



**DC Health Benefit Exchange Authority
Executive Board Meeting
Minutes
Friday, February 28, 2014
9:30 AM
(Conference Call)**

Members Present: Dr. Henry Aaron, Dr. Mohammad Akhter, Diane Lewis (Chair), Khalid Pitts

Members Absent: David Berns, Dr. Joxel Garcia, Dr. Leighton Ku, Kevin Lucia, Chester McPherson, Kate Sullivan Hare, Wayne Turnage

I. Welcome, Opening Remarks and Roll Call, *Diane Lewis, Chair*

There was a roll call of members present to confirm that there was a quorum. A quorum was met with four voting members present listed above.

II. Approval of Minutes, *Diane Lewis, Chair*

The minutes from the February 12, 2014 meeting were unanimously approved with a roll call vote. Those voting in favor were Dr. Aaron, Dr. Akhter, Ms. Lewis, and Mr. Pitts.

III. Executive Director Report, *Mila Kofman, Executive Director*

- On February 26, 2014 the city council held a Health Committee Agency Performance Oversight hearing. Ms. Kofman testified and she and Ms. Lewis provided responses to questions. Chairwoman Yvette Alexander was there and Council Member Grosso joined later in the hearing. There are follow up responses that will be provided to the Health Committee later in the day. One additional witness was Ms. Dania Palanker who serves on the Standing Advisory Board and chairs the Planned Management committee. She was complimentary of the Authority's efforts.
- February 27, 2014 the Mayor held a press conference to announce clarification of health insurance coverage for medically necessary procedures for the transgender community. The Department of Insurance, Securities, and Banking issued a bulletin clarifying the coverage that is required. In addition

there was information from the Medicaid agency as well as DC Human Resources for how the clarification impacts health insurance coverage of DC employees. Ms. Kofman was in attendance to answer any questions.

- The Exchange Budget hearing for Fiscal Year 2015 is currently scheduled for May 1, 2014.

IV. Action Item & Vote

Procurement of Software Licenses for additional CRM Needs – *Mila Kofman, Executive Director*

The Command Center uses software called Sales Force a problem solving case management. The Command Center previously used different software to track case. The systems cannot communicate with each other, impeding the resolution of cases. The Exchange needs to purchase an additional 100 software licenses for all Contact Center Customer Service Representatives, IT staff at the Command Center, and certain Exchange staff. The contract amount is \$197,000.

Discussion:

There was a short discussion about the procurement process.

Dr. Akhter moved, and Mr. Pitts seconded, to approve the procurement. A roll call vote of the Board members present was unanimous in favor of approving the additional licensing procurement. Those voting in favor were: Dr. Aaron, Dr. Akhter, Ms. Lewis, and Mr. Pitts.

V. Closing Remarks and Adjourn

The meeting was adjourned at 9:47am.