

Board Meeting Minutes
Connect for Health Colorado
December 14, 2020
12:00 PM to 3:00 PM

Board Members Present: Elisabeth Arenales, Kim Bimestefer, Claire Brockbank, Mike Conway, Adela Flores-Brennan, Patrick Gordon, Annie Lee, Lorez Meinhold, Sharon O’Hara, Mike Stahl, and Dick Thompson

Board Members Absent: Marc Reece

Staff Present: Nyle Boyd, Brian Braun, Saphia Elfituri, David Hague, Kelly Guthner, Emma Oppenheim, Kevin Patterson, Ilana Rivera, Alan Schmitz, Lisa Sevier, and Monica VanBuskirk

Teleconference and phone conference lines were available for members of the public to join.

I. Business Agenda

- Claire Brockbank called the meeting to order at 12:02 p.m. and welcomed those in attendance.
- The minutes from the November Board meeting were reviewed and approved.
- Changes to the agenda: The Colorado Department of Health Care Policy and Financing (HCPF) gave an update.
- Disclosure of conflicts of interest: None.

HCPF Update

Kim Bimestefer presented the results of a survey conducted by the Colorado Department of Health Care Policy and Financing .

On July 31, 2020, HCPF conducted a poll for individuals on unemployment insurance to gain insight on what they planned to do if they were currently uninsured or anticipated being uninsured. HCPF redistributed the same poll on November 9, 2020. The percentage of individuals without health insurance coverage grew from 19.33% in July to 44.68% in November. According to the most recent poll, 40.06% of Coloradans plan to go without health insurance coverage. When asked why they planned to go without coverage, affordability was the clear concern. Efforts continue through stakeholder prioritized ideas on connecting Coloradans to coverage. Kim Bimestefer asked Board members to collaborate with their constituents in order to spread messaging to outreach partners regarding coverage.

Action Item

Communications staff to collaborate with HCPF on clear and concise messaging to share with employers and associations.

II. Board Report

Board Committee Members

Claire Brockbank announced the Committee Members and Chairs for Policy and Finance and Operations Committees:

Policy Committee

- Sharon O’Hara – Committee Chair
- Adela Flores-Brennan – Committee Member
- Patrick Gordon- Committee Member
- Marc Reece – Committee Member regarding the Board Slate.

Finance and Operations Committee

- Lorez Meinhold – Committee Chair
- Dick Thompson – Committee Member
- Annie Lee – Committee Member
- Mike Stahl – Committee Member

III. CEO Report

Open Enrollment 8 (OE8)

Staff presented updates on Open Enrollment 8 (OE8) from Marketing & Outreach and the service center.

NASHP Letter to Biden Team

The National Academy for State Health Policy (NASHP) wrote a letter outlining priorities for the Biden transition team to improve health insurance markets. The Exchange participated in the letter by providing perspective as the Colorado state-based marketplace.

HIAF

Staff have been meeting as a group with the Health Insurance Affordability Enterprise Fund (HIAF) Board concerning measures to address the affordability of health insurance for Coloradans purchasing coverage in the individual market.

Easy Enrollment Committee

Staff presented the implementation of the Easy Enrollment Advisory Committee. Once House Bill 20-1236 passed, it created the Health Care Coverage Easy Enrollment (EZE) Program. The Exchange is working together with the Department of Revenue (DOR) to provide the most user-friendly experience, inform how the DOR and the exchange handle high-level policy decisions, and make recommendations on ways to engage consumers and other stakeholders.

The Easy Enrollment Advisory Committee will provide the Board with quarterly updates.

Strategic Plan

The Board reviewed the final draft of the 2021-2024 Strategic Plan for approval. Staff will provide the Board with quarterly updates on the progression of the goals.

Sharon O'Hara motioned to recommend approval of the Strategic Plan. Mike Stahl seconded the motion.

Claire Brockbank called for public comment.

No public comment was given.

Ms. Brockbank called for the motion to vote. The recommendation was approved as follows:

Yes: Claire Brockbank, Adela Flores-Brennan, Annie Lee, Lorez Meinhold, Sharon O'Hara, Mike Stahl, and Dick Thompson.

No: None

Abstain: None

IV. Finance & Operations

Procurement: Call Center

The Finance and Operations Committee recommended approvals of the staff augmentation procurement request and the technology support services procurement request. Both procurements are related to the new Covid-19 Call Center.

Regarding staff augmentation, the exchange will enter a statement of work with Hire Connections for service center staff augmentation services for the Covid-19 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.

Claire Brockbank motioned to recommend approval of the staff augmentation procurement. Adela Flores-Brennan seconded the motion.

Ms. Brockbank called for public comment.

No public comment was given.

Ms. Brockbank called for the motion to vote. The recommendation was approved as follows:

Yes: Claire Brockbank, Adela Flores-Brennan, Annie Lee, Lorez Meinhold, Sharon O'Hara, Mike Stahl, and Dick Thompson.

No: None

Abstain: None

Regarding technology support services, the exchange will enter a statement of work with MachineLOGIC for technology implementation and support services for the Covid-

19 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.

Claire Brockbank motioned to recommend approval of the staff augmentation procurement. Mike Stahl seconded the motion.

Ms. Brockbank called for public comment.

No public comment was given.

Ms. Brockbank called for the motion to vote. The recommendation was approved as follows:

Yes: Claire Brockbank, Adela Flores-Brennan, Annie Lee, Lorez Meinhold, Sharon O’Hara, Mike Stahl, and Dick Thompson.

No: None

Abstain: None

Technology Project Budget Request

The Board reviewed a presentation on the Technology project budget request. The presentation highlighted the fiscal year 2021 technology budget summary, budget impacts, current and anticipated technology projects, and estimated additional project funding needed for the long-term sustainability of Connect for Health Colorado.

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

Staff is requesting Board approval to exceed the technology budget by approximately \$3MM, \$1.5MM in the 1st quarter calendar year and \$1.5MM in the 2nd.

Lorez Meinhold motioned to recommend approval of the increased budget request with the request that staff provide specific figures to the Finance and Operations Committee and the Board at future dates. Sharon O’Hara seconded the motion.

Claire Brockbank called for public comment.

No public comment was given.

Ms. Brockbank called for the motion to vote. The recommendation was approved as follows:

Yes: Claire Brockbank, Adela Flores-Brennan, Annie Lee, Lorez Meinhold, Sharon O’Hara, Mike Stahl, and Dick Thompson.

No: None

Abstain: None

V. Policy

CoverCo Results

Staff presented an overview of the virtual 2020 CoverCO conference.

CoverCO is an annual conference that brings assisters, brokers, county workers, and anyone who provides enrollment assistance together to help prepare for the open enrollment period as well as network together.

Covering kids and Families evaluated CoverCo 2020 using session feedback surveys for breakout sessions, as well as a post-conference evaluation survey. The presentation summarized the results and attendee feedback from these surveys.

VI. Public Comment

None.

Meeting adjourned at 2:40 p.m.

Respectfully submitted,

Mike Stahl
Secretary

Next Meeting

January 11, 2021 from 12:00 p.m. – 3:00 p.m.