

September Board Report

September 14, 2026

Business Agenda

Bylaws Amendment

Proposed Amendments to the Articles of Governance (Bylaws) Of Connect for Health Colorado

Formally add the Board Officer position of “treasurer” to the bylaws. In practice the position has been used to assist Board Committees tasked with the management and financial affairs of the organization and an amendment to the Bylaws formalizes the existence of the already recognized office.

Q. Officers. The elected officers of the Board shall be a chair, vice-chair, treasurer, and secretary. Each of the elected officers shall be elected biennially by the Board from among its members at its annual meeting falling in even numbered years. Nominations shall be made by members of the Board at the meeting prior to the annual meeting and immediately before election. Officers shall be elected independently in order of their listing in these Articles of Governance. Officers may serve no more than two consecutive terms and an officer who has served for more than one-half of a term shall be deemed to have served a full term. Elected officers shall serve a two (2) year term or until their successors are elected.

Proposed Amendments to the Articles of Governance (Bylaws) Of Connect for Health Colorado

Provide for an annual Board process to review the Executive Director's (CEO's) performance and total compensation.

R. Executive Director. The Board shall appoint an Executive Director to administer COHBE, subject to approval by the Colorado Health Insurance Exchange Oversight Committee of the General Assembly. The Executive Director shall be responsible for the day-to-day operations of COHBE, in accordance with the policies and guidelines delineated by the Board. The Executive Director shall report directly to the Board. Under Article IV, part K of these Articles of Governance the Board shall annually review the Executive Director's performance for the completed fiscal year, provide input concerning goals and objectives for the ensuing fiscal year, and set the Executive Director's total compensation for the fiscal year consistent with such processes and framework as the Board may establish from time-to-time for this purpose.

Proposed Amendments to the Articles of Governance (Bylaws) Of Connect for Health Colorado

Employ the Board's authority to create one or more committees to memorialize the processes and framework for reviewing and approving CEO total compensation given C4HCO's goals and objectives with objective information supplied to the Board.



CEO Report

CEO Travel Update

- August 25-27, Dallas, Texas
 - Attending ICHRA Summit Conference
- August 28, Legislative BBQ, Pueblo, CO
- September 15-18, Nashville, Tennessee
 - Attending LEX conference with the Metro Chamber of Commerce
- October 2, 2026, Washington, D.C
 - Meeting with PRM Consulting

Executive & Finance Committee

BOARD OF DIRECTORS MEETING: SEPTEMBER 14, 2026

SUBJECT: BOARD APPROVAL OF CLOUD HOSTING SERVICES

PREPARED BY: KELLY GUTHNER, CIO, BRIAN BRAUN, CFO

Proposed Action:

Request for Board approval to fund the continuation of cloud hosting services with Amazon Web Services (AWS) for the hosting of Connect for Health Colorado's technology platform, and related data, for an estimated annual cost of \$2,300,000. Reviewed and recommended for approval by Executive and Finance Committee.

Summary:

Currently C4HCO is under contract with AWS for hosting services via a 3rd party administrator (Carahsoft). This request is seeking Board approval to continue funding the AWS hosting services via Carahsoft for an additional 12 months from the October anniversary date (October 2025 – September 2026). Based on projected usage, we estimate actual costs will average \$192,000 per month. This cost will vary by month depending upon transactional volumes. See the attached list of types of services to be provided.

Staff Recommendation:

Staff recommends the approval of this request.

Procurement Compliance:

Procurement Exceeds \$350,000 threshold: Yes

Procurement/Business Initiative is necessary or advisable: Yes – essential to ongoing marketplace operations

Type of procurement vehicle: Service Agreement

Need for RFP,RFI,RFS or similar: No, this is determined to be a sole source procurement.

Given the reliance on AWS as part of the Federal security/Authority to Connect audit we are required to use AWS for hosting the current platform. Changes to the hosting provider would require a new audit and changes in the current platform that are deemed to be both time and cost prohibitive. In addition, the IRS allows the use of the AWS serverless service for the processing of tax information and AWS has proven to be acceptable to CMS.

Funding Source:

Anticipate the use of general operating funds. Under certain circumstances, Federal funds may be used for a portion of these expenditures if related to Medicaid customers. The estimated costs contained in the request are anticipated in the FY27 budget.

Supplemental Information:

Amazon Web Services

Multiple environments to include:

- Amazon Relational Database Service
- Amazon Elastic Compute Cloud
- Amazon Connect and Contact Center Telecommunications
- Amazon Cloud Watch
- Amazon Virtual Private Cloud
- AWS Support
- Amazon Marketplace (discounted software – budgeted separately)
- Other related services (e.g. backup, containers, data transfer, ...)
- Additional capacity/services to host Colorado Connect



Policy and Operations Committee

Appendix

Appendix: Table of Contents

01

Operations Update

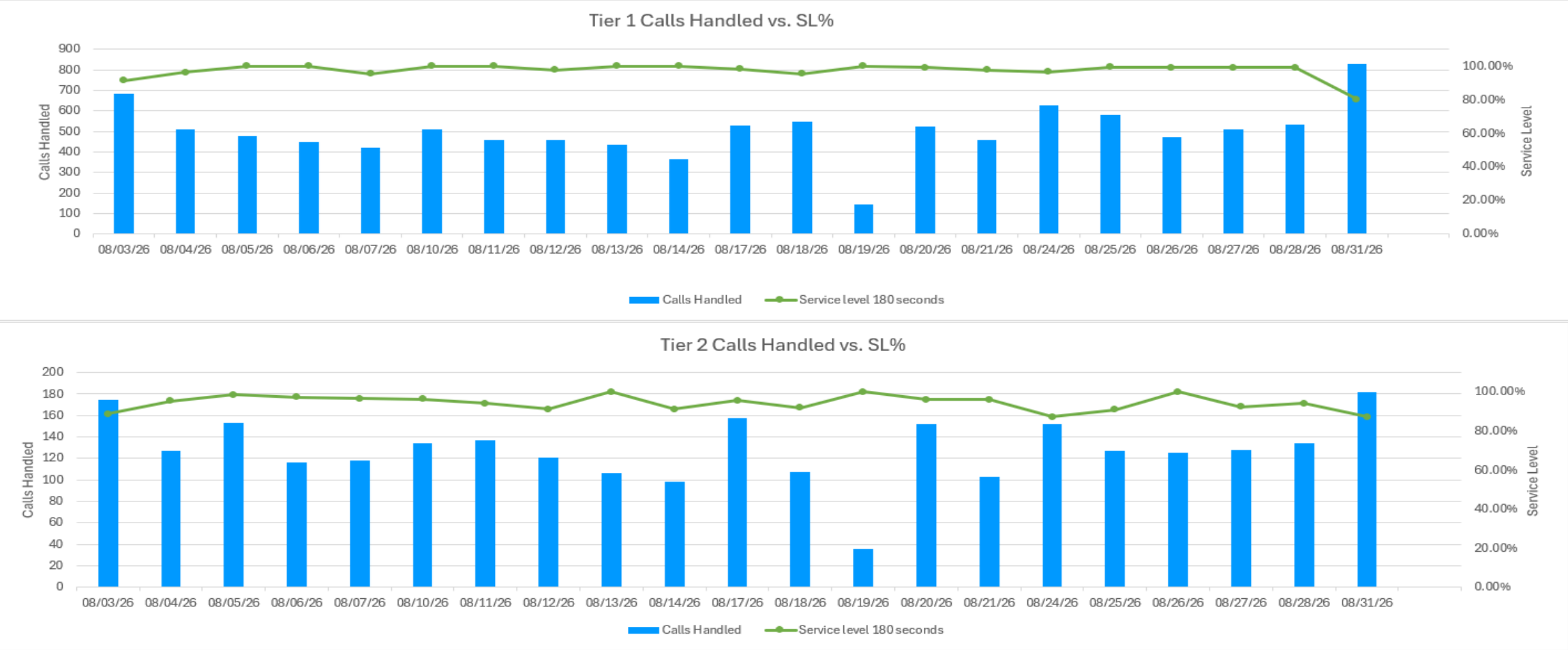
02

Marketplace Dashboard

August Performance

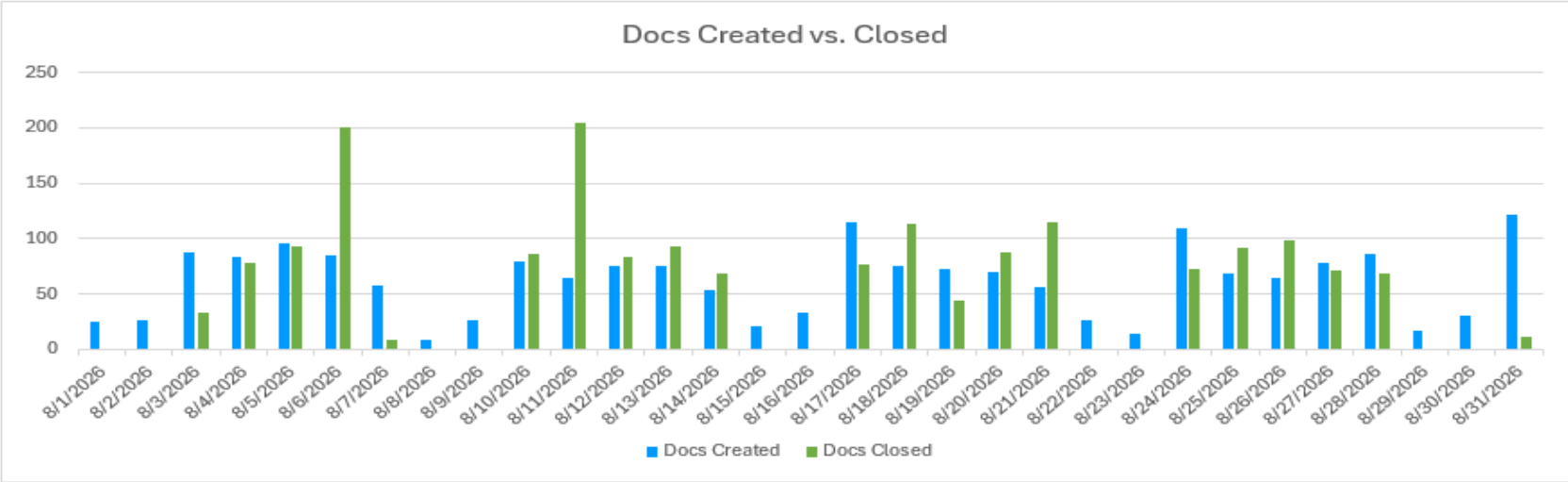
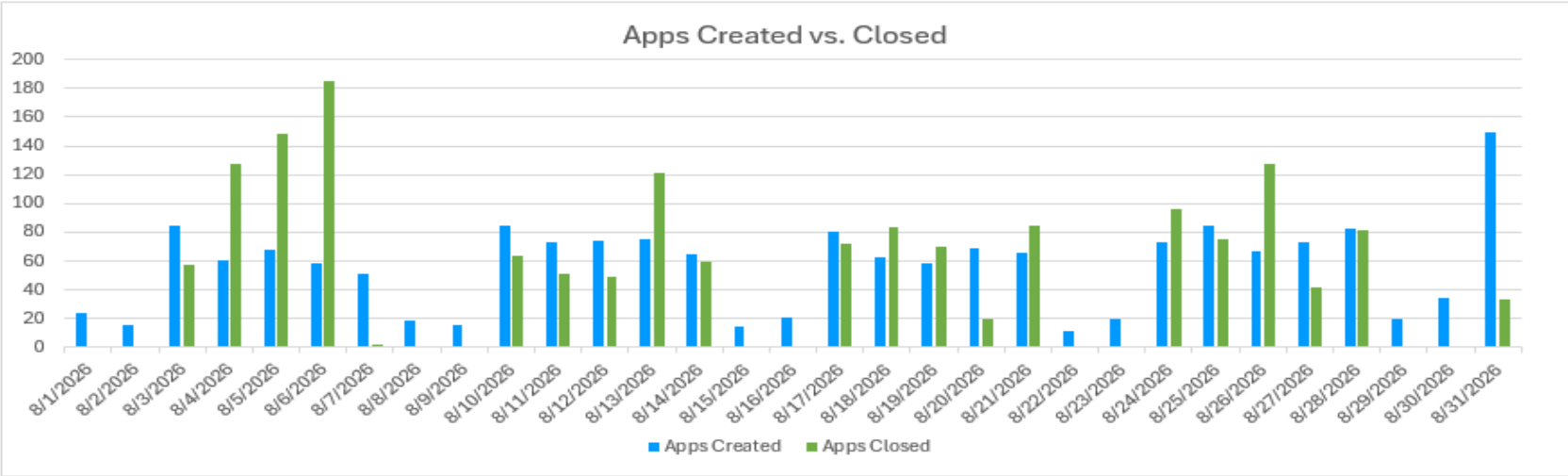
August Stats by Group				
Group/ Year	Tier 1 2026	Tier 1 2025	Tier 2 2026	Tier 2 2025
Average Handle Time	11:50	13:41	15:25	16:45
Average Speed of Answer	0:30	0:54	0:37	0:47
Calls Offered	10,819	11,893	2,757	2,655
Calls Handled	10,523	11,473	2,689	2,561
180 Second Service Level %	96.53%	91.15%	93.91%	92.58%

August Calls Handled vs. Service Level

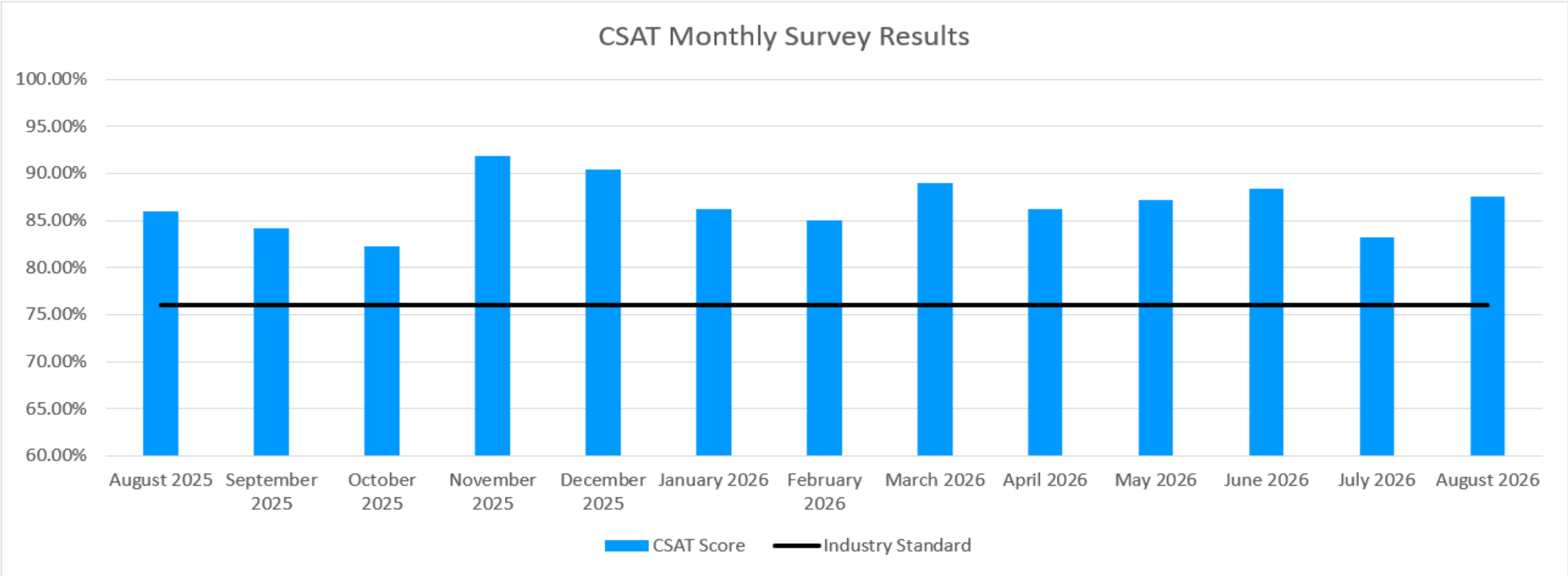


MA Site Work Received/Processed

	Received	Completed
MA Applications	980	860
Change reports	779	789
Documents	1,908	1,801
Total	3,667	3,450



CSAT Survey Results



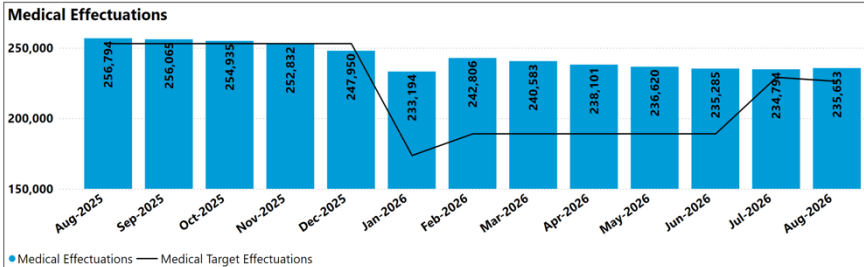


Marketplace Dashboard

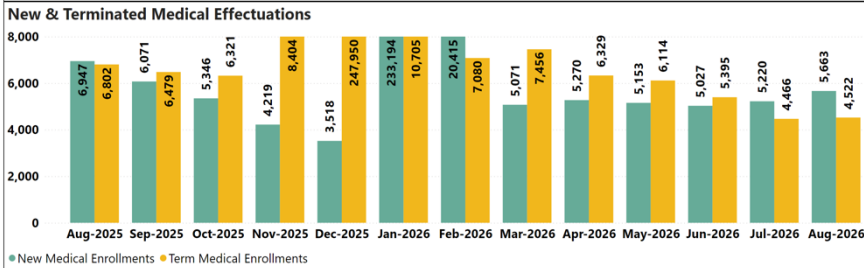
<https://connectforhealthco.com/metric-and-reports/>

Marketplace Dashboard

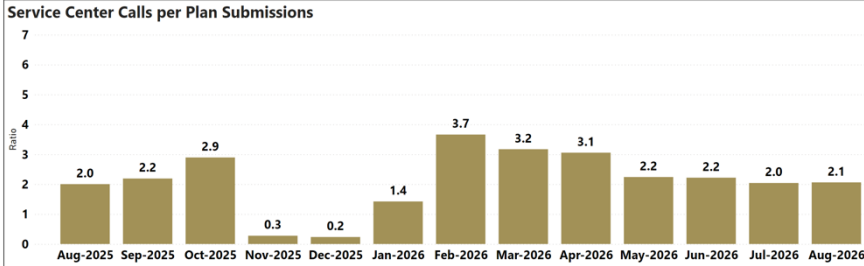
August 2026



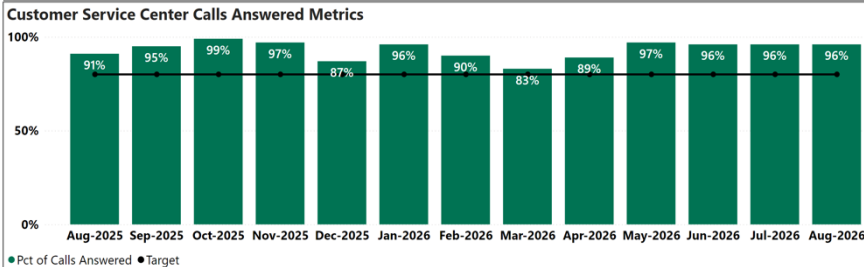
Effectuations for August 2026 are 4% higher than budget.



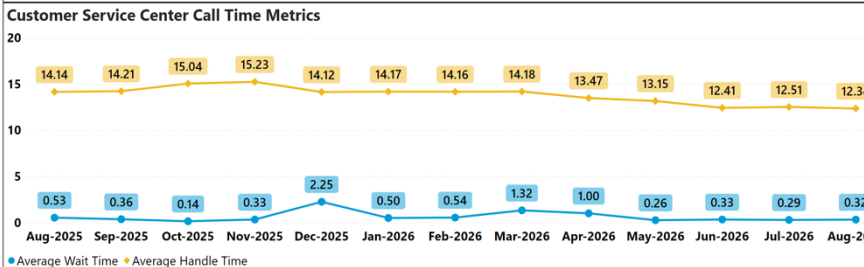
New effectuations for August 2026 are higher than expectations. Terminations for the month of August are lower than expectations



Calls per Submission ratio for August 2026 are in line with expectations.



Calls Answered Metrics for August 2026 are in line with expectations.



Call Time Metrics for August 2026 are in line with expectations.

Visual	Measure	Definitions
	Month Over Month Comparison Calculation	Example to Compare March to April: Start with the March Effectuations from the Medical Effectuations by Month visual; Add the April New Medical Enrollments from the New & Termination Medical Effectuations by Month; Subtract the March Term Medical Enrollments from the New & Termination Medical Effectuations by Month. This will give you the April Medical Effectuations. Note: The calculation New Medical Effectuations and Terminated Effectuations may not add up to the Monthly Medical Effectuations due to Overlapping Coverage Dates.
Customer Center Service Metrics	% of Calls Answered	This represents the Average Speed of Answer (ASA) as a percent of calls answered within 180 seconds from February – October, and 300 seconds from November – January during Open Enrollment. Note: Prior to March 2020, this measure was based on 300 seconds for all 12 months.
Customer Center Service Metrics	Average Handle Time	The average amount of time spent by Call Center Representatives on each individual call. (mm.ss)
Customer Center Service Metrics	Average Wait Time	The average wait time for each incoming call to the Call Center. (mm.ss)
Medical Effectuations	Medical Effectuations	Count of unique individuals who have submitted an application, were deemed QHP Eligible and selected a medical QHP, and the month's premium payment was received and acknowledged by the Issuer. As this is a "net" number, terminations and cancelations are subtracted.
Medical Effectuations	Medical Target Effectuations	Target based on approved fiscal year budget.
New & Terminated Medical Effectuations	New Medical Enrollments	New Effectuations have an Effective Start Date during the month. As an example, if an Individual is Effectuated in January - March, then Terminates on March 31st, re-enrolls and is Effectuated June 1st, they will be in the New count for both January and June.
New & Terminated Medical Effectuations	Term Medical Enrollments	Terminated Effectuations have an Effective End Date during the month. As an example, if an Individual Terminates their enrollment January 31st, they will be counted as a Termination in January and will not be counted as an Effectuation in February.
Service Center Calls per Plan Submissions	Ratio	This is the ratio of Total Customer Service Calls (C4HCO Customer Operations) per Gross Medical Submissions. This is count of all individuals that click Submitted for a QHP for the month.