

Board Meeting Minutes
Connect for Health Colorado
February 10, 2025
12:00 PM to 3:00 PM

Board Members Present: Mara Baer, Kim Bimestefer, Jennifer Brooks, Adam Fox, Patrick Gordon, Lorez Meinhold, and Dick Thompson

Board Members Absent: Christy Blakely, Mike Conway, Annie Lee, and Robert Ruiz-Moss

Staff Present: Justin Brandon, Brian Braun, Kelly Davies, Kelly Guthner, Jessalyn Hampton, Brian Lidiak, Kevin Patterson, Ilana Rivera, Renata Robinson, Alan Schmitz, and Nina Schwartz

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

I. Business Agenda

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

II. Board Report

The Board will be meeting for a Strategic Planning Discussion on March 6th.

III. CEO Report

HCPF Update

Staff at Health Care Policy and Financing (HCPF) updated the Board on the launch of the “Cover all Coloradans” program, which has about 12,600 people enrolled. Overall enrollment numbers typically see an increase during open enrollment, and new applications are expected to be reflected in the enrollment numbers that will be available mid-February.

HIAE Board Update

The Health Insurance Affordability Enterprise (HIAE) held their Board meeting on January 24th where they discussed options on what the program might consider should the enhanced premium tax credits not be extended. No decisions have been made but there is data and information available through the HIAE website for those interested in the conversation.

Open Enrollment Summary & Enrollment Update

Staff provided an overview of Open Enrollment, stating there was 19% growth in enrollment, almost double what was expected. More than 282,000 Coloradans enrolled through Connect for Health Colorado, 80% of those who received financial help, with 47% enrolling in a Colorado option plan. Additionally, almost 14,000 people enrolled through Colorado Connect.

Strategic Plan Metrics Wrap-Up

Staff presented a Strategic Plan readout to help guide the upcoming discussion on March 6th and decide what type of measures to look at going forward. The progress of the strategic goals was discussed, highlighting improvements in rural coverage, enrollment, and customer retention. There was a significant increase in enrollments between 2023 and 2024, with a 21% increase compared to the original target of 3.5%. The percentage of the Colorado population covered also increased from 3.8% to 5.5%.

IV. Policy & Operations Committee

Legislative Update

The latest version of the bill tracker was sent out and posted to the website, which shows the handful of bills that are being monitored. At this point, no positions have been taken on any legislation and staff continue to monitor any bills that generally affect the individual market or partners.

Operations Update

The Operational statistics for January were presented, with an average speed of answer of 1 minute 56 seconds and an 85% service level. The busiest days were January 13th, 14th, and 15th, which were also the busiest days of open enrollment. Despite the high call volume, the team managed to maintain a 95% service level for most of the month.

V. Executive & Finance Committee

The 2nd quarter financials were discussed at the last Executive and Finance Committee meeting, with revenues slightly lower than expected but with expenses significantly under budget. Reviewing the tax return and the issuer fee percentage will be the focus points for the next meeting.

VI. Public Comment

Public comment was provided by Melanie Herman.

Action Item

Staff will reach out to Melanie for follow-up on the comments and concerns brought up during public comment.

VII. Adjourn

The meeting was adjourned at 12:44 p.m.

Respectfully submitted,

Dick Thompson
Board Chair

Next Board Meeting

March 10, 2025, from 12:00 p.m. – 3:00 p.m.