

**Board Meeting Minutes**  
*Connect for Health Colorado Meeting Room*  
*East Tower, Suite 1025*  
*3773 Cherry Creek N Dr., Denver, CO 80209*  
**March 12, 2018**  
**8:30 AM – 11:30 AM**

**Board Members Present:** Claire Brockbank, Mike Conway, Steve ErkenBrack, Davis Fansler, Adela Flores-Brennan, Sharon O’Hara, Marc Reece and Nathan Wilkes

**Board Members Joining via Phone:** Tom Massey and Denise O’Leary

**Board Members Absent:** Jay Norris and Kyle Brown

**Staff Present:** Nyle Boyd, Brian Braun, Luke Clarke, Kelly Davies, Beth Deines, Claudia Farnham-Wittner, Kelly Guthner, Kate Harris, Molly McClurg, Kevin Patterson, Carolyn Pickton, Alan Schmitz, Lisa Sevier and Ezra Watland

Approximately 2 guests attended the meeting in-person and the conference line was available for people to join by phone.

**I. Call to Order**

- Board Chair Adela Flores-Brennan, called the meeting to order at 8:30 am and welcomed those in attendance, both in-person and on the phone.

**II. Business Agenda**

- The minutes from the February 12, 2018 meeting were voted on and approved.
- There were no changes to the agenda.
- Disclosure of conflicts of interest: none.

**III. Board Report**

Election of Officers

Ms. Flores-Brennan announced that Board Secretary Davis Fansler is resigning from the Board of Directors effective March 31, 2018.

Ms. Flores-Brennan nominated Claire Brockbank to fill the secretary position on the Board. Davis Fansler seconded the nomination.

Ms. Flores-Brennan called the motion to a vote. The motion was unanimously approved as follows:

**Yes:** Steve ErkenBrack, Davis Fansler, Adela Flores-Brennan, Sharon O’Hara, Denise O’Leary, Marc Reece and Nathan Wilkes

**No:** None

**Abstain:** None

Further board officer nominations will be postponed until the annual meeting in the summer.

Connect for Health Colorado presented the annual open enrollment report to the state Health and Human Services joint legislative committee on Thursday, March 8, 2018. The report was well received by the committee.

#### **IV. CEO Report**

##### Move Timetable

Kevin Patterson, Chief Executive Officer, announced that Connect for Health Colorado will be moving its offices to 4600 S. Ulster, Denver, Colorado, beginning April 1, 2018. All board and committee meetings will be held at the new location beginning in April.

##### Eligibility Update

The staff is leveraging user experience/user interface experts to develop an improved end-to-end eligibility customer experience. As part of the planning joint design sessions are being conducted with Health Care Policy and Finance (HCPF). Currently the focus is on mapping out the customer experience for complex households.

Additionally, staff is working on the development of a detailed technical implementation timelines. This will include the state's Transformation effort and impact; currently Transformation production dates pose a risk to open enrollment and new eligibility system's (NES) timelines.

Several stakeholders are and will continue to be engaged throughout the process.

##### Call Center Update

Call center statistics were reviewed. There was a decline in first call resolution in January due to more complicated enrollment issues and 1095 questions and concerns.

Currently, the customer service department is working on a call and escalations task force, designed to review the lifecycle of the escalation and determine better ways to respond to the customer, prioritize better training and focus, and to avoid the need for escalations all together.

It was noted that there was a 48% reduction in 1095 disputes February 2017 over February 2018 and a 46% reduction year-over-year. The dispute process is being reviewed as a whole for further improvements.

#### **V. Finance & Operations Committee Report**

##### Employee Survey

Nyle Boyd, Human Resources Director, reviewed the 2017 employee survey results with the board. A total of 75 employees received the employee opinion survey, 55 employees responded resulting in a 73% participation rate. Employees had several options to identify their level of agreement/disagreement with a survey question.

- Benefits - 72% agree/strongly agree that they are satisfied with the employer-sponsored benefits package
- Engagement - 68% agree/strongly agree that they are engaged with their work and the organization as a whole
- Job Satisfaction: 71% agree/strongly agree that they are satisfied with their individual job and type of work
  - This is an improvement over the prior year of 7%
- Culture - 45% neutral or unfavorable response to satisfaction with the work culture
  - a positive shift of 3% over last year
- Communication - 40% of employees selected an unfavorable or neutral response to questions relating to internal communication
  - a positive shift of 13 % over last year

Areas of opportunity are culture and communication. Another area of opportunity is engagement to ensure the measure does not dip at the cost of improvements elsewhere and will help to support the overall strategy.

#### Complaints & Appeals Reporting

The board will be updated on complaints and appeals on a quarterly basis. The complaints metrics reflects that 53% of complaints were received via the Connect for Health Colorado website. This indicates a marked improvement in ease for filing complaints through the website since changes were made to simplify the process for customers.

The goal of these metrics is to create a benchmark to indicate trends for future focus. It was noted that many of the comments categorized as complaints were inquiries towards dissatisfaction in areas that the organization has no control over. This information will help the customer service center to better define and document actual grievances from the customers with respect to the service they receive vs grievances that can be passed to the organizations that the information is directed toward.

The appeals metric reflects the number of appeals received up to the previous week. A valid appeal is the determination of whether eligibility was correct or whether the subsidy received was correct. A number of inquiries that come to the appeals department as an appeal are not actual appeals.

The non-appeal inquiries are captured and redirected to the correct departments for resolution/answer.

#### Carrier Fee Budgeting

The carrier fee is based on a percentage of premium costs and must be voted on annually by the Board of Directors of Connect for Health Colorado. Staff is asking to continue the carrier fee at the current 3.5% of gross premiums level in order to meet projections and budgeting plans.

Nathan Wilkes made a motion for Connect for Health Colorado to maintain carrier fees at 3.5% of gross premiums for plan year 2019.

Marc Reece seconded the motion.

Ms. Flores-Brennan called for public comment. There was none.

Ms. Flores-Brennan called the motion to a vote. The motion was unanimously approved as follows:

**Yes:** Claire Brockbank, Steve ErkenBrack, Davis Fansler, Adela Flores-Brennan, Sharon O’Hara, Denise O’Leary, Marc Reece and Nathan Wilkes

**No:** None

**Abstain:** None

**VI. Policy Committee**

Legislative Update

HB 1205 - 400-500% tax credit bill, passed through the House Health Committee and is now in Appropriations.

SB 136 - Allows producers (brokers) to charge a fee for selling plans they do not receive a commission from, has passed the Senate and will have a hearing in the House next week.

SB 132 – Allows an expansion of catastrophic plan offerings, was amended to require the plans to go through the Marketplace and requires the DOI to conduct an actuarial analysis to determine if offering these plans would increase premiums or decrease the amount of APTC received by the state of Colorado. This bill would require the DOI to apply for a 1332 waiver. This bill has been approved in the Senate and is waiting to be calendared in the House.

**VII. Public Comment**

There was no public comment.

Meeting adjourned at 10:18 am.

Respectfully submitted,

Davis Fansler  
Secretary of the Board

**Next Meeting**

April 9, 2018 from 8:30 am – 12:00 pm