

**Board Advisory Group Meeting Minutes**  
**October 30, 2024**  
**3:00 PM to 4:30 PM**

**Advisory Group Members Present:** Rosie Duran, Bethany Pray, Karen Seater, Erin Varnum, Rachel Dauer, Eddie Sandoval, Chandler Budlong-Springer, Michelle Nay, Hunter Nelson, and James Douglas.

**Advisory Members Absent:** John Barela, Melanie Herman, Donna Wehe, Krystin Beadling, Dr. Kavita Nair, Julia Wiswell, Allison Mangiaracino, and Jane Barnes.

**I. Welcome & Introductions**

Rosie Duran called the meeting to order at 3:07 p.m., welcoming everyone in attendance. The August meeting minutes were approved.

**II. Fireside Chat: CEO Kevin Patterson**

Kevin Patterson briefly discussed open enrollment ratings.

- Rocky Mountain Health Plans has expanded their service area
- The Quick Cost Plans Finder Tools has been updated
- Manual verification has returned to the website
- The Training and Operations Team has been updating customer service representatives
- The Marketing Team has published the Open Enrollment Toolkit for the 2025 Plan Year as well as doing advertising campaigns promoting Open Enrollment

**III. Open Enrollment Readiness**

**a. Colorado Connect Screener**

Libby Lippoth provided a walk-through for a new implementation to the Connect for Health Colorado website, which addresses the Cover All Coloradans Legislation.

**b. Open Enrollment User Research**

Jeff Miller asked for the participation of customers, brokers, or assisters in helping with feedback for the UX Team, who is conducting research to improve the application experience.

**c. Self-Attestation Page**

Evan Novak discussed how the new streamlined page will allow customers to attest to and verify their financial help eligibility. He provided a walk-through of how this page will work from a customer's perspective.

**d. OmniSalud Re-Enrollment Update**

Jessalyn Hampton discussed OmniSalud updates for the 2025 Plan Year. Those who met criteria for the Silver Enhanced Savings in 2024 will qualify to have the same financial help in 2025.

**IV. Customer Impact Analysis and Discussion**

Danny O-Neil discussed gross and net premium changes between the 2024 and 2025 Plan Years.

**a. Issuer Expansion**

Due to the expansion of Rocky Mountain Health Plan, the number of counties with one issuer has decreased. Issuer offerings have also expanded.

**b. How Finalized Rate Will Impact Customers**

Finalized Rates are dependent on which county a customer lives in as there are varied numbers of plans offered in different counties. Some plans increase in price, while some have a lower premium.

**V. Public Comment**

A question arose regarding a carrier not being available on the Quick Cost Plan Finder. It was recommended to check on the carrier's direct website.

Meeting adjourned at 4:35 p.m.