

***Finance & Operations Committee Minutes***  
***November 23, 2020***  
***9:30 AM – 11:00 AM***

**Board Members Present:** Claire Brockbank, Annie Lee, Lorez Meinhold, and Dick Thompson

**Staff Present:** Brian Braun, Kelly Davies, Linda Gann, Kelly Guthner, David Hague, Ashton Hall, Carolyn Pickton, Ilana Rivera, Arba Robinson, Alan Schmitz, Monica VanBuskirk, and Ezra Watland

**I. Welcome & Introductions**

Lorez Meinhold called the meeting to order at 9:33 a.m., welcoming everyone in attendance. The October meeting minutes were reviewed and approved.

**II. Technology Update**

Staff provided an update on the ongoing stabilization of the technology platform.

- Currently running at 1 release per week
- Staff continues to work on bug resolution that have impacted customers and the broker community
- Newsletters and alerts allow for transparency and broker communication

**III. Call Center Procurements**

The Exchange has been asked by the Colorado Department of Public Health and Environment (CDPHE) to address the urgent need to provide COVID related call center services.

The Committee reviewed a procurement approval request to enter into a statement of work with MachineLOGIC for technology implementation and support services for the COVID call center. The term of the services is expected to go through March 31, 2021. The total commitment to MachineLOGIC for the equipment and services shall not exceed \$425,000.

Staff made a request to the Finance and Operations Committee to recommend approval of the technology implementation and support services procurement to the full Board.

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

The Committee reviewed a procurement approval request to enter into a statement of

work with Hire Connections for service center staff augmentation services for the COVID call center. The term of the services is expected to go through March 31, 2021. The total commitment to Hire Connections for these services shall not exceed \$2,280,000.

Staff made a request to the Finance and Operations Committee to recommend approval of staff augmentation services procurement to the full Board.

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

**IV. Financial Projections & Technology Funding**

During the 2020 Legislative session, the Colorado General Assembly passed House Bill 1236, creating the Health Care Coverage Easy Enrollment (EE) Program and Senate Bill 215, authorizing the creation of the Colorado Health Insurance Affordability Fund (also referred to as the Health Insurance Fee Enterprise or HIFE).

Staff presented the estimated financial impacts of these new technology projects as well as the ongoing technology and operations support efforts. The potential cash impact over 24 months is \$3MM.

**Action Item**

Staff to provide the scope of work including resources, timing, and flexibility required to complete additional support efforts.

**V. Strategic Plan Final Review**

The committee reviewed the current version of the 2021-2024 strategic plan. The following Board priorities were outlined:

- Decrease consumer costs
- Underserved/subsidized populations
- Improve shopping experience/reduce complexity
- Equity and social determinants of health

Board Member input included:

- Provide the Board with specific significant changes made to the strategic plan in order to track progress

**Action Item**

Staff to determine if there is a way to measure the eligible but not enrolled population of statewide and rural counties.

**VI. Public Comment**

Public comment given by Allison Mangiaracino, Kaiser Permanente.

**VII. Executive Session**

Ms. Lorez Meinhold entertained a motion to move into executive session to discuss matters concerning 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 will not return after the executive session, the public portion of the meeting adjourned at 11:04 a.m.

Respectfully Submitted,

Lorez Meinhold  
Committee Chair