

Board Meeting Minutes
Connect for Health Colorado
August 9, 2021
12:00 PM to 3:00 PM

Board Members Present: Elisabeth Arenales, Claire Brockbank, Mike Conway, Adela Flores-Brennan, Patrick Gordon, Annie Lee, Lorez Meinhold, Marc Reece, and Mike Stahl

Board Members Absent: Kim Bimestefer and Dick Thompson

Staff Present: Nyle Boyd, Justin Brandon, Brian Braun, Leslie Chadwick, Kelly Davies, Beth Deines, David Hague, Elizabeth Horng, Kelly Guthner, Molly McClurg, Kevin Patterson, Ilana Rivera, Alan Schmitz, Nina Schwartz, Lisa Sevier, Monica VanBuskirk, and Ezra Watland

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 12:00 p.m. and welcomed those in attendance.
- The minutes from the July Board meeting were reviewed and approved.
- Changes to the agenda: None.
- Disclosure of conflicts of interest: None.

II. Board Report

Annual Board Retreat

Claire Brockbank discussed the upcoming Board Retreat that will take place in lieu of the September Board meeting on September 13, 2021.

Preliminary Rates

Commissioner Conway provided information on preliminary rates.

- There has been a 1.4% statewide rate increase in the individual market
- On average, reinsurance is providing a 24% savings throughout the state
- Two years ago, 22 counties were limited to only Anthem. Next year, that will be reduced to 1 county, increasing competition
- UHealth will now be in network within the Denver metro area
- August 20, 2021 is the deadline for public comment on the rate filings
- Rate filings will be finalized and made public in October 2021

III. Finance & Operations

Budget Updates

Staff is seeking Board approval of the updated budget for fiscal year 2022. Due to recent events impacting the budget such as the State Exchange Modernization Grant Program, the Health Insurance Affordability Enterprise, and the American Rescue Plan Act, funding has increased. As a result of the additional funding, staff has requested the following increases in budgeted expenditures:

- Total FY 2022 budget increase request is \$5,134,000
- Increase technology (operations & capex) and related support expenditures by \$3,816,000
- Increase service center costs by \$188,000
- Increase Marketing and Outreach costs by \$1,130,000

The presentation provides comparisons of the updated and original budget for FY 2022 - FY 2023 and cash/working capital projections as well as details of the technology and the marketing and outreach budget increases.

The Finance and Operations Committee recommended approval of the budget revisions. Marc Reece seconded the recommendation.

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, Patrick Gordon, Annie Lee, Lorez Meinhold, Marc Reece, and Mike Stahl

No: None

Abstain: None

Procurement Recommendation: AWS Hosting Services

Staff is seeking Board approval of a procurement request to enter into a 12-month agreement with Amazon Web Services (AWS) to provide cloud hosting and infrastructure services for the enrollment and eligibility technology platform at an estimated cost not to exceed \$1,100,000.

The Finance and Operations Committee made a recommendation to approve the AWS 12-month agreement at an estimated cost of \$1,100,000. 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, Patrick Gordon, Annie Lee,

Lorez Meinhold, Marc Reece, and Mike Stahl

No: None

Abstain: None

IV. CEO Report

ARP Enrollment

Staff at Connect for Health Colorado provided updates on the American Rescue Plan (ARP) enrollment.

Customer Service ARP Update

Staff presented updated statistics from inbound call volumes, chat volumes, service levels and average speed of answer to include the month of July.

Marketing and Outreach ARP Update

Staff presented performance highlights from marketing and outreach.

Staff highlighted the various marketing and outreach campaigns used to promote enrollment through August 15, 2021.

Technology Shopping Overview

Staff presented a technology update including key accomplishments, displays of the new functionality within the shopping portal, efforts in progress, and future efforts in planning.

Small Business

Staff presented progress made on the ongoing small business project including recent small business activities, broker and assister small business plans, small business employer outreach plans, and forward looking employee experience.

V. Public Comment

None.

Meeting adjourned at 1:36 p.m.

Respectfully submitted,

Mike Stahl
Secretary

Next Meeting

Board Retreat on September 13, 2021, from 12:00 p.m. –
3:00 p.m.