

***Policy & Operations Committee Minutes***  
***July 22, 2024***  
***3:00 PM – 5:00 PM***

**Board Members Present:** Mara Baer, Christy Blakely, Jennifer Brooks, Adam Fox, Emily King, and Robert Ruiz-Moss

**Staff Present:** Justin Brandon, Jessalyn Hampton, Evan Novak, Danny O’Neil, Rachel Peters, Ilana Rivera, and Ezra Watland

**I. Welcome & Introductions**

Adam Fox called the meeting to order at 3:00 p.m., welcoming everyone in attendance. The June meeting minutes were approved.

**II. Division of Insurance**

DOI

Staff at the Division of Insurance (DOI) provided the Committee with a Regulatory Update. There is a rulemaking hearing scheduled for August 19<sup>th</sup> where they will discuss the following regulations:

- A regulation outlining the attestation exemption form that carriers must use for patients who meet exemptions for prescription drug coverage for serious mental illness
- Edits to regulation 4-2-78, which involves Cost-Sharing Reduction Enhancements, to reflect updated consumer eligibility requirements for Plan year (PY) 2025
- Edits to 4-2-83 to reflect the updated middle average adjustment factor for PY 2025

There is also a Stakeholder meeting hosted by DOI scheduled for August 25<sup>th</sup> at 9:30 a.m. The link for the meeting can be found [here](#).

**III. Department of Health Care Policy and Financing**

Staff at the Department of Health Care Policy and Financing (HIAE) provided an update for the Committee.

Joint Budget Committee

HIAE had a meeting with the Joint Budget Committee (JBC) in July to provide an update on the Public Health Emergency (PHE) Unwind. There will be a follow-up meeting to discuss updated data with the JBC in September.

Joint Technology Committee

HIAE had a meeting with the Joint Technology Committee (JTC) in July to discuss the

CBMS system and the importance of maintaining transparency by including stakeholders and focusing on continually evolving the system into the best version. The JTC also highlighted the concern of different terminology being utilized by HIAE vs. the county and the confusion that could inflict. HIAE is working with the county partners to develop and strengthen governance to get them more involved as an aid to increasing transparency and input.

**IV. Monthly Operations Update**

Staff presented an update on the monthly customer service operations. In preparation for Open Enrollment, the staff is ramping up with 6 new classes of training scheduled to begin in September.

**V. CRM Demo**

Staff presented a demo of the Knowledge Base CRM for the Committee. The demo included a test environment with fake customer data to walk through the database and highlight what the upcoming classes of Customer Service Representatives will be trained on.

**VI. DOI HIAE Stakeholder Meeting**

DOI, which administers HIAE, hosted two stakeholder meetings following the passage of HB24-1470, a law that eliminated the transfer of insurance premium tax dollars into the Enterprise. Staff presented a summary of the DOI-HIAE Stakeholder Meeting.

**VII. Board Support for Extending Enhanced Subsidies**

Staff provided a recommendation to draft a statement of support for extending enhanced subsidies that the Board could consider for taking that position in August.

The recommendation was moved by Christy Blakely and seconded by Jennifer Brooks. The recommendation was unanimously approved by the Committee.

**VIII. Public Comment**

None.

Meeting adjourned at 3:39 p.m.

Respectfully Submitted,

Adam Fox  
Committee Chair