

Board Meeting Minutes
Connect for Health Colorado
December 10, 2018
8:30 AM – 11:30 AM

Board Members Present: Claire Brockbank, Mike Conway, Steve ErkenBrack, Adela Flores-Brennan, Sharon O'Hara and Nathan Wilkes

Board Members Joining via Phone: Tom Massey, Lorez Meinhold, Jay Norris, Annie Lee and Marc Reece

Board Members Absent: David Padrino

Staff Present: Brian Braun, Kelly Davies, Claudia Farnham-Wittner, Kelly Guthner, Ian McMahon, Kevin Patterson, Carolyn Pickton, Ilana Rivera, 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. Executive Session

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

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

The board returned from Executive Session at 9:35 am.

III. Business Agenda

- The minutes from the November Board meeting were voted on and approved.
- There were no changes to the agenda.
- Disclosure of conflicts of interest: None

IV. Board Report

Colorado Health Insurance Exchange Oversight Committee

Senior staff and board members provided the Colorado Health Insurance Exchange Oversight

Committee (Oversight Committee) updates on the strategic plan and open enrollment 6 (OE6). The board noted a need to better educate the legislators as to what Connect for Health Colorado is empowered to do, specific to health insurance, cost and Medicaid.

Action Items

Staff to create two documents to help educate legislators, one with Connect for Health Colorado’s history and mission, and one in conjunction with the Division of Insurance (DOI) and the Colorado Department of Health Care Policy and Financing (HCPF), to give some context to each organization’s role and responsibilities.

Staff to schedule a meeting with the legislative health committees to review the documentation with them.

Bylaws Updates

Action Items

Nathan Wilkes will submit a final draft format by December 15, 2018 for board and public review. A vote on the Bylaw updates will take place at the January meeting.

Board Terms

Four board members will be ending their terms at the end of the fiscal year, of which two can be re-appointed for an additional term. The board discussed evaluating the board’s future competency needs in order to help inform the appointing parties.

Action Items

The board is to review the National Association of Corporate Directors’ matrix to help identify the board’s needs.

Board Liaison to create a matrix to clarify current board members to include board member’s terms, appointing parties and competencies.

V. CEO Report

OE6 Update

The new eligibility system (NES) continues to run well and staff has been able to continue to perform net new improvements on the system.

Customer Service Update

Staff updated the Board on the service center with some year-over-year comparisons for November:

- A reduction in call volume compared to the previous year

- After the first week the average speed of answer has lowered
- Average hold times showed lower than the previous year (last half of the month)
 - Noted: 2018 times included time taken to call back; whereas, 2017 did not have the call back option.

An additional service this open enrollment is the ability for customers to schedule a time to receive an assistance call from the service center. There are 26 openings for appointments per hour; in November, 423 customers took advantage of this new service.

For customers who attempt to enroll by December 15, 2018, for a January 1, 2019 start date, but are unable to complete the enrollment, an extension will be provided for the following reasons:

- Customers who experience an issue or “hard stop” during Remote ID Proofing (RIDP).
- Customers who are assessed potentially MA eligible on or before December 15 and that subsequently receive an APTC determination post December 15.
- Customers who receive a “We’re Sorry” Error on or before December 15 and are unable to complete their application or proceed to a plan selection until after December 15 due to a system error.

The organization is working with small business (10 employees or less) to create a streamlined way to introduce the exchange to their employees.

Staff is working with the board and the Board Advisory Group (BAG) to build a policy agenda around possible legislation that could be introduced this next legislative session.

VI. Policy Committee

Policy Committee Charter

The Policy Committee reviewed its charter and made one update: adding that the committee would act as a liaison between the board and BAG.

Broker & Assister Recertification

An update was provided on the broker and assister recertifications:

- There are 120 less broker and assisters who recertified for OE6, compared to OE5
- The number of customers associated with a broker or assister remains consistent year-over-year
- Brokers and assisters continue to have a strong presence throughout the state

Action Items

Although there was not an agenda item for the Finance and Operations Committee, based on the discussion regarding the Policy Committee charter, the Finance and Operations Committee will review and update its charter.

VII. Public Comment
None

Meeting adjourned at 11:30 am.

Respectfully submitted,

Claire Brockbank
Secretary

Next Meeting

January 14, 2019 from 8:30 am – 12:00 pm

DRAFT