

**Overview of Documents Provided to the Legislative Health Benefit Exchange
Implementation Review Committee During 2015
(Excludes Meeting Agendas and List of Member Questions for Presenters)**

- I. Materials sent via e-mail on March 13, 2015, by Amanda King, Legislative Council Staff (LCS):
 - A. Connect for Health Colorado End of 2015 Open Enrollment Report
 - B. Connect for Health Colorado Advance Premium Tax Credit Summary by Counties Report

- II. Materials received at the March 18, 2015, committee meeting:
 - A. A binder of compiled materials from LCS that included:
 1. A memo that provides an overview of the committee, including the committee membership, the committee's charge, a list of previous meeting dates, information related to the requesting and drafting of committee bills, and LCS contact information. This memo needs to be updated with the enactment of Senate Bill 15-256, which modifies the statutes concerning the committee, and House Bill 15-1335, which requires a fiscal note for all bills considered by an interim committee before the final vote is taken by the committee about forwarding the bill to Legislative Council.
 2. The 2014 Report of the Committee that outlines again the charge of the committee and the committee activities, including votes to approve the initial operational and financial plans, as required by statute. The approved operational and financial plans are included in the 2014 Report of the Committee. The committee did not bring forth legislation in 2014, or in any previous year of its existence.
 3. The Colorado Health Benefit Exchange Act, as it existed in 2014. This will be updated to reflect the enactment of Senate Bill 15-256.
 4. The final acts and fiscal notes for Senate Bill 11-200, which created the Colorado Health Benefit Exchange Act, and House Bill 13-1245, which amended the Colorado Health Benefit Exchange Act and addressed funding mechanisms for the exchange. The fiscal note for House Bill 13-1245 outlines the insurance assessment and premium tax credit for insurance carriers authorized under the bill.
 5. Issue briefs on state health insurance exchanges, Colorado's Health Benefit Exchange, and essential health benefits for health insurance plans. These were all written prior to 2013, but provide a historical perspective on matters related to the health exchange.

- B. The Limited Performance Audit of Connect for Health Colorado from October 2014, conducted by the Office of the State Auditor (OSA). The audit provides a highlight of the report; a list of recommendations and agreed implementation dates; an overview that includes information about the various types of exchanges; the background and organizational structure of Connect for Health Colorado; information about the Legislative Oversight Committee; a synopsis of the exchange's revenues and expenditures; discussion of future funding and sustainability; and the audit's purpose, scope, and methodology. The audit addresses the administration and use of public funds, including payment to vendors, administration of federally funded contracts, grantee payments and reimbursements, and financial administration and management.
- III. Materials sent via e-mail on March 23, 2015, by Amanda King, LCS:
- A. Connect for Health Colorado Chief Executive Officer Summary Status Report
- IV. Materials sent via e-mails on March 26, 2015, by Amanda King, LCS:
- A. OSA's Memorandum Responding to Committee Members' Questions from March 18, 2015, Meeting. The questions addressed were:
 1. Has the OSA ever audited a new organization; Connect for Health Colorado is a start-up that has been operating for 3 years?
 2. Did the OSA benchmark or compare the audit results to other states?
 3. What are the results of other audits conducted of other states' health exchanges?
 4. What has been the federal agency response to the limited performance audit?
 5. Does Connect for Health Colorado have someone to help it comply with federal regulations (e.g., internal staff or a contractor)?
 6. Please provide a list of the organizations that received consumer assistance grant funds from Connect for Health Colorado, and a list of all vendors that Connect for Health has paid.
 7. What was the total percentage and total dollar amount of problems identified by the limited performance audit?
 8. Did the audit find that Connect for Health paid for services that it did not receive, or alternatively, were funds "misappropriated"?
 - B. List of the Organizations that Received Federal or Private Grant Funds to Provide Consumer Assistance (as of January 13, 2015), provided by the OSA
 - C. Connect for Health Colorado Board of Director Biographies

- D. Connect for Health Colorado Board Contact List
 - E. Connect for Health Colorado Vendor List
 - F. *Colorado Medicine* article on the Supreme Court and the Affordable Care Act and an e-mail from Connect for Health Colorado Staff Addressing the *King v. Burwell* Supreme Court Case
- V. Materials sent via e-mails on March 31, 2015, by Amanda King, LCS:
- A. Connect for Health Colorado's Memorandum Responding to Committee Members' Questions from March 18, 2015, meeting. The questions addressed were:
 1. What is status of interoperability between CBMS (Medicaid) and Connect for Health computer system (private insurance)? How is functionality being measured? How close are we to real-time Medicaid eligibility denial so that customers can quickly apply for private insurance plan?
 2. Has Connect for Health done a SWOT analysis - strengths, weaknesses, opportunities and threats?
 3. What has been done to address the deficiencies found in the sample audit? What new policies are in place?
 4. What reason is there for the overpayment on contracts? Has that money been refunded? Or earned?
 5. Has Connect for Health conducted customer service surveys? If so, what have been the results and have responses been more favorable over time? If surveys have not been conducted, why not?
 6. What is relationship between plans offered within health benefit exchange and plans outside of exchange? How are insurance brokers operating in this new health insurance landscape?
 7. Does Connect for Health CO have a role in addressing problems with carriers such as Health Care Cooperative regarding their customer service and computer glitches? If so, how does it help to address problems? If not, why not?
 - B. Connect for Health Colorado State Audit Implementation Plan
 - C. Connect for Health Colorado Assistance Network Final Evaluation Report
 - D. Connect for Health Colorado: Results and Recommendations From Website Usability Testing with Consumers Report

- E. Connect for Health Colorado Customer and Stakeholder Feedback on Second Open Enrollment Period Memorandum
 - F. Connect for Health Colorado Powerpoint Presentation for April 1, 2015, meeting. Topics addressed include: Audit Implementation Plan, Review of Open Enrollment, Shared Eligibility System, Customer Service Center Cost Drivers, Improving Financial Application Experience, Proposed System Changes, and Achieving Sustainability
 - G. Connect for Health Colorado Milestones, Measures, and Oversight Document
 - H. Connect for Health Colorado List of Audits and Reviews
 - I. Connect for Health Colorado Financial and A133 Audit Implementation Plan
 - J. Connect for Health Colorado 2015 Projects Timeline
- VI. Materials received at the April 1, 2015, committee meeting:
- A. Public Feedback Survey Form
 - B. OSA's Memorandum Responding to Committee Members' Questions from March 18, 2015, Meeting (Questions listed above in item IV. subpart B.)
 - C. List of the Organizations that Received Federal or Private Grant Funds to Provide Consumer Assistance (as of January 13, 2015), provided by the OSA (Also e-mailed on March 26, 2015.)
 - D. The documents listed under item V.
 - E. Connect for Health Colorado Fact Sheet on the Individual Marketplace
 - F. 2014 Annual Report for Connect for Health Colorado. The annual report includes: an executive summary; list of 2014 board members; information about board activities and votes; an overview of the exchange's advisory groups; list of the Legislative Health Benefit Exchange Implementation Review Committee; an outline of health and dental plan offerings for individuals, families, and small employers; an overview of exchange operations; highlighted customer feedback; an overview of customer service and outreach efforts; financial information; review of exchange oversight; and enrollment information.
- VII. Materials received via e-mail on April 9, 2015, from Bill Zepernick, LCS:
- A. LCS Memorandum on the Public Feedback Survey outlining the following key concerns: difficulty and delays in receiving a Medicaid eligibility determination; delays and lost paperwork when transmitting insurance policy selections from Connect for Health Colorado to the insurance carrier; long waiting times and varying degrees of knowledge when calling the customer support center; and the Connect for Health Colorado website being generally viewed as useable and functional, but

with several changes suggested, including improvements in displaying policy information and bug fixes for things such as the subsidy calculator.

- B. Public Feedback Survey Responses from March 30, 2015, to April 9, 2015
- VIII. Materials received at the April 15, 2015, committee meeting:
- A. Letter from the Small Business Majority Concerning the Small Business Health Options Program, referred to as the SHOP
 - B. LCS Memorandum on the Public Feedback Survey that was sent via e-mail on April 9, 2015
- IX. Materials sent via e-mail on April 15, 2015, by Amanda King, LCS:
- A. Letter regarding Staff Recommendation for Eligibility System Improvements from Colorado Consumer Health Initiative, Colorado Center on Law and Policy, and Covering Kids and Families to the Colorado Connect for Health Colorado Board
 - B. Letter regarding the Interoperability Framework and Recommendation from Colorado Consumer Health Initiative, Colorado Center on Law and Policy, and the Colorado Coalition for the Medically Underserved
- X. Materials sent via e-mails on April 27, 2015, by Amanda King and Bill Zepernick, LCS:
- A. Response from the Colorado State Association of Health Underwriters about How to Improve the Broker Experience with the Exchange
 - B. Public Feedback Survey Responses from April 9, 2015, to April 24, 2015
- XI. Materials sent via e-mail on April 28, 2015, by Amanda King, LCS:
- A. Biography for Richard Cauchi, National Conference of State Legislatures (NCSL)
 - B. Powerpoint on State-run Health Exchanges: An NCSL Interim Progress Report. The powerpoint provides information about exchange structures, strengths of various exchanges, enrollment numbers for exchanges, outreach efforts, legislative oversight roles for exchanges, possible changes to various state-based exchanges, fiscal sustainability models, potential insurance reform considerations, the *King v. Burwell* Supreme Court Case, and 1332 Innovation Waivers, and responses to questions members provided in advance.

XII. Materials received at the April 29, 2015, committee meeting:

- A. The documents listed under items X and XI
- B. Summary from the April 17, 2015, meeting of the subcommittee concerning the appointment of the chief executive director of Connect for Health Colorado
- C. Informational packet from NCSL that includes:
 - 1. 2015 State Legislation on Health Exchange Structures, including bills to change federally facilitated exchanges to state-run exchanges and bills to prevent or eliminate state-run exchanges
 - 2. Welcome pages on the web illustrating the state-based exchanges
 - 3. The Assistant Secretary for Planning and Evaluation (ASPE) Office of Health Policy Issue Brief excerpt outlining data on eligibility determinations for each state
 - 4. New Mexico Report to the Legislative Health and Human Services Committee
 - 5. New Mexico Integrated Medicaid and Health Plan Enrollment Powerpoint
 - 6. Vermont 2015 law concerning exchange reporting
 - 7. Oregon Technology Transition Update Powerpoint
 - 8. Press release concerning audit of Hawaii's exchange
 - 9. Written testimony from the Connecticut exchange's CEO concerning a bill to authorize establishing subsidiaries to help with financial sustainability and to allow the exchange to offer ancillary products
 - 10. News article about the Vermont exchange's poor functionality
 - 11. News article concerning tax season special enrollment periods
 - 12. Blog post concerning the *King v. Burwell* case from Health Affairs
 - 13. Issue brief on innovation waivers from the Commonwealth Fund

XIII. Material received via e-mail on May 7, 2015, from Bill Zepernick, LCS:

- A. LCS Memorandum on the Cumulative Public Feedback on Connect for Health Colorado

- XIV. Material received via e-mail on May 12, 2015, from Amanda King, LCS:
 - A. Powerpoint from Connect for Health Colorado that includes: 2016 planning and budgeting process, analysis of FY 2015 forecast, plan for future open enrollments, enrollment projections, assistance site alignment strategy, medical assistance site or shared-eligibility site information, SHOP program overview, IT project planning, financial scenarios, and FY 2016 fees.
- XV. Materials received at the April 29, 2015, committee meeting:
 - A. The documents listed under items XIII and XIV
 - B. Public Feedback Survey Responses from April 25, 2015, to May 12, 2015
- XVI. Material sent via e-mail on May 13, 2015, from Amanda King, LCS:
 - A. E-mail from broker concerning Connect for Health Colorado presentation
- XVII. Materials sent via e-mails on May 14, 2015, from Amanda King, LCS:
 - A. Press release concerning Division of Insurance's selection of 2017 benchmark health plan
 - B. November 2013 issue brief prepared by the Joint Budget Committee Staff concerning an assessment of the Colorado Health Benefit Exchange Sustainability Funding Model
 - C. Connect for Health Colorado Executive Director Salary Survey