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

Board Members Present: Mara Baer, Kim Bimestefer, Christy Blakely, Jennifer Brooks, Mike Conway, Patrick Gordon, Annie Lee, Lorez Meinhold, Rob Ruiz-Moss, and Dick Thompson

Board Members Absent: Adam Fox, Annie Lee, and Lorez Meinhold

Staff Present: Justin Brandon, Brian Braun, Kelly Davies, Kelly Guthner, David Hague, Brian Lidiak, Kevin Patterson, Ilana Rivera, Dr. 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 12:01 p.m. and welcomed those in attendance.
- Changes to the agenda: None.
- Disclosure of conflicts of interest: None.
- The minutes from the April Board meeting were reviewed and approved, with one abstention from Dick Thompson.

II. CEO Report

<u>HCPF Update</u>

Staff at Health Care Policy and Financing (HCPF) provided an update on recent legislative developments, including a draft of 180 pages that may impact marketplace exchanges. The legislation covers work requirements, fraud prevention, and potential changes to provider fees for the expansion population. There was a suggestion to allocate more time at the next meeting to discuss the implications of the changes with everyone, as they could affect both the marketplace and coverage policies. The Board agreed to revisit this topic in June when more concrete information is available.

<u>DC Trip Update</u>

Kevin Patterson reported on his recent trip to Washington D.C., where discussions focused on the complex interplay between Congressional appropriations and the Administration's rule regarding healthcare policies. He highlighted the challenges in understanding how various elements like fraud prevention, special enrollment verifications, and enhanced premium tax credits fit together, emphasizing the importance of explaining the real-world impact on families to policymakers.

<u>Employee Survey Results</u>

Staff presented the results of the annual Employee Survey, which achieved 100% participation this year. The survey covers seven areas – engagement, work processes, satisfaction, benefits, leadership, culture, and communication. Overall, the results show improvements across all areas, with engagement scoring the highest at 87%, a 3% increase from last year, and communication scoring the lowest at 80%, a 2% increase from last year. Based on these results, the company plans to focus on improving work culture and communication in the coming year, following the usual process of consulting with leadership and staff to develop action plans.

III. Policy & Operations Committee

Legislative Update

The legislative session at the State level concluded last week and House Bill 25-1297, the bill to increase Health Insurance Affordability Enterprise (HIAE) fees, did not pass. The Board discussed the need to prepare communications for brokers and customers regarding potential premium increases and changes in the coming fall, noting the importance of simplifying their messaging and focusing on irrefutable facts to start a dialogue.

The Board then discussed upcoming challenges with insurance renewals, particularly the potential for significant price increases and the return of the subsidy cliff. The need to prepare for angry customers was an emphasized point and the group debated the timing of informing customers about potential changes.

Operations Update

The Operational statistics for April were presented, reporting a smooth performance with service levels of 87% for the exchange and 93% for the medical assistance (MA) site. Call volume remains stable compared to last year, with a spike on Tax Day. The team has implemented a new email strategy to encourage document submission, resulting in a 50-100% increase in daily document receipts. The team is finalizing contractor cuts and preparing for summer operations, including planning for Open Enrollment staffing and training.

IV. Executive & Finance Committee

Staff discussed the challenging budget year ahead, noting that they are considering various revenue scenarios and adjusting expenditures for Plan Year (PY) 2026. The budget will be revisited quarterly, and a proposed budget is anticipated to be presented to the Board in June, which currently shows a positive surplus even with a 25% reduction in enrollments.

V. Public Comment

Public comment was provided by AJ.

VI. Adjourn

The meeting was adjourned at 1:20 p.m.

Respectfully submitted,

Dick Thompson
Board Chair

Next Board Meeting
June 9, 2025, from 12:00 p.m. – 3:00 p.m.