

Date: 6/29/21

Virtual Meeting

Consumer Information (B) Subgroup

Thursday, July 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	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 its April 1 and May 25 Minutes—*Mary Kwei (MD)*
2. 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. CPT codes
 - f. Balance billing
3. Discuss Any Other Matters Brought Before the Subgroup—*Mary Kwei (MD)*
4. Adjournment