

Date: 3/29/21

Virtual Meeting

Consumer Information (B) Subgroup

Thursday, April 1, 2021

2:00 – 3:00 p.m. ET / 1:00 – 2:00 p.m. CT / 12:00 – 1:00 p.m. MT / 11:00 a.m. – 12:00 p.m. PT

ROLL CALL

Mary Kwei, Chair	Maryland	Laura Arp/Martin Swanson	Nebraska
Debra Judy, Vice Chair	Colorado	Kathy Shortt	North Carolina
Anthony L. Williams	Alabama	Cuc Nguyen	Oklahoma
Weston Trexler	Idaho	Katie Dzurec/David Buono	Pennsylvania
Michelle Baldock	Illinois	Jill Kruger	South Dakota
Alex Peck	Indiana	Vickie Trice	Tennessee
LeAnn Crow	Kansas	Shelly Wiseman	Utah
Judith Watters	Maine	Todd Dixon/Jane Beyer	Washington
Maybeth Moses	Minnesota	Jennifer Stegall	Wisconsin
Carrie Couch	Missouri		
Charlette C. Borja	Northern Mariana Islands		

NAIC Support Staff: Joe Touschner

AGENDA

1. Discuss Potential Topics for the Subgroup to Address in 2021—*Mary Kwei (MD)*
 - A. American Rescue Plan
 - i. Changes to premium tax credits
 - ii. COBRA subsidies
 - B. Claims process
 - i. Filing claims
 - ii. Understanding EOBs
 - iii. How to appeal a denial
 - iv. Medical necessity
 - v. Balance billing
 - vi. CPT codes
 - C. No Surprises Act
 - i. Balance billing protections
 - ii. Advance EOB
 - iii. Provider directory requirements
2. Discuss Potential Products for the Subgroup in 2021—*Mary Kwei (MD)*
 - A. Series of briefs on claims
 - i. One for each of A.i-A.vi above
 - B. Updated FAQ
 - C. Other No Surprises Act products
3. Discuss Any Other Matters Brought Before the Subgroup—*Mary Kwei (MD)*
4. Adjournment