

Board Meeting Minutes
Connect for Health Colorado
June 8, 2026
12:00 PM to 3:00 PM

Board Members Present: Jennifer Brooks, Mike Conway, Chris duGruy Kennedy, Adam Fox, Patrick Gordon, Kristin Harding, Annie Lee, Dick Thompson and Toni Sarge.

Board Members Absent: Rob Ruiz-Moss

Staff Present: Justin Brandon, Brian Braun, Cliff Craig Kelly Davies, Brian Lidiak, Kevin Patterson, Ilana Rivera, Geraldine Ruiz, 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 12:03 p.m. and welcomed those in attendance.
- Changes to the agenda: None.
- Disclosure of conflicts of interest: None.
- The minutes from the May Board meeting were reviewed and approved.

II. Board Report

No update.

III. CEO Report

Kevin Patterson reported attending the governor's residence for the signing of SB26-178 Health Insurance Affordability Enterprise (HIAE) bill and mentioned upcoming staff updates.

HCPF Update

The Department of Healthcare Policy and Financing (HCPF) provided updates on HR1 webinar conducted noting the release of a communication toolkit released for partners to use. Staff also provided an update on the Medicaid Commission consisting of 10 members of the General Assembly, which will meet 12 times between now and late November to learn about the Medicaid program.

DOI Update

Department of Insurance (DOI) announced that rate filing season has begun, with rates due by the end of June and public information expected by the end of July. He noted that while the end of enhanced premium tax credits will impact rates, the state's secured funding for premium assistance programs should help maintain market stability

Assistance Network Update

Staff provided updates on the assistance network, announcing new sites for fiscal year 27, including 21 paid sites and additional supplemental funding recipients. Staff highlighted the geographic expansion and discussed the exploration of virtual enrollment centers.

Board Advisory Group

Staff provided an update on the Board Advisory Group's activities noting increased engagement on legislative initiatives and policy changes affecting different populations.

Employee Survey Results

Staff presented the results of the recent employee satisfaction survey, which had an 88% response rate from 195 out of 222 employees. The overall results showed positive scores across all seven components measured, though some areas saw slight decreases compared to the previous year. Key strengths included employee engagement, benefits, and job satisfaction, while opportunities for improvement were identified in communication, work processes, leadership communication, and culture, with specific focus needed on cross-functional collaboration and performance management processes.

Carrier Survey Report

Staff presented the annual post-Open Enrollment carrier survey results, highlighting areas for improvement including communications timeliness, EDI operations, and reconciliation processes, with 11% of issuers being unsatisfied in several key areas. The team discussed plans to address these issues through earlier issuer engagement, improved EDI testing processes, and enhanced system updates.

IV. Executive & Finance Committee

Procurement Request: Technology Preferred Vendors

Staff presented a procurement request for the FY2026 and 2027 technology preferred vendor funding, seeking the Committee's recommendation to the Board for funding of technology preferred vendors for FY26 and FY27 in the estimated amount of \$11.275 million. The request is to address the technology contractor needs to support the implementation of the technology roadmap along with ongoing support for C4HCO's technology and enterprise data infrastructure and associated security needs.

The Executive & Finance Committee motioned to recommend approval of the preferred technology vendor procurement request.

Annie Lee seconded the motion.

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

The recommendation passes unanimously.

Procurement Request: Customer Operations Preferred Vendors

Staff presented another procurement request for the FY2027 customer operations contract staff funding, seeking recommendation for Board approval for funding of Customer Operations contract staffing preferred vendors in the estimated amount of \$4.8 million. The request is to

fund the selected preferred vendors to supplement service center and medical assistance contract staff needs for fiscal year 2027 (July 2026 – June 2027).

The Executive & Finance Committee motioned to recommend approval of the customer operations contract staff procurement request.

Adam Fox seconded the motion.

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

The recommendation passes unanimously.

Procurement Request: Media Buy Vendors

Staff presented another procurement request for FY2027 English Media buys through Truform Media Group for Fiscal Year 2027, seeking the Committee’s recommendation to the Board for funding of English Media buys for FY27 through Truform Media Group in the estimated amount of \$1.4 million. The request is to provide Media buy services include digital display ads, social media paid ads, paid search and search retargeting, placement on Connected TV, rural newspaper ads across Colorado.

The Executive & Finance Committee motioned to recommend approval of the English media buy through Truform Media Group procurement request.

Kristin Harding seconded the motion.

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

The recommendation passes unanimously.

V. Policy & Operations Committee

Staff reported that the Policy and Operations Committee discussed the end of the legislative session highlighting Seante Bill 178 and the finalized Notice of Benefit of Payment Parameters rule.

VI. Public Comment

No public comment provided.

VII. Executive Session

Dick Thompson motioned to move into Executive Session to discuss matters concerning personnel and/or contractual matters. Jennifer Brooks seconded the motion.

The Executive Session is permitted pursuant to CRS §24-6-402(4)(e) & (c) and 24-6- 402(4)(f).

The Board will not return after the Executive Session; the public portion of the meeting adjourned at

Respectfully submitted,

Dick Thompson
Board Chair

Next Board Meeting

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