 4-2-82, Concerning notices to policyholders for reasonable modifications, discontinuances, market exits, drug formulary modifications, and carrier renewal for small group plans and off-exchange plans
 - Notice of rulemaking hearings & proposed regulations can be found [here](#)

III. Legislative Session

Currently, there are no bills to present for decision making. Staff provided the Committee with a [bill tracker](#) to review bills that are being monitored by Connect for Health Colorado.

IV. 2024 Notice of Benefit & Payment Parameters

Staff presented the [proposed rules](#) for the Notice of Benefit & Payment Parameters. The presentation highlighted context, timelines, and proposed rules. The effective date will be Plan Year 2024 (PY24).

V. Quarterly Complaints

The Committee reviewed customer complaints for January 2022 – December 2022.

VI. Open Enrollment Service Center Summary

Staff presented a recap of Open Enrollment 10 (OE10), November 1, 2022 – January 31, 2023:

- Calls answered: 87,908
- Average speed of answer: 352 seconds
- Service level 56.43%
- Chats answered 24,235
- All customer service representatives are now managed internally

VII. Public Comment

Public comment given by Bradley Stephenson

Public comment given by Daniela Gosselova

Meeting adjourned at 5:09 p.m.

Respectfully Submitted,

Allison Neswood
Committee Chair