

Strategic Plan Goal #1: Advocate to improve access to coverage in rural areas of Colorado.

We are still working with Colorado Health Initiative on the final numbers of rural Eligible But Not Enrolled (EBNE) for the report as we finish the upcoming annual report post open enrollment.

Strategic Plan Goal #2: Maximize the number of consumers and employers who shop and enroll through the health insurance marketplace and apply for available financial assistance.

The call center transition is on schedule and moving according to plan. For the call center figures, we are still finalizing the data. I am particularly proud of the average speed of answer dropping from almost two hours (1:49:00) last year down to roughly one minute in December. It was a huge team effort.

For the surveys, the staff had a kickoff meeting with the vendors last week for the customer service and customer surveys. I have reassigned the carrier survey to become part of the marketing teams work since they coordinate all of the other external surveys, and we had management changes for the carrier and call center teams. This was the reason the report on the strategy wasn't complete in November.

The Public Benefit Corporation (PBC) has been moving forward. I covered with the Executive Committee and the Board that we now have more time for the names for the PBC with the later date in the public option legislation.

Strategic Plan Goal#3: Improve the ability of customers to attain and retain the right coverage for their needs.

The plan was to have procurement approval for the plan selection modernization and the carrier payment processing to the Board by the April committee and May Board meetings. These will still happen on that timeline if we need a procurement according to Board policy. If not, we will still present to the Board on the progress. Carrier payment may move to a later date with budget considerations impacting timing and prioritization of projects.

Strategic Plan Goal #4: Ensure that Connect for Health Colorado is a healthy and thriving organization.

The financial quarterly report in September had us on track with the budget this year. These figures will be updated with Finance Committee as we move into the budget for next fiscal year. We will have expenditure controls to keep within the budget even though we expect revenue reductions based on lower premiums after reinsurance. Goals related to open enrollment are still being calculated with the annual report (new member enrollment, retaining returning customers, and per member per month informational costs).

The employee survey will be administered over the next 6-8 weeks as the open enrollment work is completed. I will use the next few executive committees to report out with Human Resources and Communications on the work we have done over the past year, and what's still ahead of us.

The CEO 360 could be administered between mid-April and mid-May to give the Board time to deliberate and come to a consensus before the July meeting.