

***Board Meeting Minutes***  
**Connect for Health Colorado**  
***December 13, 2021***  
***12:00 PM to 3:00 PM***

**Board Members Present:** Elisabeth Arenales, Christy Blakely, Claire Brockbank, Adela Flores-Brennan, Annie Lee, Lorez Meinhold, Vincent Plymell (proxy for Mike Conway), Marc Reece, Mike Stahl, and Dick Thompson

**Board Members Absent:** Kim Bimestefer and Patrick Gordon

**Staff Present:** Nyle Boyd, Justin Brandon, Brian Braun, Leslie Chadwick, Kelly Davies, Beth Deines, David Hague, Jessalyn Hampton, Elizabeth Horng, Kelly Guthner, 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 12:01 p.m. and welcomed those in attendance.
- The minutes from the November Board meeting were reviewed and approved.
- Changes to the agenda: None.
- Disclosure of conflicts of interest: None.

**II. Annual Audit Report**

The Committee reviewed the draft financial audit for fiscal year (FY) 2021 conducted by Plante Moran. The post-audit letter reports no significant findings or issues during the audit.

The FY 2021 draft financial statement highlighted the independent auditor's report, management's discussion and analysis, consolidated statement of revenue, expenses, changes in net position, and cash flows as well as notes to consolidated financial statements.

The Finance & Operations Committee recommended acceptance of the annual audit. Mike Stahl seconded the acceptance.

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

**Yes:** Claire Brockbank, Adela Flores-Brennan, Annie Lee, Lorez Meinhold, Marc Reece, Mike Stahl, and Dick Thompson

**No:** None

**Abstain:** None

### **III. Board Report**

#### Combined Board Meeting

Claire Brockbank discussed a combined Board meeting for Colorado Connect and Connect for Health Colorado. This upcoming Board meeting is scheduled to take place at the beginning of the regularly scheduled Connect for Health Colorado Board meeting on January 10, 2022 and will facilitate a discussion regarding the shared mission and overlap of services of Connect for Health Colorado and Colorado Connect.

### **IV. CEO Report**

#### Planning for the End of the PHE

Staff reviewed plans for the end of the public health emergency (PHE). The Policy and Communications teams continue to meet regularly with the Department of Health Care Policy & Financing (HCPF) to ensure a smooth transition to the Marketplace for individuals who will no longer qualify for Medicaid at the end of the PHE. The latest information on the PHE includes:

- The PHE is scheduled to end January 15, 2022, and can only be extended in 90-day increments
- The PHE could be extended well into 2022
- Centers for Medicare & Medicaid Services (CMS) will provide a 60-day notice before the end of the PHE
- Individuals who no longer qualify for Medicaid are eligible for a loss of minimum essential coverage special enrollment period (SEP)

Regular updates will be provided moving forward.

#### Open Enrollment 9 (OE9) Report out

##### Outreach

The Board reviewed marketing updates through December 8, 2021. The presentation highlighted graphics from advertising and enrollment assistance.

##### Customer Service

Staff updated the Board on the service center's performance:

- Service levels are at 99.17%
- Average speed of answer is 6 seconds
- 6,503 chats answered
- 174 abandoned calls
- November customer satisfaction is at an all-time high of 83%

#### **Action Items**

Staff to provide the Board with statistics on Broker satisfaction.

##### Technology

Staff provided the Board with the following technology platform updates:

- Enhancements such as plan filtering, compare plans, and the Health Insurance Affordability phase 1 efforts are performing well
- Staff were able to quickly resolve database issues and the system is currently running smoothly

#### Health Insurance Affordability Enterprise (HIAE)

At the last HIAE meeting, the Board defined qualified individuals as those at varying stages of immigration status and those effected by the family glitch, to be limited at 150% federal poverty level (FPL).

#### Easy Enrollment

Staff presented an implementation update on Easy Enrollment. The presentation highlighted implementation status as well as marketing, communications, and outreach goals/plan. The new “Tax Time Enrollment” page can be found here.

#### Budget Planning

Kevin Patterson, Chief Executive Officer, gave Board members notice of an upcoming conversation around budget planning and staffing. Further discussion on this topic will occur at the January Board meeting.

### **V. Policy**

#### Legislative Update

Staff provided a Federal Legislative update on the Build Back Better Act (BBBA). The BBBA is currently awaiting a vote in the Senate and is being analyzed by the Senate Parliamentarian.

#### Board Legislative Approach Policy

Staff discussed Connect for Health Colorado’s Board Legislative approach:

- Connect for Health Colorado will not take a position on legislation unless the legislation will have a direct and significant impact on the continued operation of the Exchange.
- The Board may discuss whether a position and/or public testimony is warranted
- If the Board is unable to convene in a timely manner, the Executive Committee may discuss whether a position and/or public testimony is warranted
- The Board will be notified within 24 hours prior to public testimony
- If the Board does not take a position on the legislation, the CEO has the authority to communicate the potential impacts of the legislation and staff recommendation to oppose, support, or monitor

### **VI. Finance & Operations**

#### Procurement

The Board reviewed a procurement request to extend the current hCentive fixed capacity staffing service contract for an additional 10 months starting February 1, 2022. The extension will provide the resource capacity to ensure smooth operations during the completion of the modernization of the shopping platform. The total estimated cost for these services is not to exceed \$1,050,000.

The Finance and Operations Committee recommended approval of the extension for an additional 10 months. Annie Lee seconded the motion.  
Ms. Brockbank called for public comment.

No public comment was given.

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

**Yes:** Claire Brockbank, Adela Flores-Brennan, Annie Lee, Lorez  
Meinhold, Marc Reece, Mike Stahl, and Dick Thompson

**No:** None

**Abstain:** None

**VII. Public Comment**

Public comment given by Daniela Gosselova, broker

Meeting adjourned at 1:40 p.m.

Respectfully submitted,

Mike Stahl  
Secretary

**Next Meeting**

January 10, 2022, from 12:00 p.m. – 3:00 p.m.