

Date: 8/17/21

Virtual Meeting

Consumer Information (B) Subgroup

Tuesday, August 24, 2021

1:00 – 2:00 p.m. ET / 12:00 – 1:00 p.m. CT / 11:00 a.m. – 12:00 p.m. MT / 10:00 – 11:00 a.m. PT

ROLL CALL

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

NAIC Support Staff: Joe Tuschner

AGENDA

1. Consider Adoption of Consumer Guides on the Claims Process—*Mary Kwei (MD)*
2. Hear a Presentation on a Survey regarding Disparities in Insurance Products—*Mary Kwei (MD)*
 - Harry Ting, Health Care Consumer Advocate
3. Discuss Other Work Products for 2021—*Mary Kwei (MD)*
 - a. Consumer Guide on Balance Billing
 - b. Updates to Frequently Asked Questions about Health Care Reform
4. Discuss Any Other Matters Brought Before the Subgroup—*Mary Kwei (MD)*

5. Adjournment