

Finance & Operations Committee Minutes
May 18, 2020
9:30 AM – 11:30 AM

Board Members Present: Adela Flores-Brannan, Lorez Meinhold, and Dick Thompson

Staff Present: Justin Brandon, Brian Braun, Kelly Davies, David Hague, Carolyn Pickton, Ilana Rivera, Lisa Sevier, Alan Schmitz, Monica VanBuskirk, and Ezra Watland

I. Welcome & Introductions

Lorez Meinhold called the meeting to order at 9:30 a.m., welcoming everyone in attendance. The April meeting minutes were reviewed and approved.

II. Executive Session

Lorez Meinhold 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 Committee returned from Executive Session at 10:01 am.

III. Change in Scope of Preferred Vendor Contracts

The Committee reviewed a proposal to expand the scope of services in the preferred vendor procurement. No changes have been made to the term of the preferred vendor agreements or funding level.

Staff requests for the Finance and Operations Committee to recommend approval from the full Board to expand the scope of services under the preferred vendor agreements through June 30, 2021.

The Finance & Operations Committee approved the recommendation to the Board for approval.

IV. CGI Contract Extension – Hosting

The Committee review a procurement approval request to expend CGI hosting services

for three months through September 2020. The current hosting contract will expire on June 30, 2020. The total estimated cost for these additional three months of service is not to exceed \$517,000.

Staff requests for the Finance and Operations Committee to recommend approval from the full Board to extend the current CGI hosting services.

The Finance & Operations Committee approved the recommendation to the Board for approval.

V. CGI Contract Extension – M&O

The Committee reviewed a procurement approval request to extend the CGI technology maintenance and operations (M&O) contract through June 30, 2020. The extension will provide the necessary M&O of the existing exchange infrastructure along with providing development resources needed for a smooth transition to the new platform over the next 12 months. The total commitment under this extension shall not exceed \$7,500,000.

Staff requests for the Finance and Operations Committee to recommend approval from the full Board to extend the current CGI maintenance and operations services.

The Finance & Operations Committee approved the recommendation to the Board for approval.

VI. FY 2021 Budget

Staff presented the proposed budget for fiscal year (FY) 2021. This version of the budget includes updated information on potential Covid-19 financial impacts, operating expenses, and projects prioritized in FY 2021.

Staff requests for the Finance and Operations Committee to recommend approval of the budget to the full Board.

The Finance & Operations Committee approved the recommendation to the Board for approval.

VII. Quarterly Complaints

Staff presented the complaint metrics of the past four quarters. The metrics were categorized into the following main drivers; appeals, broker, carrier, customer service, and health care policy and financing (HCPF).

VIII. Quarterly Appeals

Staff presented the appeals metrics of the past four quarters. The main drivers for these metrics are valid appeals, invalid appeals and HCPF appeals. The report documents a decrease in the average days of open appeal cases from 37 days in the second quarter of 2019 to 21 days in the first quarter of 2020.

IX. Public Comment

None

Meeting adjourned at 11:15 a.m.

Respectfully Submitted,

Lorez Meinhold
Committee Chair