



COLORADO HEALTH INSURANCE EXCHANGE OVERSIGHT COMMITTEE

Kevin Patterson, CEO

December 5, 2018

BOARD UPDATE

Adela Flores-Brennan, Board Chair
Steve ErkenBrack, Board Member



Strategic Plan Review (2017-2020)

- Goal #1: Advocate to improve access to coverage in rural areas of Colorado
- Goal #2: Maximize the number of consumers and employers who shop and enroll through health insurance marketplace, and apply for available financial assistance
- Goal #3: Improve the ability of customers to attain and retain the right coverage for their needs
- Goal #4: Ensure that Connect for Health Colorado is a healthy and thriving organization

Technology Roadmap

- Connect for Health continues to modernize its technology to allow for more rapid updates, quicker resolution to issues, lower IT costs and consumer friendly improvements.
 - Focus on human centric design and streamlined consumer experience
 - Implementation of mobile decision support and account maintenance tools
 - Update infrastructure to allow C4 to have a flexible payment model based on demand
 - Relying on stakeholder input to meet customer needs

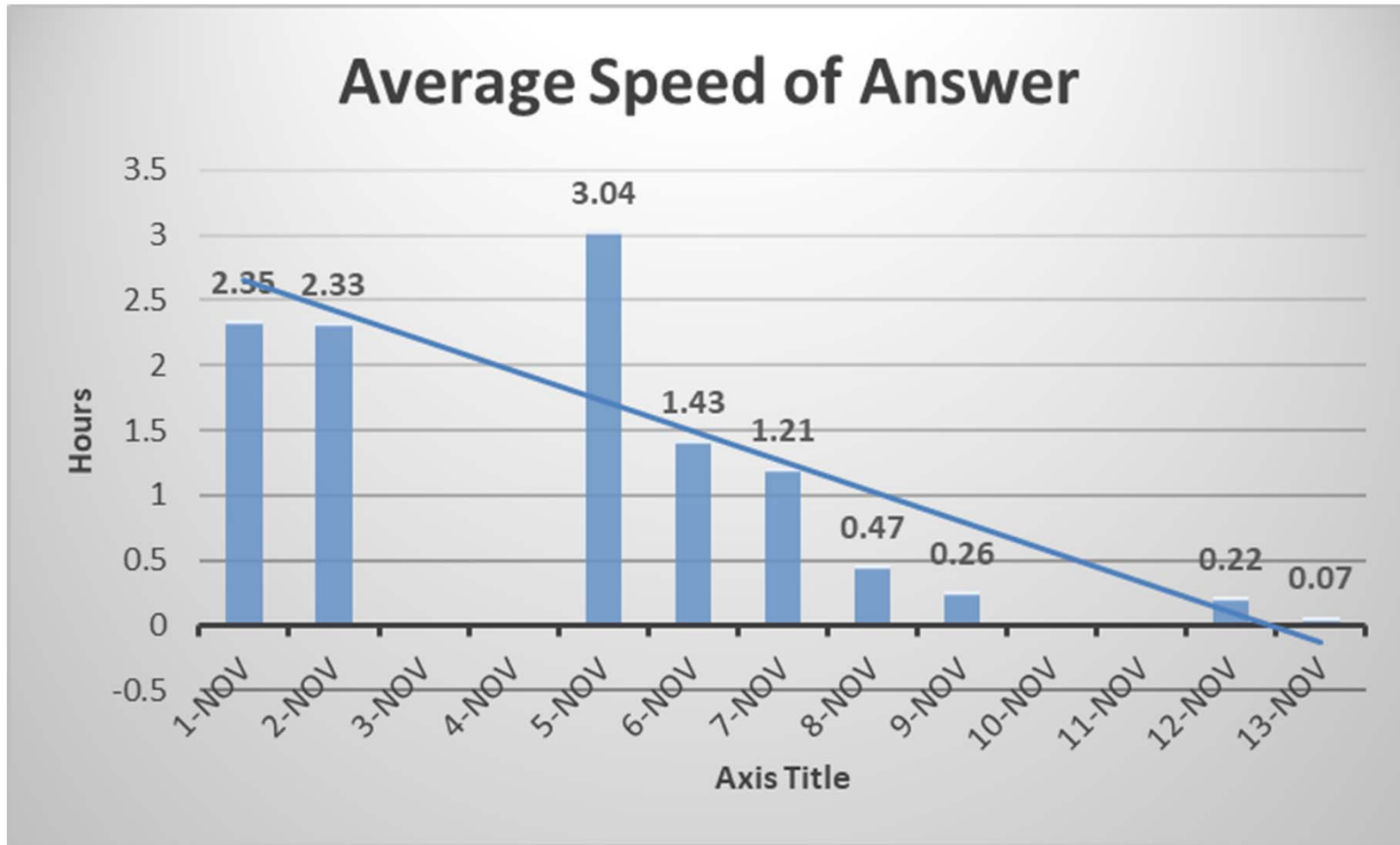
New Eligibility System (NES)

- Still support for “*No Wrong Door*” approach
 - Continued partnership with HCPF and OIT
 - Required system change to coordinate with state moving technology platform
 - Dedicated customer support team trained to assist households with family members in Health First Colorado (Medicaid) and Connect for Health Colorado programs
- Financed and designed new application to determine eligibility for Qualified Health Plans and premium tax credits for Open Enrollment 6
- Emphasis on shorter and easier application, continued federal compliance and better control of IT costs
- Enhanced system agility allows for quick problem resolution and rapid upgrades

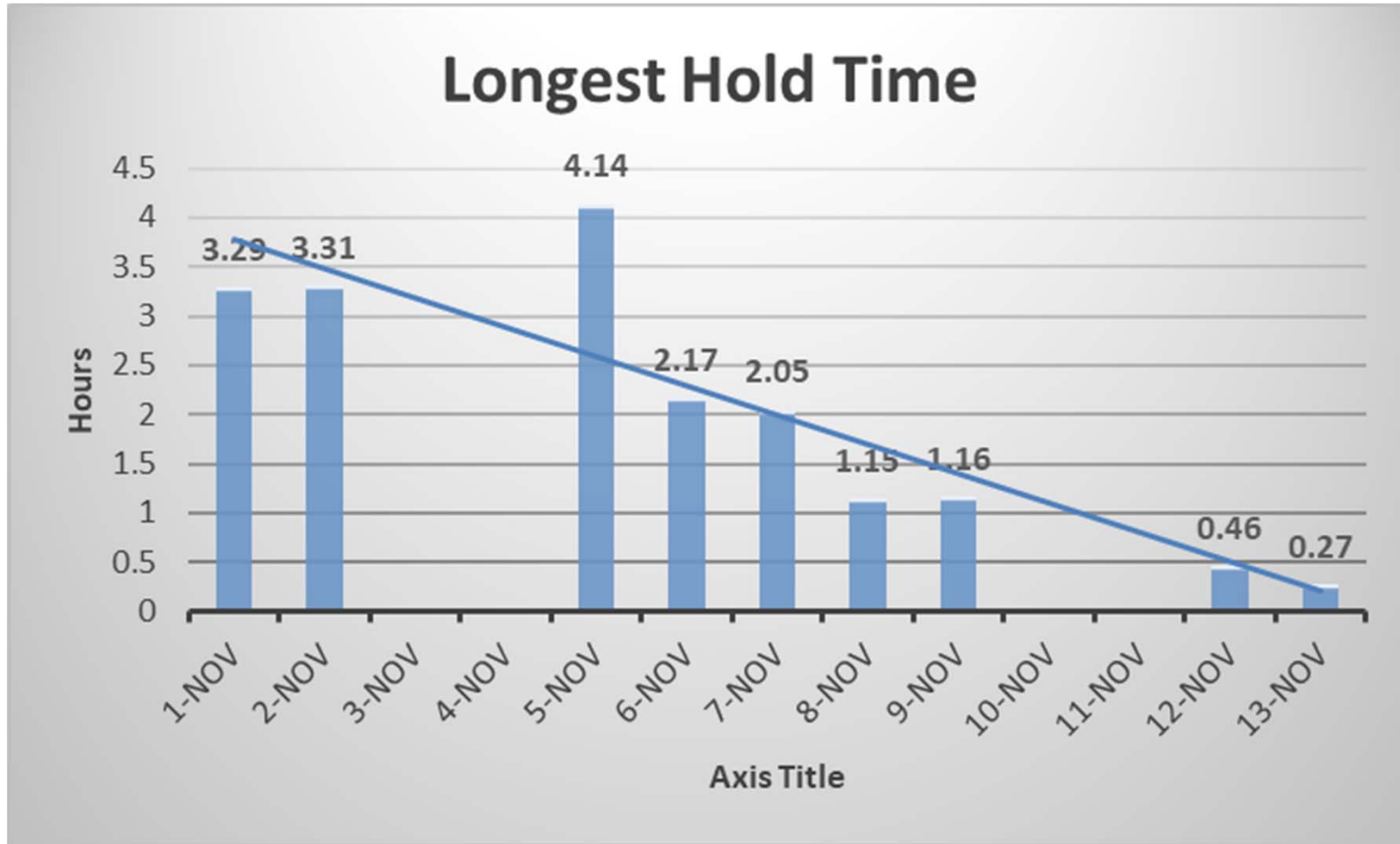
Initial Open Enrollment 6 Metrics

- Deadline for Plan Year 2019 enrollment is January 15
- All seven health insurance companies returning for 2019
- The average premium increase is 5.6% in 2019
- Connect for Health Colorado customers who qualify for financial help are looking at an average decrease in their net (after tax credit) premium of 24% in 2019
- Enrollment numbers as of November 29, 2018:
 - 2019 Enrollments: 44,652 – 6% increase over same day last year
 - New Customers: 15%
 - Returning Customers: 85%
 - Customers with Financial Assistance: 82%

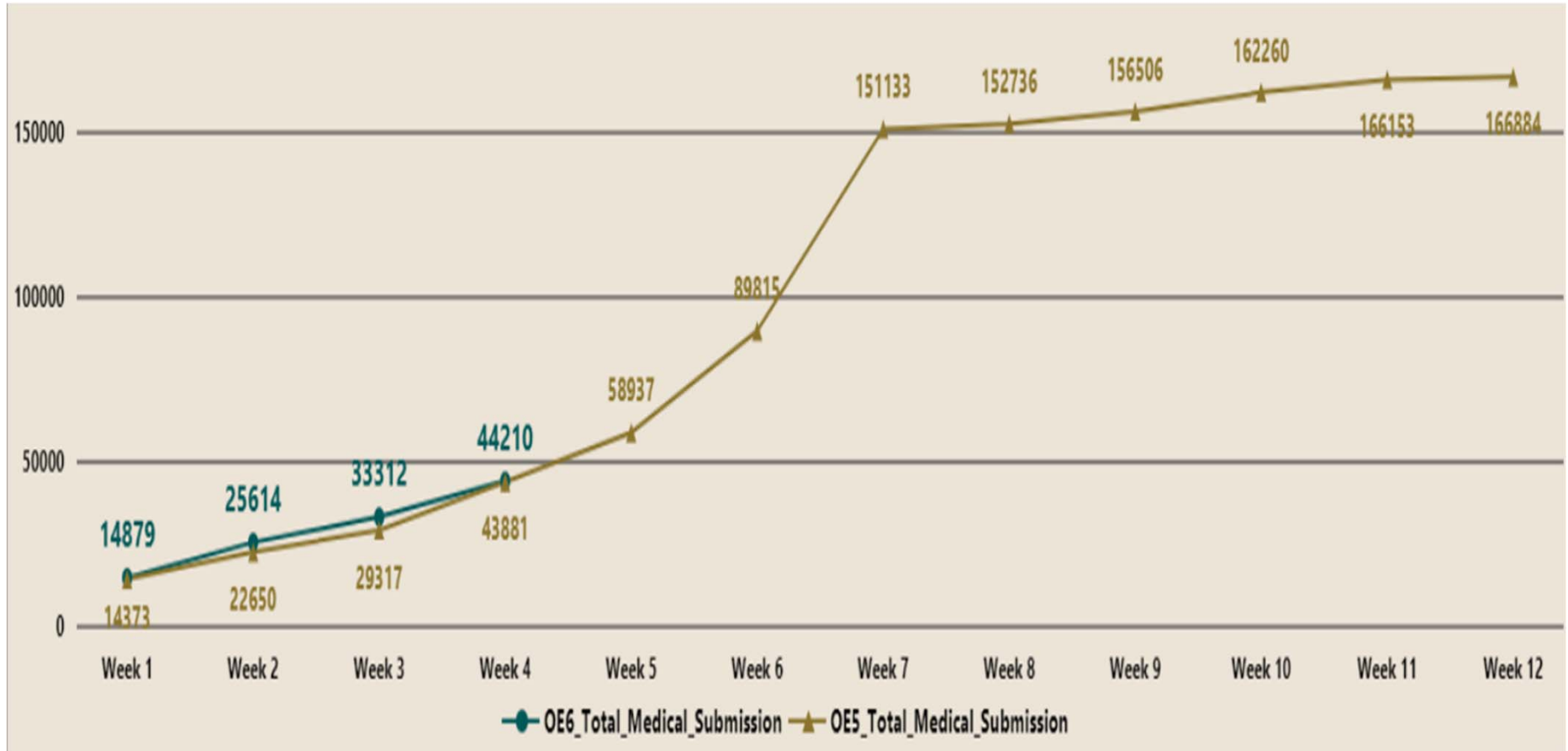
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⁹ *Data as of November 29, 2018

QUESTIONS?