2020 Summer National Meeting  
Virtual Meeting

NAIC/CONSUMER LIAISON COMMITTEE  
Friday, August 14, 2020  
11:00 a.m. – 12:30 p.m. ET / 10:00 – 11:30 a.m. CT / 9:00 – 10:30 a.m. MT / 8:00 – 9:30 a.m. PT
CHIME – [Registration Link Pending]

ROLL CALL

Michael Conway, Chair  Colorado  Kathleen A. Birrane  Maryland
Andrew R. Stolfi, Vice Chair  Oregon  Steve Kelley  Minnesota
Jim L. Ridling  Alabama  Mike Chaney  Mississippi
Lori K. Wing-Heier  Alaska  Chlora Lindley-Myers  Missouri
Elizabeth Perri  American Samoa  Bruce R. Ramge  Nebraska
Ricardo Lara  California  Barbara D. Richardson  Nevada
Andrew N. Mais  Connecticut  Russell Toal  New Mexico
Trinidad Navarro  Delaware  Linda A. Lacewell  New York
Karima M. Woods  District of Columbia  Mike Causey  North Carolina
David Altmaier  Florida  Jon Godfread  North Dakota
John F. King  Georgia  Jillian Froment  Ohio
Dean L. Cameron  Idaho  Glen Mulready  Oklahoma
Robert H. Muriel  Illinois  Jessica K. Altman  Pennsylvania
Stephen W. Robertson  Indiana  Raymond G. Farmer  South Carolina
Doug Ommen  Iowa  Kent Sullivan  Texas
Vicki Schmidt  Kansas  Scott A. White  Virginia
Sharon P. Clark  Kentucky  Mike Kreidler  Washington
James J. Donelon  Louisiana  James A. Dodrill  West Virginia

NAIC Support Staff: Lois E. Alexander

2020 NAIC Consumer Liaison Representatives

Amy Bach  United Policyholders  Marguerite Herman  Healthy Wyoming
Birny Birnbaum  Center for Economic Justice  Anna Howard  American Cancer Society Cancer Action Network
Ashley Blackburn  Community Catalyst  Katherine (Katie) Keith  Out2Enroll
Brendan M. Bridgeland  Center for Insurance Research  Amy Killelea  National Alliance of State and Territorial AIDS Directors
Courtney Bullard  Utah Health Policy Project  Karrol Kitt  The University of Texas at Austin
Bonnie Burns  California Health Advocates  Ken Klein  California Western School of Law
Thomas M. Callahan  Massachusetts Affordable Housing Alliance  Peter R. Kochenburger  University of Connecticut School of Law
Benjamin Chandhok  Arthritis Foundation  Sarah Lueck  Center on Budget and Policy Priorities
Laura Colbert  Georgians for a Healthy Future  Matthew Smith  Coalition Against Insurance Fraud
Brenda J. Cude  University of Georgia  Andrew Sperling  National Alliance on Mental Illness
Lucy Culp  The Leukemia & Lymphoma Society  Harold M. Ting  Consumer Advocate Volunteer
Deborah Darcy  American Kidney Fund  Wayne Turner  National Health Law Program
Kimberly Donovan  Texas Office of Public Insurance  Caitlin Westerson  Colorado Consumer Health Initiative
Eric Ellsworth  Consumers Checkbook/Center for the Study of Services  Jackson Williams  Dialysis Patient Citizens
Erica Eversman  Automotive Education & Policy Institute  Silvia Yee  Disability Rights Education and Defense Fund
Justin Giovannelli  Georgetown University Center on Health Insurance Reform  
Ross Hammond  The Sunrise Project  

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AGENDA

1. Consider Adoption of its June 19 and 2019 Fall National Meeting Minutes
   — Commissioner Michael Conway (CO)  
   Attachment One

2. Hear a Presentation on COVID-19 Related Business Interruption Claims, Coverage Issues, Disputes
   and Litigation—Amy Bach (United Policyholders)—10 minutes

3. Hear a Presentation on Digital Claims Handling and Photo-Estimating—Erica Eversman (Automotive
   Education and Policy Institute)—10 minutes

4. Hear a Presentation Proposing a Model Law to Modernize Insurance Rate and Form Regulation and
   Address Algorithmic Bias Plans on Patients and Markets—Birny Birnbaum (Center for Economic
   Justice-CEJ)—20 minutes

5. Hear a Presentation on Improving Equity in Health Care Access—Wayne Turner (National Health Law
   Program), Ashley Blackburn (Community Catalyst), and Deborah Darcy (American Kidney Fund)
   —15 minutes

6. Hear a Presentation on Addressing the Needs of Patients and Consumers in the COVID-19 Pandemic
   —Amy Killelea (National Alliance of State and Territorial AIDS Directors) and Benjamin Chandhok
   (Arthritis Foundation)—20 minutes

7. Hear a Presentation on the Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA),
   Medicare and the Coordination of Benefits Model Regulation (#120)—Bonnie Burns (California
   Health Advocates)—5 minutes

8. Discuss Any Other Matters Brought Before the Liaison Committee
   — Commissioner Michael Conway (CO)

9. Adjournment