

Date: 5/20/21

*Virtual Meeting*

**Consumer Information (B) Subgroup**

Tuesday, May 25, 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/	Nebraska
Debra Judy, Vice Chair	Colorado	Martin Swanson	
Anthony L. Williams	Alabama	Kathy Shortt	North Carolina
Weston Trexler	Idaho	Cuc Nguyen	Oklahoma
Michelle Baldock	Illinois	Katie Dzurec/	Pennsylvania
Alex Peck	Indiana	David Buono	
LeAnn Crow	Kansas	Jill Kruger	South Dakota
Judith Watters	Maine	Vickie Trice	Tennessee
Maybeth Moses	Minnesota	Shelly Wiseman	Utah
Carrie Couch	Missouri	Todd Dixon/Jane Beyer	Washington
Charlette C. Borja	N. Mariana Islands	Jennifer Stegall	Wisconsin

NAIC Support Staff: Joe Tuschner

AGENDA

1. Discuss Briefs on the Claims Process—Mary Kwei (MD)
  - a. Filing claims
  - b. Understanding EOBs
  - c. How to appeal a denial
  - d. Medical necessity
  - e. Balance billing
  - f. CPT codes
2. Discuss Any Other Matters Brought Before the Subgroup—Mary Kwei (MD)
3. Adjournment