



**Health Benefit Exchange Authority Executive Board Meeting**

**FINAL MINUTES**

**Date:** Friday, March 20, 2015  
**Time:** 2:00 PM  
**Location:** By Conference Call Only  
**Call- in Number :** 1-877-668-4493; access code: 737 598 770

**Members Present:** Henry Aaron, Kate Sullivan Hare, Nancy Hicks, Leighton Ku, Kevin Lucia, Diane Lewis, Khalid Pitts

**Members Absent:** Chester McPherson, LaQuandra Nesbitt, Wayne Turnage, Laura Zeilinger

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

Chair Diane Lewis called the meeting to order at 2:02 p.m. A roll call of members present confirmed that there was a quorum with six voting members present (Ms. Sullivan Hare, Ms. Hicks, Dr. Ku, Ms. Lewis, Mr. Lucia, Mr. Pitts).

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

It was moved and seconded to approve the agenda. The motion passed unanimously, with Ms. Sullivan Hare, Ms. Hicks, Dr. Ku, Ms. Lewis, Mr. Lucia, Mr. Pitts voting yes.

**III. Contract Approval**

- Annual Salesforce Software License Renewal, Carasoft Technology, Inc. – *Mila Kofman, Executive Director*

Dr. Aaron entered the call.

Ms. Kofman reported that the annual renewal for Salesforce licenses was due. Salesforce is the software that HBX uses to manage and track cases. For example, when a customer calls the Contact Center, a case is created in Salesforce. Any subsequent follow-ups are also tracked.

The contract is cost allocated.

Total Contract:	\$530,400.23
HBX Cost Allocation:	\$315,238.13
DHS Cost Allocation:	\$215,162.10

Mr. Pitts inquired when the contract started and how long would it last. Ms. Kofman replied it is an annual contract that renews in March every year. This is the third year using the software. The number of licenses required each year changes depending on HBX needs. HBX is purchasing unlimited licenses for Contact Center and case manager staff, who use the system daily, and limited licenses for those who use the software more infrequently.

**IV. Public Comment**

No public comment was proffered.

**V. Vote**

- Annual Salesforce License Renewal

It was moved and seconded to approve the contract. The motion passed unanimously, with Dr. Aaron, Ms. Sullivan Hare, Ms. Hicks, Dr. Ku, Ms. Lewis, Mr. Lucia, Mr. Pitts voting yes.

**VI. Closing Remarks and Adjourn, *Diane Lewis, Chair***

The meeting adjourned at 2:10 p.m.