



## NAHU Board of Trustees Meeting Agenda

Monday, September 9, 2019, 4:00 pm – 5:30 pm  
Zoom

**Call to Order** (*Pat Griffey*)

**Reading of Antitrust Statement** (*Eugene Starks*)

**Roll Call of Attendees** (*Eric Kohlsdorf*)

| Board of Trustees             | Absent | Guests                                 | Present |
|-------------------------------|--------|--|---------|
| Pres: Pat Griffey             |        | NAHU CEO: Jennifer Murphy              | X       |
| Pres-E: Dane Rianhard         |        | NAHU VP Leadership Svc: Brooke Willson | X       |
| VP: Eugene Starks             |        | Leg VC: Scott Wham                     | X       |
| Treas: Kelly Fristoe          |        | Mem VC: David Smith                    | X       |
| Secy: Eric Kohlsdorf          |        | Prof Dev VC: Susan Rider               | X       |
| Imm Past Pres: Rusty Rice     |        | Awards Ch: Rosanne Wolfe               |         |
| CEO: Janet Trautwein          | X      | Chap Lead & Dev Ch: Cerrina Jensen     | X       |
| R1VP: Mike Grinnell           |        | Governance Ch: Jim Stenger             | X       |
| R2VP: Erica Hain              |        | LPRT Ch: Valeria Cramer                |         |
| R3VP: Mike Deagle             |        | Vanguard Ch: Mark Fox                  | X       |
| R4VP: Alycia Riedl            |        | HUPAC Ch: Cathy Cooper                 | X       |
| R5VP: Paige Phillips          |        | Annette Bechtold                       | X       |
| R6VP: Ed Oleksiak             |        | Ashley Kapostins                       |         |
| R7VP: Ray Magnuson            |        | Lou Reginelli                          | X       |
| R8VP: Patrick Burns           |        | Michele Malooley                       | X       |
| Leg Chair: Jessica Watts      |        | Karen Kirkpatrick                      | X       |
| Mem Chair: Kevin Trokey       | X      |  |         |
| Prof Dev Chair: Jill Pedersen |        |  |         |

*Quorum is present.*

**Approve Agenda** (*Pat Griffey*)

**MOTION: Rusty Rice** made the motion to adopt the posted agenda.

**MOTION:** Motion passed unanimously

**Consent Agenda A** (*Pat Griffey*)

- BoT Meeting Minutes – August 19, 2019

**MOTION: Ed Oleksiak** made a motion to approve Consent Agenda A.

**MOTION:** Motion passed unanimously

**Consent Agenda B** (*Pat Griffey*)

- 2019-2020 National Committee/Council Reports
  - Awards
  - Chapter Leadership and Development
  - Governance
    - Amended P&Ps:
      - Membership Council Structure - with edits
      - Membership Council Structure - clean version
      - Signatory Authority - with edits
        - Signatory Authority - clean version

- LPRT
- Media
- Membership
- Professional Development
- Vanguard

**MOTION: Rusty Rice** made a motion to approve Consent Agenda B.

**MOTION:** Motion passed unanimously

**Financial Reports** (*Kelly Fristoe*)

The net change in the Operations through July is -\$366,456. June number was over -\$400k. The gap is closing and should be closed even more by end of year. It will still be in the negative at year end but projections are not dipping into reserve. Eugene noted that during the Annual Convention in San Diego the Board said we would not go into reserves.

No motion provided as a point of order due to not having the required five day review as detailed in the P&P.

**VOTE:** Tabled until next regularly scheduled board meeting in October at which time we can call for this vote.

**RVP Report** (*Erica Hain*)

A RLC task force has been created to create a guide for the new joint RLC occurring prior to the Annual Convention in Chicago. The RVPs also discussed the Medicare Summits as s revenue generators and gaining of membership. The regions are struggling to recruit chairs for the national committees. Some of the positions are still empty.

**Current Membership Numbers** (*David Smith in lieu of Kevin Trokey*)

The Board was directed to the provided written report.

**Federal Legislative Update** (*Jessica Watts*)

Jessica Watts noted that PMJ had sent out a reminder of key dates for the rest of the year.

Kelly Fristoe asked for an update on the Blue button on Medicare Rx. Pat Griffey was able to provide some background and an update on the situation. In addition to this information Board members were encouraged to listen to the Healthcare Happy Hour podcast on this topic. The podcast did a great job identifying what happened and what to focus on and what our members should do now so our clients can be prepared to get through this situation.

**CEO Report** (*Janet Trautwein*)

Janet is travelling. No report made.

**Old Business**

- Strategic Planning Process Update (*Annette Bechtold*)

Annette provided an update on the 2025 strategic planning process. The Design Team is using the vision outlined during the June Board meeting in San Diego to design the process and implementation. The plan will be broken down by goal and then the recommendation year each will occur. The next step will be to review the plan with additional discussion during the February Board meeting in D.C. Questions should be sent to Annette by 9/11/19. After the February meeting in D.C. sub-goals, action items and responsibility/accountability assigned will be established.

- Proposed P&Ps:

- Outside Speakers - with edits
- Outside Speakers - clean version

Jim Stenger presented the changes to the P&P for outside speakers.

**MOTION: Ed Oleksiak** made a motion to approve the Outside Speakers P&P

**DISCUSSION:** Kelly Fristoe noted that this P&P will disallow a person who does this for their income will not be able to charge for appearing. There was much discussion about the intent of this P&P and the Conflict of Interest ramifications.

**VOTE:** Roll Call Vote - Motion Passed 12 (In favor), 3 (Opposed), 1 (abstain)

In Favor: Griffey, Rianhard, Kohlsdorf, Rice, Grinnell, Hain, Deagle, Oleksiak, Magnuson, Burns, Watts, Pedersen

Opposed: Fristoe, Starks, Phillips

Abstain: Riedl

### **New Business**

- Proposed P&Ps: Membership Lapse Fee

Jim Stenger presented this P&P that would allow is a fee for reinstatement so a member may keep his/her “tenure” of membership.

**MOTION: Rusty Rice made** a motion to approve the Membership Lapsed Fee P&P

### **DISCUSSION:**

Paige Phillips pointed out that after 3 months (90 days) there is no reinstatement fee. After more discussion there were concerns that there may be a conflict with NAHU’s bylaws. Rusty withdrew his motion and the motion was deferred to the October Board call. President Griffey requested the Governance Committee review and clarify any issues

### **Motion for Adjournment**

Eugene Starks made a motion to adjourn the meeting.

President Griffey adjourned the meeting at 5:17 pm (ET)



## **NAHU Board of Trustees Meeting Agenda** Monday, September 9, 2019, 4:00 pm – 5:30 pm Zoom

**Call to Order** (*Pat Griffey*)

**Reading of Antitrust Statement** (*Eugene Starks*)

**Roll Call of Attendees** (*Eric Kohlsdorf*)

**Approve Agenda** (*Pat Griffey*)

**Consent Agenda A** (*Pat Griffey*)

- BoT Meeting Minutes – August 19, 2019

**Consent Agenda B** (*Pat Griffey*)

- 2019-2020 National Committee/Council Reports
  - Awards
  - Chapter Leadership and Development
  - Governance
    - Amended P&Ps:
      - Membership Council Structure - with edits
      - Membership Council Structure - clean version
      - Signatory Authority - with edits
      - Signatory Authority - clean version
  - LPRT
  - Media
  - Membership
  - Professional Development
  - Vanguard

**Financial Reports** (*Kelly Fristoe*)

**RVP Report** (*Erica Hain*)

**Current Membership Numbers** (*Kevin Trokey*)

**Federal Legislative Update** (*Jessica Watts & Marcy Buckner*)

**CEO Report** (*Janet Trautwein*)

**Old Business**

- Strategic Planning Process Update (*Annette Bechtold*)
- Proposed P&Ps:
  - Outside Speakers - with edits
  - Outside Speakers - clean version

**New Business**

- Proposed P&Ps:
  - Membership Lapse Fee

**Motion for Adjournment**



## **NAHU Board of Trustees Meeting Agenda**

Monday, August 19, 2019, 4:00 pm – 5:30 pm

Zoom

**Meeting called to order at 4:02 P.M. (ET) by Pat Griffey**

### **Reading of Antitrust Statement**

Eugene Starks read the antitrust statement.

### **Roll Call** *(Eric Kohlsdorf)*

#### **Attendees:**

President Pat Griffey  
President-elect Dane Rianhard  
Vice President Eugene Starks  
Treasurer Kelly Fristoe  
Secretary Eric Kohlsdorf  
Immediate Past President Rusty Rice  
NAHU Executive VP & CEO Janet Trautwein  
Region I Vice President Michael Grinnell  
Region II Vice President Erica Hain

Region III Vice President Mike Deagle  
Region IV Vice President Alycia Riedl  
Region V Vice President Paige Phillips  
Region VI Vice President Ed Oleksiak  
Region VII Vice President Ray Magnuson  
Region VIII Vice President Pat Burns  
Legislative Council Chair Jessica Watts  
Membership Council Chair Kevin Trokey  
Professional Development Chair Jill Pedersen

#### **Staff:**

Marcy Buckner

Jennifer Murphy

Brooke Willson

#### **Guests:**

Legislative Council Vice Chair Scott Wham  
Membership Council Vice Chair David Smith  
Mark Fox

Karen Kirkpatrick  
Lou Reginelli

### **Adoption of Agenda** *(Pat Griffey)*

**MOTION: Rusty Rice** made the motion to adopt the posted agenda.

**MOTION:** Motion passed unanimously

### **Consent Agenda A** *(Pat Griffey)*

- BoT Meeting Minutes – July 29, 2019

**MOTION: Kelly Fristoe** made a motion to approve Consent Agenda A.

**MOTION:** Motion passed unanimously

### **Consent Agenda B** *(Pat Griffey)*

- National Committee Reports
  - Awards
  - Chapter Leadership and Development
  - Governance
  - Legislative

- LPRT
- Media Relations
- Membership
- Nominations
- Professional Development
- Vanguard
- 2019-2020 Personnel Committee

Personnel Committee report pulled out.

**MOTION:** Ed Oleksiak made a motion to approve Consent Agenda B.

**MOTION:** Motion passed unanimously

**Financial Reports** (*Kelly Fristoe*)

- Finance Committee Meeting Minutes - August 2019
- Financial Statements - June 2019
- Financial Trends - June 2019

The Finance Committee met last week. Statement and Trends report are available. SOA at the end of June was-\$316,902 in Net Assets Year. to Date

**MOTION:** Kelly Fristoe made a motion to accept the June Financial Report.

Discussion: July statements should include Annual Convention numbers.

**MOTION:** Motion passed unanimously

**RVP Report** (*Mike Grinnell*)

Working to create an agenda for the 2020 joint Regional Leadership Conference A task force has been formed to look into creating a draft agenda. The incoming RVPs should be included on this task force, so they are up to speed when they take over.

There is a push to get the local and state chapter boards to submit their rosters.

**Current Membership Numbers** (*Kevin Trokey*)

- July 14,698 (down from June 14,828 / 78% retention)
- Good feedback on Agency Management. 130 new members
- All of the council attended the last call. Looking for 5 seats – Region 1,2 & 4
- Retention Chairs will be changing to Member Experience Chair.

**Federal Legislative Update** (*Jessica Watts & Marcy Buckner*)

Legislation

- Just before recess joined Coalition Against Surprise Medical Billing
  - Podcast with leader of CASMB this week
- Employer reporting bill introduced
  - Employer Reporting – 5,100 messages to hill, 1,600 took action
  - Employer Reporting (employers) – 200 messages, 67 took action
- August recess
  - Focus on surprise billing, Cadillac tax repeal in the Senate, and medicare for all talking points for town-halls
  - Staff working with Senate HELP committee on broker transparency language in Lower Health Care Cost Act

- Staff collecting feedback from August recess appointments
- Awaiting President Trump's "phenomenal new health plan" to be released in September

#### Regulatory/Agencies

- Submitted comments on Section 1557 discrimination, different than 105h
- HHS and FDA proposed "Safe Importation Action Plan"
  - Would allow two pathways for safe importation of certain drugs intended for foreign markets
  - Awaiting proposed rule or guidance from the administration and will work with NAHU task force to lower Rx drug costs to prepare a response
- Trump administration released first rule in response to Transparency EO that would require hospitals and insurers to publicly disclose their negotiated prices with insurance companies, which are often not publicly released.
  - We are working with the cost containment, employer sponsored working groups, and the task force to lower Rx drug costs to prepare a response
- CMS released a number of new resources ahead of this year's open enrollment, these are available on the CCIIO website and from NAHU
- NAHU's new HRA working group will hold it's first meeting this week to determine what resources should be developed to assist members in discussing the new HRAs with clients.

#### **CEO Report** (*Janet Trautwein*)

Slides are done for the Single Payor Course and are awaiting final approval of CECs from states. End of Sept rollout.

#### **Old Business**

Future Design Team met and is working hard.

#### **New Business**

- Expectations for Volunteer Leadership and NAHU Staff (*Pat Griffey*)

Protocols with Staff and Committees regarding getting the trainings done.

Codification of the P&Ps will be done by the end of the month. The Gov. Committee is working on this right now. This will also sync the P&Ps that are expiring, so it will be easier to handle changes or updates.

#### **Motion for Adjournment**

Paige Phillips made a motion to adjourn the meeting.

President Griffey adjourned the meeting at 4:40 pm (ET)

Respectfully submitted,

Eric Kohlsdorf

NAHU Secretary



## **AWARDS**

**Chair:** Rosanne Wolfe  
**EC Liaison:** Eric Kohlsdorf  
**Month:** September 2019

The Awards Committee continues to work on updates to the awards criteria on awards. A number of committee chairs have responded to our request to look at the awards and advise us of improvements that they would like to see incorporated into the Landmark and Pacesetter Awards. Those will be reviewed by the committee this week and updated once they have final approval.

The second monthly email has been sent to the regional chairs to distribute to the state and local presidents and awards chairs. They are being kept informed on current changes as they occur. The chapters who submitted for awards were recently sent back the feedback forms. The feedback provided is helpful information for those who submit awards. Chapters have also been reminded of two of the prestigious individual awards that they may apply for the leadership in their chapters. Those are The Distinguished Service Award and the Emerging Leader Award.





## CHAPTER & LEADERSHIP DEVELOPMENT

**Chair: Cerrina Jensen**  
**EC Liaison: Dane Rianhard**  
**Month: September 2019**

### MAJOR PROJECTS & PROGRESS

1. Leadership Forum:
  - **General outline completed; reached out to fellow chairs for input.**
2. Communication Program: Streamline access, ease of use, and awareness of Chapter Tools.
  - **Created Chapter Leaders group on LinkedIn. Please consider joining!**  
<https://www.linkedin.com/groups/12285455/>
3. Regional Communications: Continually relay the various channels of communication and who does what in our association.
4. Chapter Tools & Resources: Evaluate existing tools & resources and refine as needed.
5. Chapter Certification: Evaluate existing program and recommend any necessary edits.
  - **Progress ongoing.**
  - **Hosted monthly Presidents Call, regarding Chapter Certification.**

END OF REPORT



**Chair: Jim Stenger**  
**EC Liaison: Pat Griffey**  
**Month: September 2019**

- The Codification Task Force is wrapping up the project.
- The following P&Ps are being referred to the BoT for approval

- NEW:

- Membership Lapse Fee (New)

*The Membership Council has reviewed the Membership Lapse Fee P&P and supports this P&P.*

- Outside Speakers (New)

- AMENDED:

- Signatory Authority (Amended)
- Membership Council Structure (Amended)

- The committee reviewed the language for a Speaks with One Voice P&P. Jim is working on final language.

## NATIONAL ASSOCIATION OF HEALTH UNDERWRITERS POLICY & PROCEDURE

|                                |   |
|--------------------------------|---|
| <b>POLICY TITLE:</b>           | Membership Council Structure  |
| <b>CLASSIFICATION:</b>         | Membership  |
| <b>POLICY NUMBER:</b>          | 06-01-MB  |
| <b>DEPARTMENT COORDINATOR:</b> | Membership  |
| <b>MOTION:</b>                 | Lisa Hughes   |
| <b>DATE APPROVED:</b>          |   |
| <b>DATE AMENDED:</b>           | May 18, 2015, <u>March 2018,</u><br><u>June 2018, September 9, 2019</u> |
| <b>SUNSET DATE:</b>            | 2021  |

**PURPOSE:** To create, develop and communicate effective tools that will assist state and local chapters for recruiting and retaining members. These tools will enhance the membership experience as value added benefits. The Membership Council will work together with all other national committees to develop sound strategies to show the value of NAHU's membership and grow the association.

**POLICY:** The Membership Council provides membership advice to NAHU's Board of Trustees and promotes communication of membership issues among NAHU's members and chapters. The Council will meet regularly by phone and in person at the National Convention. The Membership Council in its structure and operation shall conform to the NAHU bylaws.

### PROCEDURES:

- I. Membership Council Team: This team will be comprised of the following individuals:
  - a. Membership Council Chair
  - b. Membership Council Vice Chair
  - c. Membership Council Manager
  - d. NAHU President
  - e. Executive Vice President
  - f. Staff Liaison
  - g. Regional Membership & ~~Retention~~Member Experience Council Chairs
- II. Membership Council Chair: This individual, appointed by the President of NAHU, will serve as Executive Officer of the Council, will represent the Council on the Board of Trustees and other NAHU bodies. The chair will establish goals and direct the work of the Council and will serve as Chair of the Membership Management Team. The chair will work directly with the Regional Membership & ~~Retention~~Member Experience Council Chairs regarding state and local issues within their respective regions.
- III. Membership Council Vice Chair: This individual, appointed in accordance with applicable P&Ps, will work with the Regional Membership & ~~Retention~~Member Experience Council Chairs on membership growth and retention, other projects as assigned by the chair and will serve on the Membership Management Team.-The Membership Council Chair shall

make recommendations to the incoming President-Elect concerning the appointment of the Membership Council Vice Chair.

- IV. Membership Council Manager: This individual, recommended by the incoming NAHU Vice President and the incoming Membership Council Chair and appointed by the NAHU President if approved by the NAHU Board of Trustees, will help the Membership Council Chair and Vice Chair develop strategies to add and retain members, assist the Regional Membership & ~~Retention~~Member Experience Council Chairs on communicating and implementing membership strategies to state and local chapters and work with all NAHU committees on projects that will enhance the membership experience. The individual designated as the Membership Council Manager should be closely integrated into the Council's operational and management decisions to enable effective leadership during a future term.
- V. Membership Council shall coordinate and monitor national and state and local chapter recruitment and retention activity, recommending appropriate action to the BOT, and monitoring ongoing projects being coordinated between Council members and staff. They shall develop membership initiatives for the Association and recommend adoption of such initiatives to the BOT. They will review and analyze existing and prospective member benefits and programs with specific recommendations when needed and will develop and implement a membership contest that includes rewards for retention and recruitment.
- VI. Regional Membership & ~~Retention~~Member Experience Council Chairs: These individuals, one for each role from each region of NAHU may be appointed as described in this policy and procedure, and will be responsible for:
  - a. Participating in Membership Council meetings.
  - b. Soliciting opinions, comments and suggestions from the states or locals in their region regarding proposed and existing policy.
  - c. Assist states and locals in need with requests for membership & retention guidance.
  - d. Facilitate communications between the Membership Council, state and local Membership & ~~Retention~~Member Experience Chairs, and RVPs to ensure that NAHU policies and actions are effectively communicated and disseminated to members, and report their states' and locals' issues to the Membership Council.
  - e. Telephone calls to state and local membership chairs and/or presidents to discuss membership developments in each local and state and nationally. The call frequency will be determined by the National Membership Chair.
  - f. Update RVPs on membership activity in their regions.
- VII. Staff Liaison: The Executive Vice President will assign the staff at the Vice President level or higher as liaison to work with the Membership Council on an ongoing basis. This individual will facilitate the activities of the Council.
- VIII. Membership Management Team: This team will be comprised of the following individuals:
  - a. Membership Council Chair
  - b. Membership Council Vice Chair
  - c. Membership Council Manager

- d. NAHU President
- e. Executive Vice President
- f. Staff Liaison

This group will serve to coordinate actions of the Membership Council and the BoT. This group shall also serve as the emergency membership action team, acting for the Membership Council in situations where it is impractical to convene the entire Council. Any matters shall be reviewed by the whole Membership Council whenever possible, prior to presenting to the Board of Trustees. This group, in its structure and procedures, will act in accordance to the NAHU bylaws.

- IX. Appointment and Service of Regional Membership & ~~Retention~~Member Experience ~~Council~~ Chairs. The incoming National Membership Council Chair and the RVPs, at least 30 days prior to the National Convention, will recommend the Regional Membership & ~~Retention~~Member Experience ~~Council~~ Chairs, who shall be nominated by the incoming NAHU President and subject to approval of the Board of Trustees. The incoming Council Chair and RVP will choose a person(s) who they feel will be able to perform all the duties of the position and make a recommendation no later than 60 days prior to the National Convention. Only active members of NAHU in good standing may serve as Regional ~~Council Chairs~~Chairs. The appointed Regional ~~Council Chairs~~Chairs will be notified of their selection by the National Membership Council Chair.
- X. Limit on Council Service: Service on any council or committee will be limited to four years. Service for one year as Vice Chair and one year as Chair or any service as a liaison from the Board of Trustees shall not count towards this limit. Service on any one committee or council shall not count toward the limit on membership on any other committee. Not less than four months prior to the end of the Council's term, staff will provide to the Council Vice Chair a list of all council members and the length of their service on the Council. Individuals who have served on the Council for four years as noted above shall not be reappointed unless there are extraordinary circumstances, and subject reappointment is approved by a three-quarters vote of the Board of Trustees.
- XI. Council Participation and Voting: While all individuals, including non-members, staff and other invited parties assigned or appointed to the council, may actively participate in meetings, teleconferences and electronic discussions, only active NAHU members in good standing serving as Chair, Vice Chair, Council Manager or Regional Membership & ~~Retention~~Member Experience ~~Council Chairs~~Chairs shall be authorized to vote on decisions made by the council. The Council chair will actively solicit the views and input of all council members and all members may participate in polls of the council and "straw votes", provided that these votes are non-binding and are taken to determine the prevailing opinion of the council as a whole.
- XII. Notification of Scheduled Meetings and Teleconferences: Council members will be notified no later than one (1) week prior to the actual meeting or teleconference date by e-mail or verbal communication. This notification will be initiated from the national office by the council Chair.

XIII. Minutes: All committees shall take and maintain minutes as described in Chapter 21 of the Standard Code of Parliamentary Procedures. The staff liaison shall distribute these minutes to the BoT and Membership Council and minutes shall be posted on the Board web site or distributed by mail or email to the Chapters

**FINANCIAL IMPACT:** None

**NATIONAL ASSOCIATION OF HEALTH UNDERWRITERS  
POLICY & PROCEDURE**

|                                |   |
|--------------------------------|---|
| <b>POLICY TITLE:</b>           | Membership Council Structure                              |
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**POLICY:** The Membership Council provides membership advice to NAHU's Board of Trustees and promotes communication of membership issues among NAHU's members and chapters. The Council will meet regularly by phone and in person at the National Convention. The Membership Council in its structure and operation shall conform to the NAHU bylaws.

**PROCEDURES:**

- I. Membership Council Team: This team will be comprised of the following individuals:
  - a. Membership Council Chair
  - b. Membership Council Vice Chair
  - c. Membership Council Manager
  - d. NAHU President
  - e. Executive Vice President
  - f. Staff Liaison
  - g. Regional Membership & Member Experience Chairs
- II. Membership Council Chair: This individual, appointed by the President of NAHU, will serve as Executive Officer of the Council, will represent the Council on the Board of Trustees and other NAHU bodies. The chair will establish goals and direct the work of the Council and will serve as Chair of the Membership Management Team. The chair will work directly with the Regional Membership & Member Experience Chairs regarding state and local issues within their respective regions.
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recommendations to the incoming President-Elect concerning the appointment of the Membership Council Vice Chair.

- IV. Membership Council Manager: This individual, recommended by the incoming NAHU Vice President and the incoming Membership Council Chair and appointed by the NAHU President if approved by the NAHU Board of Trustees, will help the Membership Council Chair and Vice Chair develop strategies to add and retain members, assist the Regional Membership & Member Experience Chairs on communicating and implementing membership strategies to state and local chapters and work with all NAHU committees on projects that will enhance the membership experience. The individual designated as the Membership Council Manager should be closely integrated into the Council's operational and management decisions to enable effective leadership during a future term.
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- VI. Regional Membership & Member Experience Chairs: These individuals, one for each role from each region of NAHU may be appointed as described in this policy and procedure, and will be responsible for:
  - a. Participating in Membership Council meetings.
  - b. Soliciting opinions, comments and suggestions from the states or locals in their region regarding proposed and existing policy.
  - c. Assist states and locals in need with requests for membership & retention guidance.
  - d. Facilitate communications between the Membership Council, state and local Membership & Member Experience Chairs, and RVPs to ensure that NAHU policies and actions are effectively communicated and disseminated to members, and report their states' and locals' issues to the Membership Council.
  - e. Telephone calls to state and local membership chairs and/or presidents to discuss membership developments in each local and state and nationally. The call frequency will be determined by the National Membership Chair.
  - f. Update RVPs on membership activity in their regions.
- VII. Staff Liaison: The Executive Vice President will assign the staff at the Vice President level or higher as liaison to work with the Membership Council on an ongoing basis. This individual will facilitate the activities of the Council.
- VIII. Membership Management Team: This team will be comprised of the following individuals:
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  - c. Membership Council Manager
  - d. NAHU President



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- XII. Notification of Scheduled Meetings and Teleconferences: Council members will be notified no later than one (1) week prior to the actual meeting or teleconference date by e-mail or verbal communication. This notification will be initiated from the national office by the council Chair.

- XIII. Minutes: All committees shall take and maintain minutes as described in Chapter 21 of the Standard Code of Parliamentary Procedures. The staff liaison shall distribute these minutes to the BoT and Membership Council and minutes shall be posted on the Board web site or distributed by mail or email to the Chapters

**FINANCIAL IMPACT:** None

**NATIONAL ASSOCIATION OF HEALTH UNDERWRITERS  
POLICY & PROCEDURES**

|                          |  |
|--------------------------|--|
| POLICY TITLE:            | Signatory Authority                              |
| CLASSIFICATION:          | Executive/Finance                                |
| POLICY NUMBER:           | 98-01-EX   |
| DEPARTMENT COORDINATION: | Executive/Board of Trustees                      |
| MOTION:                  | Steve Selinsky                                   |
| DATE SUBMITTED:          | July 13, 1998                                    |
| AMENDED:                 | February 19, 2013                                |
| AMENDED:                 | June 27, 2014, <a href="#">September 9, 2019</a> |
| SUNSET DATE:             | 2018   |

**PURPOSE:** In accordance with Bylaws Article XIV, Section 7, to specify the circumstances and procedures under which checks written by the Association shall require two authorized signatures.

**POLICY:** Checks for recurring and approved expenses shall require only one authorized signature, regardless of the amount of the check, including the following:

- a. Payroll
- b. Employee ~~insurance~~ benefits
- c. Office rent
- d. ~~HIU-m~~Magazine printing, [design and production](#)
- e. ~~HIU magazine design and production~~
- f. ~~e.~~ Contract fees approved through the budget

All other checks in excess of \$10,000.00 shall require two authorized signatures, [and shall be reported to the NAHU Treasurer on a monthly basis.](#)

**PROCEDURE(S):** Checks requiring two authorized signatures will be reviewed and signed by both the CEO and CFO.

**FINANCIAL IMPACT:** None.

**NATIONAL ASSOCIATION OF HEALTH UNDERWRITERS  
POLICY & PROCEDURES**

|                          |                                  |
|--------------------------|----------------------------------|
| POLICY TITLE:            | Signatory Authority              |
| CLASSIFICATION:          | Executive/Finance                |
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- b. Employee benefits
- c. Office rent
- d. Magazine printing, design and production
- e. Contract fees approved through the budget

All other checks in excess of \$10,000.00 shall require two authorized signatures, and shall be reported to the NAHU Treasurer on a monthly basis.

**PROCEDURE(S):** Checks requiring two authorized signatures will be reviewed and signed by both the CEO and CFO.

**FINANCIAL IMPACT:** None.



## **LPRT**

**Chair: Valerie Cramer, RHU**

**EC Liaison: Eric Kohlsdorf**

**Month: September**

The Committee met on August 15. We spent the bulk of the meeting discussing ideas for additional recognition and promotion of the LPRT program and qualifiers at Capitol Conference and Annual Convention, especially with compressed agendas that don't allow for separate functions.

- Consideration for a "commercial" like last year from the stage but more in line with a current qualifier doing a very brief testimony—why it is important for them to be a LPRT qualifier
- Slide at the beginning of a general sessions with qualifier names scrolling; Unique colored name badge at CapCon and Annual Convention that prompt attendees to ask why the different color
- Bring back the pin vs. ribbon, etc.

We also did some brainstorming on providing more value to LPRT qualifiers:

- At the local level, work with media chair to submit op-eds written under the name of qualifiers
- In addition to supplying the list of qualifiers to the state and local presidents, forward to the awards chairs and media chairs, along with a list of ideas on how to promote at state/chapter meetings, awards celebrations, in newsletters and press releases, etc. (Brooke is working on a communication that can be sent with the list.)
- Work with Martin for the cover of ABS in January—LPRT apply today—timed when the online application is open.
- Include a list of qualifiers in ABS, along with a featured testimony from a qualifier, monthly or quarterly.

Additional ideas on promoting LPRT program:

- Develop a piece similar to the "Value of Membership" flyer, using Soaring Eagle as the example
- Create a video on how easy it is to apply online.
- Create a video where qualifiers talk about the value of the program.
- Include list of qualifiers in ABS, along with a featured testimony from a qualifier.
- Use Social Media to promote the program.

Valerie and Brooke will work on a marketing plan to bring to the committee for review and input before our September meeting.

We're working to fill the Region 2 seat.

Please let me know if you have feedback or questions for our committee.



## **MEDIA RELATIONS**

**Chair:** Suzy Alberts  
**EC Liaison:** Kelly Fristoe  
**Month:** September 2019

The MRC has been working on updating the Media Militia (MM) program and increasing our presence on Social Media (SM). David Mordo has suggested many improvements to the MM which will help us more effectively push out our important messages. Under his direction, the MM will be more proactive with the media across the country, not just reactive to media inquiries.

Social Media Chair Ryan Combs is coordinating with Vanguard and Professional Development to look at ways to increase our SM presence. This includes making it easier for members to post on the major SM platforms as well as getting more members using SM.

Finally, lists of state and local media chairs were sent to regional chairs this week, so that they can begin contacting them. NAHU staff is working on media contact lists to be distributed as soon as possible. We are conducting a Media Training 101 webinar on September 18, which is open to all media chairs.



## **MEMBERSHIP**

**Chair: Kevin Trokey**

**EC Liaison:**

**Month: September 2019**

- We had our first Council call on Monday, August 19<sup>th</sup>. Only one Council member was unable to attend. It was a productive and engaged discussion.
- We still have a few council seats to fill. Region I still needs a Retention Chair. Region II needs both Membership and Retention chairs. Region III needs a Retention Chair. And, Region IV needs a Retention Chair.
- There is a proposal to change the name of the Retention Chair position to Member Experience.
- The interest in the Agency Membership program continues to grow with several outstanding applications (potential for 140 new members).
- The Council is focused on its theme of "Simply Focused, Simply Accountable". We are looking to ensure that all of our volunteers have a rewarding and positive volunteer experience. We are working to this end by focusing on activities within their control (i.e. making calls) that will lead to individual and overall success.
- To the bullet point above, rather than building a "committee" we are encouraging our membership/experience chairs to ask for volunteers willing to simply make 5 calls a month. Perhaps a committee feels like too big of a commitment, but 5 calls/month seems doable for everyone.



## **PROFESSIONAL DEVELOPMENT**

**Chair: Jill Pedersen**

**Board Liaison:**

**Month: September 2019**

### **PD Chair Summary**

This month our committee has been working on identifying all the courses that NAHU offers along with determining KPI's going forward. This work will continue with Susan leading the initiative.

We have also met to review the structure of PD for Chicago, including identifying areas for enhancement to ensure our member needs are met. We met with Farren & Janet.

### **PDC Goals for 2019-2020:**

- Live Certification Course offered in each state by 6/30/20
- Live NAHU Webinar hosted by each local by 6/30/20
- Increase REBC designations by 5 %. Measure in January and complete marketing push in 1<sup>st</sup> quarter 2020
- Medicare for All course to be taken by 25% of members before Capital Conference in February 2020

Insert reminder of 2019-2020 Working Groups





## VANGUARD

**Chair: Mark Fox**

**EC Liaison: Eric Kohlsdorf**

**Month:**

**Green** items are action items.

- Last month we received a request to research 4D augmented reality for live conferencing as a potential replacement to travel expenses. Our findings show that this technology is well before its time and is not economical to use currently. A full description is found on page 2 of this report.
- Please keep in mind the purpose of Vanguard. We are the research and development arm of NAHU. Please feel free to utilize us for your research and development needs.
- **We still need to fill Region 4 and Region 7.** Please let us know if you have someone in mind who fits our Chair description qualities. We need to fill these with quality individuals as soon as possible.
- We are looking for a non-profit that has the capability of collecting donated dollars and building care packages for the military. **If you know of such an organization, please email us [Vanguard@nahu.org](mailto:Vanguard@nahu.org).**
- Even though Vanguard has several new regional chairs, it is important that these regional chairs stay committed. The National Chair, Mark Fox, had asked each regional chair to collect contact information on all their State Vanguard Chairs. This was assigned to them on Aug 13<sup>th</sup> and due Sept 10<sup>th</sup>. As of Sept 6<sup>th</sup>, only one regional chair has completed this assignment; Brandon Erhart from Region 3.
- Half of the regional chairs were absent from our first monthly call. We understand, things come up, but everyone needs to make their best efforts to attend the monthly meetings. The meeting recording is emailed out afterward and is required for absentees to listen to it. **Please reach out to your Regional VC Chair and express the importance of completing tasks on time, attending monthly calls or listening to the recording.** The Vanguard Council has a lot of work to accomplish over the next 10 months. In order for it to reach it's goals, we need solid teamwork. Thank you for your help with this.

# Augmented Reality Conferencing Study

Hologram technology has come a long way. You can watch a video at this link to see how advanced it has become: <https://www.youtube.com/watch?v=uIHPtPBgHk>  
The new HoloLens 2 is a major advancement compared to the original HoloLens. Depth, perception, field of view and many more additions to the tech, connection and data processing. We believe that this technology is probably 10 years premature. Let me explain...

The only way to see the hologram is to be wearing a \$3,500 headset. So everyone in the audience would need one which is obviously not scalable. As a work around, you could get 1 holographic camera that can scale and measure 3d objects in real time and then splice in the hologram and stage on a screen. This would lose its luster because the audience wouldn't be looking at the stage, they would be looking at a projector or TV screen. Which if you are going to do that, you might as well just do live Video conferencing. The other problem is that special video camera would need to be set up at each location which requires shipping of a very expensive piece of equipment and someone with knowledge to run it.

In the future, hologram technology will be an app on our phone. Where all we need is glorified plastic horse blinder that holds our phones in front of our face. This is like a VR display which are used very often today. The cameras in our phones can't measure 3d objects in real time (yet). but its coming. Once this tech is more cost effective and scalable, I think we should consider using it.

As for now, it would be very doable to install a green screen or background at NAHU - HQ if there isn't one already and then use a OBS (<https://obsproject.com/>) to broadcast the live person along with their presentation (picture in picture) example here <https://www.youtube.com/watch?v=ayJN3YC7jJU> . The presenter could still communicate with the audience through a microphone. So if you wanted to open it up to a Q&A session, that is still possible. You can also set up a phone in front of the audience so the presenter can see the audience live as they are speaking. This will help them read the audience as they are presenting. The speaker could see the displayed audience on a large 65" tv set up behind the camera. This will help both the audience and presenter feel like they are actually there.

National Association of Health Underwriters  
Schedule A  
Board of Trustee Expenses  
For the Seven Months Ending July 31, 2019

|                                    | Current Month<br>Actual | Year to date<br>Actual | Year to date<br>Budget | Annual<br>Budget |
|------------------------------------|-------------------------|------------------------|------------------------|------------------|
| REGIONAL VICE PRESIDENTS           |                         |                        |                        |                  |
| Region 1                           |                         |                        |                        |                  |
| RVP Travel                         | \$0.00                  | \$0.00                 | \$1,800.00             | \$3,600.00       |
| Regional Meeting - Income          | 0.00                    | 0.00                   | 0.00                   | (4,000.00)       |
| Regional Meeting - Expense         | 0.00                    | 0.00                   | 0.00                   | 4,000.00         |
| Regional Chair Travel              | 0.00                    | 0.00                   | 800.00                 | 800.00           |
|                                    | -----                   | -----                  | -----                  | -----            |
| Total Region 1                     | 0.00                    | 0.00                   | 2,600.00               | 4,400.00         |
|                                    | =====                   | =====                  | =====                  | =====            |
| Region 2                           |                         |                        |                        |                  |
| RVP Travel                         | 0.00                    | 0.00                   | 450.00                 | 900.00           |
| Regional Meeting - Income          | 0.00                    | 0.00                   | 0.00                   | (23,425.00)      |
| Regional Meeting - Expense         | 0.00                    | 0.00                   | 0.00                   | 21,780.00        |
| Regional Chair Travel              | 0.00                    | 0.00                   | 2,000.00               | 2,000.00         |
|                                    | -----                   | -----                  | -----                  | -----            |
| Total Region 2                     | 0.00                    | 0.00                   | 2,450.00               | 1,255.00         |
|                                    | =====                   | =====                  | =====                  | =====            |
| Region 3                           |                         |                        |                        |                  |
| RVP Travel                         | 0.00                    | 216.60                 | 1,250.00               | 2,500.00         |
| Regional Chair Travel              | 0.00                    | 0.00                   | 1,700.00               | 1,700.00         |
|                                    | -----                   | -----                  | -----                  | -----            |
| Total Region 3                     | 0.00                    | 216.60                 | 2,950.00               | 4,200.00         |
|                                    | =====                   | =====                  | =====                  | =====            |
| Region 4                           |                         |                        |                        |                  |
| RVP Travel                         | 0.00                    | 0.00                   | 750.00                 | 1,500.00         |
| Regional Chair Travel              | 0.00                    | 0.00                   | 2,000.00               | 2,000.00         |
| Teleconferences                    | 0.00                    | 1.26                   | 0.00                   | 0.00             |
|                                    | -----                   | -----                  | -----                  | -----            |
| Total Region 4                     | 0.00                    | 1.26                   | 2,750.00               | 3,500.00         |
|                                    | =====                   | =====                  | =====                  | =====            |
| Region 5                           |                         |                        |                        |                  |
| RVP Travel                         | 1,069.22                | 2,184.88               | 1,350.00               | 2,700.00         |
| Regional Chair Travel              | 0.00                    | 1,046.49               | 2,400.00               | 2,400.00         |
|                                    | -----                   | -----                  | -----                  | -----            |
| Total Region 5                     | 1,069.22                | 3,231.37               | 3,750.00               | 5,100.00         |
|                                    | =====                   | =====                  | =====                  | =====            |
| Region 6                           |                         |                        |                        |                  |
| RVP Travel                         | 0.00                    | 1,814.48               | 2,300.00               | 4,600.00         |
| Regional Chair Travel              | 0.00                    | 0.00                   | 4,000.00               | 4,000.00         |
|                                    | -----                   | -----                  | -----                  | -----            |
| Total Region 6                     | 0.00                    | 1,814.48               | 6,300.00               | 8,600.00         |
|                                    | =====                   | =====                  | =====                  | =====            |
| Region 7                           |                         |                        |                        |                  |
| RVP Travel                         | 0.00                    | 917.04                 | 1,400.00               | 2,800.00         |
| Regional Meeting - Income          | 0.00                    | 0.00                   | 0.00                   | (15,100.00)      |
| Regional Meeting - Expense         | 0.00                    | 0.00                   | 0.00                   | 15,150.00        |
| Regional Chair Travel              | 0.00                    | 0.00                   | 3,000.00               | 3,000.00         |
|                                    | -----                   | -----                  | -----                  | -----            |
| Total Region 7                     | 0.00                    | 917.04                 | 4,400.00               | 5,850.00         |
|                                    | =====                   | =====                  | =====                  | =====            |
| Region 8                           |                         |                        |                        |                  |
| RVP Travel                         | 0.00                    | 442.10                 | 3,200.00               | 6,400.00         |
| Regional Chair Travel              | 0.00                    | 1,275.27               | 3,500.00               | 3,500.00         |
| Teleconferences                    | 0.00                    | 12.60                  | 0.00                   | 0.00             |
|                                    | -----                   | -----                  | -----                  | -----            |
| Total Region 8                     | 0.00                    | 1,729.97               | 6,700.00               | 9,900.00         |
|                                    | =====                   | =====                  | =====                  | =====            |
| BOARD MEETINGS                     |                         |                        |                        |                  |
| Capitol Conference                 | 0.00                    | 35,679.53              | 32,000.00              | 32,000.00        |
| Annual Convention                  | (3,443.31)              | 29,300.10              | 24,000.00              | 24,000.00        |
| Budget                             | 0.00                    | 0.00                   | 0.00                   | 12,000.00        |
|                                    | -----                   | -----                  | -----                  | -----            |
| Total Board Meetings               | (3,443.31)              | 64,979.63              | 56,000.00              | 68,000.00        |
|                                    | =====                   | =====                  | =====                  | =====            |
| BOARD TRAVEL & EXPENSES            |                         |                        |                        |                  |
| President                          | 922.28                  | 7,964.25               | 7,000.00               | 12,000.00        |
| EVP/CEO Travel                     | 1,440.78                | 21,035.23              | 8,750.00               | 15,000.00        |
| President's Monthly Stipend        | 3,000.00                | 17,400.00              | 16,800.00              | 28,800.00        |
|                                    | -----                   | -----                  | -----                  | -----            |
| Total Board Travel & Expenses      | 5,363.06                | 46,399.48              | 32,550.00              | 55,800.00        |
|                                    | =====                   | =====                  | =====                  | =====            |
| COMMITTEES                         |                         |                        |                        |                  |
| Membership Council                 | 3,658.00                | 6,985.00               | 18,000.00              | 18,000.00        |
| Legislative Council                | 0.00                    | 10,242.45              | 18,000.00              | 18,000.00        |
| Professional Development Committee | 555.00                  | 11,189.05              | 18,000.00              | 18,000.00        |
| Awards                             | 0.00                    | 12,612.10              | 15,500.00              | 15,500.00        |
| HR Gordon Award                    | 0.00                    | 1,325.12               | 1,000.00               | 1,000.00         |
| Media Relations                    | 0.00                    | 5,727.32               | 6,500.00               | 6,500.00         |
| LPRT                               | 0.00                    | 5,829.23               | 6,500.00               | 6,500.00         |
| Chapter Relations                  | 0.00                    | 8,152.63               | 11,000.00              | 11,000.00        |
| Vanguard Council                   | 0.00                    | 8,627.54               | 6,500.00               | 6,500.00         |
|                                    | -----                   | -----                  | -----                  | -----            |
| Total Committees                   | 4,213.00                | 70,690.44              | 101,000.00             | 101,000.00       |
|                                    | =====                   | =====                  | =====                  | =====            |
| TOTAL EXPENSE                      | 7,189.27                | 189,980.27             | 221,450.00             | 267,605.00       |
|                                    | =====                   | =====                  | =====                  | =====            |

**NATIONAL ASSOCIATION OF HEALTH UNDERWRITERS  
POLICY & PROCEDURES**

|                                |                   |
|--------------------------------|-------------------|
| <b>POLICY TITLE:</b>           | Outside Speakers  |
| <b>CLASSIFICATION:</b>         | Finance           |
| <b>POLICY NUMBER:</b>          | xx-xx-x           |
| <b>DEPARTMENT COORDINATOR:</b> | Finance           |
| <b>MOTION:</b>                 |                   |
| <b>DATE APPROVED:</b>          | September 9, 2019 |
| <b>SUNSET:</b>                 | 2021              |

**PURPOSE:** To provide clear rules related to outside speakers participating in NAHU sponsored events and to highlight the importance of balancing sponsors and speakers with NAHU's overall interests to serve the broader interests of the Association.

**POLICY:**

- A. Any individual or organization for whom NAHU shall contract to provide speaking or other group meeting activities shall be subject to review, consideration and approval of the NAHU Executive Vice President/Chief Executive Officer or CFO/COO. Expenses for reimbursement and contract requirements shall be limited to the following:
1. Reimbursement for speaker expenses shall be consistent with existing policies and procedures related to travel by NAHU volunteer leaders. All such expenses shall be subject to the same rules as any other expense reimbursement, including copies of receipts and completion of NAHU expense reimbursement forms.
  2. No agreement for a speaker is permitted to pay for first class airfare, upgraded accommodations, extraordinary travel or food expenses. All agreements shall be reviewed and signed by the NAHU EVP/CEO or CFO/COO.
  3. Any expense that exceeds \$10,000 shall be subject to the review and approval of the NAHU Board of Trustees.
  4. No agreement may permit NAHU to pay for books, promotional material, other items which the speaker may offer for sale or the shipping expenses associated with the same.
  5. All speaker and sponsor contracts must be approved by staff before it is discussed or shown to a speaker or sponsor.
- B. Speaker and/or appearance fees shall not be paid to members of the NAHU Board of Trustees or other ~~volunteer leaders~~ National Committee Chairs for any event sponsored by NAHU or a state, local or regional chapter during their term of office. Reasonable travel expenses can be provided by the sponsoring chapter(s) within the guidelines established by other NAHU policies and procedures.

**PROCEDURE(S):** NAHU Staff, specifically the NAHU Executive Vice President/Chief Executive Officer or as delegated to another staff person, shall take the lead in all discussions

and negotiations with speakers at NAHU sponsored events to ensure compliance with this P&P and to avoid potential conflicts with other speakers and/or sponsors.

**FINANCIAL IMPACT:** Minimal; possible accounting expenses for review by auditor.

**NATIONAL ASSOCIATION OF HEALTH UNDERWRITERS  
POLICY & PROCEDURES**

|                                |                   |
|--------------------------------|-------------------|
| <b>POLICY TITLE:</b>           | Outside Speakers  |
| <b>CLASSIFICATION:</b>         | Finance           |
| <b>POLICY NUMBER:</b>          | xx-xx-x           |
| <b>DEPARTMENT COORDINATOR:</b> | Finance           |
| <b>MOTION:</b>                 |                   |
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  4. No agreement may permit NAHU to pay for books, promotional material, other items which the speaker may offer for sale or the shipping expenses associated with the same.
  5. All speaker and sponsor contracts must be approved by staff before it is discussed or shown to a speaker or sponsor.
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and negotiations with speakers at NAHU sponsored events to ensure compliance with this P&P and to avoid potential conflicts with other speakers and/or sponsors.

**FINANCIAL IMPACT:** Minimal; possible accounting expenses for review by auditor.

**NATIONAL ASSOCIATION OF HEALTH UNDERWRITERS  
POLICY & PROCEDURES**

|                                |                      |
|--------------------------------|----------------------|
| <b>POLICY TITLE:</b>           | Membership Lapse Fee |
| <b>CLASSIFICATION:</b>         | Finance              |
| <b>POLICY NUMBER:</b>          |                      |
| <b>DEPARTMENT COORDINATOR:</b> | Finance              |
| <b>MOTION:</b>                 |                      |
| <b>DATE APPROVED:</b>          |                      |
| <b>SUNSET:</b>                 |                      |

**PURPOSE:** To encourage members to pay their membership prior to their lapse date.

**POLICY:** In order to allow a member who has lapsed due to nonpayment of their dues to preserve their term of membership back to the original join date, NAHU shall require payment of dues back to the last effective date and a reinstatement fee of \$50.

**PROCEDURE(S):** An individual who seeks to have their membership reinstated after lapsed due to failure to pay dues either on a monthly or annual basis must do the following:

1. If the member pays dues annually and the lapse is more than two months but less than three months, then the annual dues payment, plus the \$50 fee, shall be retroactive to the last paid date and the individual will be considered as a continuing member with no break in membership;
2. If the member pays dues monthly and the lapse is for
  - a. two months or less, then the individual shall pay the monthly dues amounts owed back to the last paid date;
  - b. three months, then the individual shall pay a reinstatement fee of \$50 plus the dues owed back to the last paid date;
  - c. More than three months, then the individual cannot be reinstated back to the last paid date and would be considered a new member from the new paid date.
3. If the person was previously paying annual dues and wishes to change to monthly but keep their original membership date and the lapse is for
  - a. two months or less, the individual would pay two months of dues with future dues paid on a monthly basis.
  - b. three months but less than four months, the individual would pay the three months of dues since their lapse date plus a reinstatement fee of \$50 with future dues paid on a monthly basis.

For anyone whose membership is restored to original effective date under this policy, the individual will be considered a continuing member with no lapse in membership for the purpose of tracking for awards purposes.

**FINANCIAL IMPACT:**