

Finance & Operations Committee Minutes
June 22, 2020
9:30 AM – 11:30 AM

Board Members Present: Adela Flores-Brannan, Lorez Meinhold, Annie Lee, 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 9:31 a.m., welcoming everyone in attendance. The May meeting minutes were reviewed and approved.

II. Cloud Hosting Procurement

The Committee reviewed a procurement approval request to enter into a 12 month agreement with Amazon Web Services (AWS) to provide cloud hosting and infrastructure services for the new enrollment and eligibility technology platform. The total estimated cost for these services for the 12 months is not to exceed \$970,000.

Staff requests for the Finance and Operations Committee to recommend approval of the cloud hosting procurement to the full Board.

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

III. Monthly Marketplace Dashboard Changes

Staff presented the May Marketplace Dashboard to discuss potential additions to the monthly reporting.

In addition to the individual medical effectuated enrollments and customer service center metrics, other potential key areas of interest monthly include:

- In month new and terminating enrollments vs. targets
- Call volume per number of plan selections (measure level of self service)
- Call drivers
- Website activity

Staff will continue construction of the dashboard and readdress the topic at the July Finance and Operations Committee meeting.

IV. Strategic Goal #2 Measurements

The Committee reviewed a presentation on strategic plan goal #2, to maximize the number of consumers and employers who shop through the health insurance marketplace and apply for available financial assistance, in order to initiate a discussion.

Staff is recommending regular reporting, as well as revisiting the measured content. Other measures to consider include:

- Shopping vs enrollment
- New vs returning
- Special enrollment vs ongoing
- Subsidized vs unsubsidized
- Individual vs small business

V. Quarterly Audit Review

Staff presented an audit update. The report includes data on upcoming audits, ongoing audits, internal audits, and a follow-up on previous audits.

VI. Public Comment

None

Meeting adjourned at 10:21 a.m.

Respectfully Submitted,

Lorez Meinhold
Committee Chair

