HealtheConnections Board of Directors Meeting

April 29, 2026, | 5pm

Attendance

Elizabeth Amato	X	Seth Kronenberg	X
Kathryn Anderson	X	Joseph Maldonado	X
Marisa Barbieri	X	Mark Muthumbi	A
Eric Brosius	X	Digant Nanavati	X
Frank Eder	A	Amie Parikh	A
Shannon Flood	X	Ofrona Reid	X
Matt Glidden	X	Martin Stallone	X
Kara Hines	A	Judith Watson	X
Pat Hale	X	Corey Zeigler	X
Paul Kaye	X		
Felissa Koernig	X		

Staff: Carianne Borut, Christina Carroll, Karen Gonyea, Brad Hesler, Rachel Kramer, Don Lee, Liana Prosonic
Guests: Travis Smith, CPA | Dermody, Burke & Brown

Agenda

Opening Remarks | P. Kaye

- Meeting commenced at 5pm.
- Paul opened by welcoming Board members and sharing an overview the agenda.

Motion for approval of February minutes made by Marisa Barbieri, seconded by Judith Watson. Passed unanimously.

Audited Financials and IRS Form 990| T. Smith

- Travis Smith, CPA, with Dermody, Burke & Brown presented the audit summary and communications, highlighting a clean audit opinion, key financial changes, and the adoption of a new credit loss standard.
- Presentation called out an increase in software assets, decrease in cash due to software investments, and a rise in accounts receivable related to statewide contracts.
- Other notable mentions for improved investment income and no material weaknesses, deficiencies, or non-compliance for the Single Audit for federal awards.
- Overall, HeC qualifies as a low-risk auditee, with no findings reported for the second consecutive year.
- All Board members received the audit summary, communications letter, draft financials, and draft 990.
- Travis confirmed the audit would be finalized and issued.

Year-To-Date Financials | L. Prosonic

- Liana presented the YTD financial package, noting performance close to budget, ongoing cost controls, and revenue diversification efforts.
- Revenue is slightly under budget due to performance metrics not fully achieved, but this was anticipated.
- Expenses are close to budget, and cost containment and revenue diversification measures are in place to address impact of funding changes.

Motion for approval of audited financial statements, draft 990, and updated financials made by Marty Stallone, seconded by Felissa Koernig. Passed unanimously.

SHIN-NY Strategy Updates | E. Amato

- Elizabeth updated the board on strategic discussions with other HIEs, including potential collaborations with Rochester RHIO and Bronx RHIO, and ongoing partnership expansion with Hixny, aiming to diversify revenue and service offerings through a data validation/certification service.
- Updates underscored the importance of continuing to win and perform well on statewide contracts, such as the Statewide Encounter Alerting Service (SEAS) and Primary Document Repository (PDR), as these are critical for organizational sustainability and growth.
- The Board discussed opportunities for shared services with other QEs, such as centralized alerting, finance and accounting, or cybersecurity, reflecting state-level encouragement for operational efficiencies and specialization.

Customer Experience Evolution | HeC Team

Satisfaction & Support Approaches

- Christina and Karen presented on customer satisfaction efforts, including pre- and post-migration surveys, targeted feedback mechanisms, and support team operations.
- HeC used survey feedback to prioritize feature development, such as printing and downloading capabilities, and to address usability concerns.
- Discussion included support team's high volume of interactions, especially during the HeC portal migration, and their commitment to keeping tickets open until users confirm resolution.
- Metrics such as ticket aging and closure times are closely monitored, and tickets are categorized for effectiveness analysis.
- The team is focused on developing repeatable, audience-specific outreach and support methods, leveraging dashboards and Salesforce CRM tools to monitor trends and tailor services to diverse stakeholder needs.

Platform Migration Learnings

- The team reviewed the highs and lows of the recent platform migration, highlighting improved reliability, strong team collaboration, and in-house development capabilities, while acknowledging challenges in requirements closure, vendor management, and issue response/communication.
- It was noted that the new HeC portal has had no outages since launch (100% uptime excluding scheduled maintenance) meeting high availability standards and resolving previous system-wide performance issues.
- Elizabeth and Brad confirmed that HeC now owns all platform code (except for licensed components like MPI) and has in-house DevOps, engineering, and QA staff, with minimal reliance on external vendors, enabling faster response to user needs.

HeC Portal Demo| K. Gonyea

- Karen demonstrated the new HeC portal's features highlighting portal navigation, customizable modules based on user roles, and a walkthrough of features like recent patients, favorites, and in-portal notifications and resources.
- It was noted that users can access data from other QEs via statewide Patient Record Lookup (sPRL) and access Health Related Social Needs (HRSN) data available in the State Designated Infrastructure (SDI) via the 1115 Medicaid Waiver program.
- A new release will allow users to filter and print selected sections of patient data, a highly requested feature developed in-house and scheduled for imminent deployment.
- HeC will explore legal considerations surrounding liability for data accuracy. It was noted that the SCPA and state policy also address this.

2026 Goals & Priorities | Executive Leadership Team

- Executive Leadership Team provided updates as of Q1 on annual goals.
- Highlights include:
    - Reinstating a data mart contract with Cayuga Health Partners (CHP)/Cayuga Area Preferred (CAP) and ongoing evaluation of a partnership with Hixny for the data validation/certification program. Both efforts are expected to enhance revenue.
    - NYeC has shared draft 2026-2027 QE contracts. HeC has commented on risk areas including untested performance measures and the need for close monitoring due to associated risks.
    - Ongoing HeC portal enhancements, team growth, and prioritization processes, with eleven releases and one hundred enhancements delivered since launch.
    - Upcoming community health dashboard for local health departments.
    - Staff training initiatives and leadership development, including a directors' retreat.
    - Completion of the OHIP security review. Expecting some findings related to documentation but no security concerns.
- 2026 Goals for Elizabeth Amato were shared along with Q1 statuses for each.

Meeting concluded at 6:35pm.