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 Touschner

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