

***Board Meeting Minutes***  
**Connect for Health Colorado**  
***July 9, 2018***  
***8:30 AM – 11:30 AM***

**Board Members Present:** Claire Brockbank (left the meeting at 9:30 am), Kyle Brown, Mike Conway, Steve ErkenBrack, Adela Flores-Brennan, Tom Massey, Sharon O’Hara, Marc Reece and Nathan Wilkes

**Board Members Joining via Phone:** Jay Norris

**Board Members Absent:** None

**Staff Present:** Dustin Arnette, Brian Braun, Luke Clarke, Kelly Davies, Claudia Farnham-Wittner, Kelly Guthner, Kate Harris, Caren Henderson, Kevin Patterson, Jackie Sanderson, Lisa Sevier and Ezra Watland

Approximately 1 guest 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. Executive Session**

Ms. Flores-Brennan entertained a motion to move into Executive Session to discuss matters concerning a personnel matter. A vote was called for and passed with unanimous approval.

The Executive Session is permitted pursuant to CRS §24-6-402(4)(f).

The board returned from Executive Session at 9:45 am.

**III. Business Agenda**

- The minutes from the June 11, 2018 board meeting were voted on and approved.
- There were no changes to the agenda.
- Disclosure of conflicts of interest: none.

**IV. Board Report**

The Board is working with an executive compensation analysis consultant to help set compensation for the organization’s c-level executives.

A compensation committee was appointed consisting of Claire Brockbank, Kyle Brown and Adela Flores-Brennan.

President Trump's administration just released an announcement that it is suspending collections or funding under the risk adjustment program, including the 2017 benefit year. The administration explained the suspension is pending the outcome of litigation in the U.S. District Court for the District of New Mexico.

Currently the Colorado Division of Insurance (DOI) is working to determine the impact this will have on Colorado and what can be done to forestall the impact.

Preliminary 2019 health insurance rates will be released by the DOI on Friday, July 13, 2018.

#### Board Officer Elections

The Board held an election for its officers.

Steve ErkenBrack motioned to re-elect Adela Flores-Brennan as Board Chair. Sharon O'Hara seconded the motion.

Ms. Flores-Brennan called for further discussion on the motion. There was no further discussion.

Ms. Flores-Brennan called for public comment. There was no public comment.

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

**Yes:** Steve ErkenBrack, Adela Flores-Brennan, Jay Norris, Sharon O'Hara, Marc Reece and Nathan Wilkes

**No:** None

**Abstain:** None

Mr. ErkenBrack motioned to elect Marc Reece for Board Co-Chair. Ms. O'Hara seconded the motion.

Ms. Flores-Brennan called for further discussion on the motion. There was no further discussion.

Ms. Flores-Brennan called for public comment. There was no public comment.

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

**Yes:** Steve ErkenBrack, Adela Flores-Brennan, Jay Norris, Sharon O'Hara, Marc Reece and Nathan Wilkes

**No:** None

**Abstain:** None

Steve ErkenBrack motioned to re-elect Claire Brockbank for Board Secretary. Ms. Flores-Brennan seconded the motion.

Ms. Flores-Brennan called for further discussion on the motion. There was no further discussion.

Ms. Flores-Brennan called for public comment. There was no public comment.

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

**Yes:** Steve ErkenBrack, Adela Flores-Brennan, Jay Norris, Sharon O’Hara, Marc Reece and Nathan Wilkes

**No:** None

**Abstain:** None

Due to her demanding schedule board member Denise O’Leary has resigned from the board effective June 30, 2018. The Governor’s office is working to find replacements for Denise O’Leary and previous board member Davis Fansler.

#### FY 2019 Board Calendar

The board received a calendar of proposed board and committee meetings for fiscal year (FY) 2019. The calendar is part of an effort to streamline and reduce the number of times the full board meets.

The board discussed the cadence of meetings and determined to maintain the current meeting schedule, with the ability to cancel the meetings if they are not needed and revisit changing the schedule at a future date, to be determined.

#### **V. CEO Report**

Kevin Patterson updated the board on his recent activities including speaking at the America’s Health Insurance Plans annual meeting. Mr. Patterson will also be speaking on a panel focused on the Colorado perspective for the individual market at the Alliance of Community Health Plans meeting on July 17, 2018.

#### Eligibility Update

Completed key activities for the New Eligibility System (NES) include:

- Continuing to refine the screens by leveraging feedback from stakeholders and consumer testing.
- Continuing development of eligibility rules.
- Started development and testing of Spanish application.
- Renewals, integration with PEAK and noticing.

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

### Procurement Policy

The purpose of the Procurement Policy is to establish the guiding principles for the procurement of equipment, supplies, materials, goods and services. The Policy provides the framework for the establishment and maintenance of procurement procedures.

Federal dollars through Medicaid reimbursement are subject to some federal procurement rules. For this reason, the organization's procedures behind the proposed policy tie to the federal procurement policy.

Areas in the policy that have changed include:

- The board approval threshold has been changed, eliminating the federal purchase threshold of \$150,000, to a threshold of \$250,000. (See the Authorization Matrix.)
- Reporting on any commitments surpassing the \$250,000 will be added to the quarterly financial report.
- Procurement methods will follow federal guidelines for federal procurements.

Nathan Wilkes motioned to approve changes to the Procurement Policy, Authorization Matrix and financial policies. Mr. Reece seconded the motion.

Ms. Flores-Brennan called for further discussion on the motion. There was no further discussion.

Ms. Flores-Brennan called for public comment. There was no public comment.

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

**Yes:** Steve ErkenBrack, Adela Flores-Brennan, Jay Norris, Sharon O'Hara, Marc Reece and Nathan Wilkes

**No:** None

**Abstain:** None

## VII. **Policy Committee**

### Marketing Surveys Report

Connect for Health Colorado consults with Corona Insights to conduct three surveys annually to determine the last open enrollment's successes & challenges, customer satisfaction and brand awareness. Each of the three surveys focus on a specific audience 1) current and new customers, 2) lapsed customers and 3) Colorado residents. Key findings in the report include:

- Satisfaction among customers is higher this year
- The website is the most common means of enrollment, followed by use of brokers
- Satisfaction with enrollment is up 12 percentage points and dissatisfaction is down 10 percentage points
- Use of tools, including the Quick Cost Plan Finder tool increased by 8 to 10 percent
- A smaller proportion of people are changing plans

- Lapses in insurance are more commonly due to good reasons
- Awareness dropped back to 2016 levels
- Cost is a rising concern
- Imposter websites are a concern

The organization is looking to utilize this information to help formulate the marketing and outreach plans for the upcoming year by:

- Pushing the financial assistance messaging
- Facilitating the shopping process
- Expanding marketing footprint
- Capturing people enrolled off the Marketplace and financial assistance eligible
- taking steps to try to encourage customer traffic away from the imposter websites and toward the Marketplace

#### Silverloading & Renewals Strategy

An update was presented on the Cost Share Reductions silverloading and renewals strategy for Connect for Health Colorado. The organization will focus on stressing the importance of shopping and reaching out to non-subsidized consumers who may be auto-renewed into a silver plan, or unknowingly choose a silver plan. Additionally, there will be messaging informing all consumers of the increased APTC and its possible impacts.

#### **VIII. Public Comment**

There was no public comment.

Meeting adjourned at 11:23 am.

Respectfully submitted,

Adela Flores-Brennan  
Board Chair

#### **Next Meeting**

August 13, 2018 from 8:30 am – 12:00 pm