

***Board Meeting Minutes  
Connect for Health Colorado  
December 8, 2025  
12:00 PM to 3:00 PM***

**Board Members Present:** Mara Baer, Jennifer Brooks, Mike Conway, Adam Fox, Patrick Gordon, Annie Lee, Lorez Meinhold and Dick Thompson.

**Board Members Absent:** Christy Blakley

**Staff Present:** Justin Brandon, Brian Braun, Kelly Davies, Brian Lidiak, Kevin Patterson, Rachel Peters, Ilana Rivera, Dr. Renata Robinson, Geraldine Ruiz, Alan Schmitz, Anneliese Steel 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 12:02 p.m. and welcomed those in attendance.
- Changes to the agenda: None.
- Disclosure of conflicts of interest: None.
- The minutes from the November Board meeting were reviewed and approved.

**II. Board Report**

Board Chair reported a Board retreat for the first quarter of 2026 is expected to occur. Dates and times are currently being discussed.

**III. CEO Report**

Kevin Patterson provided an update on enrollment numbers showing higher than expected shopping activity in the individual market, with early indicators suggesting people are buying down to address affordability concerns. Kevin shared feedback from business owners indicating that while some are confused by the changes, many are finding coverage more affordable than expected. While scamming remains a concern, the team is planning to increase messaging about legitimate coverage options.

Security

Staff discussed a recent security incident where an unauthorized participant accessed a Zoom meeting, sharing inappropriate content. Kelly Guthner, CIO, presented the findings and actions taken, including implementing additional security measures for future meetings.

HCPF Update

Staff at Health Care Policy and Financing (HCPF) highlighted the success of the Colorado Health Access Survey, which showed an uninsured rate below pre-pandemic levels, thanks to collective efforts with the Connect for Health Colorado.

#### DOI Update

Staff at the Department of Insurance (DOI) acknowledged the hard work of C4 staff, brokers, and community partners, emphasizing the positive impact of recent legislative efforts and the Colorado Premium Assistance Program.

#### Federal & State Updates

Staff reported the continuing monitoring of activity at the federal level and reported the team is prepared to take action if Congress acts. Currently, there is no change, and staff is discussed the importance of the upcoming December 15th deadline for open enrollment, with a focus on avoiding gaps in coverage for January 1st and mentioned ongoing outreach efforts and a press release to remind the public of this deadline.

#### OE Update

Technology - Staff reported that the technology system performed well overall, though there was some system slowness during passive renewals processing

Marketing, Enrollment Assistance and Outreach – Staff discussed enrollment numbers, with Kevin reporting they are 24% above target but 5% behind last year's daily numbers, due to excluding certain renewals. Staff also clarified that Center for Medicare & Medicaid (CMS) data predated their recent enrollment release, which contains more up-to-date information. The team is collecting data on plan switches but will not have analysis ready for the January board meeting, as open enrollment will still be ongoing.

### **IV. Executive & Finance Committee**

#### Procurement Request: Employee Benefits

The board reviewed a procurement request that seeks recommendation for approval for the 2026 Employee benefits package provided by Guardian, excluding medical benefits, in the amount of \$480,000.

The Executive & Finance Committee motioned to recommend approval of the 2026 Employee benefits package procurement request. Mara Baer seconded the motion.

Mr. Thompson called for public comment. Anneliese Steel provided a public comment.

The 2026 Employee benefits procurement request passes unanimously.

### **V. Policy & Operations Committee**

#### Policy Update

Staff reported on the Policy and Operations Committee meeting, reporting a deeper explanation of the customer impact analysis discussed at last month's board meeting.

#### Operations Update

The Operational statistics for November were presented noting that November call volumes were similar to 2024, with service levels maintained at 96.76% for the exchange and 97.72% for Tier 2. Staff reported that application and document processing was on track, with 40 people still processing applications, and staffing levels were stable with minimal attrition. The team is

preparing for potential increased volumes in December, particularly around December 15th, and is monitoring the MA site which is running 40% over last year's volume.

**VI. Public Comment**

Public comment provided by Melanie Herrman.

**VII. Adjourn**

The meeting was adjourned at 1:04 p.m.

Respectfully submitted,

Dick Thompson  
Board Chair

**Next Board Meeting**

January 12, 2025, from 12:00 p.m. – 3:00 p.m.