2019 Fall National Meeting
Austin, TX

NAIC/CONSUMER LIAISON COMMITTEE
Monday, December 9, 2019
8:00 – 9:30 a.m.
JW Marriott Austin—JW Grand Ballroom 5-8—Level 4

ROLL CALL

Stephen C. Taylor, Chair  District of Columbia  Chlora Lindley-Myers  Missouri
Michael Conway, Vice Chair  Colorado  Bruce R. Ramge  Nebraska
Jim L. Ridling  Alabama  Barbara D. Richardson  Nevada
Lori K. Wing-Heier  Alaska  John G. Franchini  New Mexico
Elizabeth Perri  American Samoa  Linda A. Lacewell  New York
Ricardo Lara  California  Mike Causey  North Carolina
Andrew N. Mais  Connecticut  Jon Godfrey  North Dakota
Trinidad Navarro  Delaware  Jillian Froment  Ohio
David Altmairer  Florida  Glen Mulready  Oklahoma
John F. King  Georgia  Andrew Stolfi  Oregon
Dean L. Cameron  Idaho  Jessica Altman  Pennsylvania
Stephen W. Robertson  Indiana  Kent Sullivan  Texas
Doug Ommen  Iowa  Todd E. Kiser  Utah
Vicki Schmidt  Kansas  Tregenza A. Roach  Virgin Islands
Nancy G. Atkins  Kentucky  Scott A. White  Virginia
James J. Donelon  Louisiana  Mike Kreidler  Washington
Al Redmer Jr.  Maryland  James A. Dodrill  West Virginia
Steve Kelley  Minnesota  Mark Afable  Wisconsin

NAIC Support Staff: Lois E. Alexander

2019 NAIC Consumer Liaison Representatives

Amy Bach  United Policyholders  Anna Howard  American Cancer Society Cancer Action Network
Debra K. Judy  Katherine (Katie) Keith  Colorado Consumer Health Initiative
Out2Enroll
Ashley Blackburn  Community Catalyst  Amy Killelea  National Alliance of State and
Bonnie Burns  Center for Insurance Research  Karrol Kitt  Territorial AIDS Directors
Breanda M. Bridgeland  California Health Advocates  The University of Texas at Austin
Brenda G. Darby  American Kidney Fund  California Western School of Law
Eric Ellsworth  Consumers Checkbook/Center  University of Connecticut School of Law
for the Study of Services  Claire McAndrew
Benjamin Chandhok  Arthritis Foundation  Nichelle Lilienfeld  National Health Law Program
Laura Colbert  Georgians for a Healthy Future  Sarah Lueck  Center on Budget and Policy Priorities
Brenda J. Cude  University of Georgia  Families USA
Deborah Darcy  American Kidney Fund  North Carolina Justice Center
Eric Ellsworth  Consumers Checkbook/Center  The AIDS Institute
for the Study of Services  Claire McAndrew
Erica Eversman  Automotive Education & Policy  Coalition Against Insurance Fraud
Institute  Brenda Riley  National Alliance on Mental Illness
Justin Giovannelli  Georgetown University Center on  Chester County Department of Aging
Health Insurance Reform  Carl Schmid  Services Apprise Program
Marguerite Herman  Healthy Wyoming  Matthew Smith  Dialysis Patient Citizens
Jackson Williams  Disability Rights Education and
Silvia Yee  Defense Fund
AGENDA

1. Present the Excellence in Consumer Advocacy Award—Matthew Smith (Coalition Against Insurance Fraud—CAIF) and Katie Keith (Out2Enroll)—10 minutes

2. Consider Adoption of its Summer National Meeting Minutes
   — Commissioner Stephen C. Taylor (DC)

3. Hear a Presentation on What State Insurance Regulators Can Do to Promote Retirement Security—Birny Birnbaum (Center for Economic Justice—CEJ)—15 minutes

4. Hear a Presentation on Navigating Troubled Waters—Amy Bach (United Policyholders)—10 minutes

5. Hear a Presentation on Consumers Filing Complaints or Reporting Improper Insurer Behavior in the Automobile Repair Context—Erica Eversman (Automotive Education & Policy Institute—AEPI)—10 minutes

6. Hear a Presentation on Protecting Patients from Surprise Medical Bills and the Impact of Other Federal Policy Changes on Consumers—Claire McAndrew (Families USA) and Sarah Lueck (Center on Budget and Policy Priorities—CBPP)—10 minutes

7. Hear a Presentation on Clarifying Insurance Coverage of Living Donors—Deborah Darcy (American Kidney Fund—AKF)—7 minutes

8. Hear a Presentation on Raising Consumer Concerns About Wellness Programs—Katie Keith (Out2Enroll) and Silvia Yee (Disability Rights Education and Defense Fund—DREDF)—8 minutes

9. Hear a Presentation on the Healthcare Fraud Prevention Partnership (HFPP) and How it is Protecting Americans from Insurance Fraud—Matthew Smith (CAIF) and Dan Kreitman (HFPP)—10 minutes

10. Discuss Any Other Matters Brought Before the Liaison Committee
    — Commissioner Stephen C. Taylor (DC)

11. Adjournment