*Board Meeting Minutes*
**Connect for Health Colorado**
***March 09, 2026***
***12:00 PM to 3:00 PM***

**Board Members Present:** Jennifer Brooks, Mike Conway, Adam Fox, Patrick Gordon, Annie Lee, Rob Moss-Ruiz, Toni Sarge and Dick Thompson.

**Board Members Absent**: Kristin Harding and Chris deGruy Kennedy

**Staff Present**: Justin Brandon, Brian Braun, Kelly Davies, Brian Lidiak, Kevin Patterson, 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 January Board meeting were reviewed and approved.

## II. Board Report

Board Chair thanked departing board members Mara, Christy, and Lorez, for their service having served since 2022, 2021, and 2018 respectively, and welcomed to new members Chris deGruy Kennedy, Kristin Harding, and Tony Sarge.

## III. CEO Report

Kevin Patterson provided updates on a recent board retreat where they discussed opportunities in the individual market with Dr. Ellen Montz, from Manatt, focusing on growth strategies and working with state partners during a time of dynamic federal policy changes.

HCPF Update

The Department of Healthcare Policy and Financing (HCPF) discussed preparations for HR1, noting they are in green status according to CMS and had recently conducted an informative webinar.

## IV. Board Advisory Group

Staff presented updates from the Board Advisory Group, which now meets monthly during the legislative session. The group, composed of diverse stakeholders including assisters, brokers, and community partners, provided feedback on topics such as open enrollment, affordability challenges, and technology improvements. Staff confirmed that this feedback has been documented and shared with relevant teams, including program development, policy, and broker teams. It was noted that many of the discussed topics were also reviewed at the board retreat, assuring the advisory group that their input was being heard and considered.

**V. Executive & Finance Committee**

990 Tax Return

Staff informed the Board that the 990 Tax Return link was available for review. It was requested that any questions or comments around the 990 Tax Return be provided by the end of March.

Plan Issuer Fee

Staff presented the Issuer Fee recommendation for plan year 2027. The recommendation is to maintain the current structure of 3.5% of premiums of plans, noting was comparable to other states' revenue collections and that growth in enrollment could potentially lead to economies of scale and lower fees in the future.

The Executive & Finance Committee motioned to recommend approval of the 2027 Plan Issuer Fee.

Adam Fox seconded the motion.

Dick Thompson called for public comment. No public comment was provided.

The recommendation passes, with one abstention from Rob Ruiz-Moss.

Financial Auditor Approval

Staff presented a recommendation for the fiscal year (FY) 2026 audit firm to remain Plante Moran with plans to conduct a competitive procurement for the following year.

The Executive & Finance Committee motioned to recommend Plante Moran as the FY 2026 audit firm.

Adam Fox seconded the motion.

Mr. Thompson called for public comment. No public comment was given.

The recommendation passes unanimously.

**VI. Policy & Operations Committee**

Staff reported that the Policy and Operations Committee discussed proposed changes to the Notice of Benefit and Payment Parameters rule, with more policy discussions expected in future meetings.

Operations Update

The Operational statistics for February were presented, noting service levels met targets at 180 seconds for Tier 1 and just under 86% for the MA side. The team processed applications efficiently with same-day processing for applications and 3-5 days for documents, leading to plans for releasing most remaining contractors by mid-March. Customer satisfaction remained at 85%, with plans to improve to 90% over the summer. for the month and reported strong CSAT scores and first call resolution rates, exceeding industry standard.

**VII. Public Comment**

None.

Respectfully submitted,

Dick Thompson
Board Chair

**Next Board Meeting**

April 13, 2026, from 12:00 p.m. – 3:00 p.m.