Date: 7/30/21

2021 Summer National Meeting
Columbus, Ohio

NAIC/CONSUMER LIAISON COMMITTEE
Saturday, August 14, 2021
9:30 – 11:00 a.m.
Convention Center—Union Station Ballroom—Level 1

ROLL CALL

Michael Conway, Chair Colorado Anita G. Fox Michigan
Andrew R. Stolfi, Vice Chair Oregon Grace Arnold Minnesota
Jim L. Ridling Alabama Mike Chaney Mississippi
Lori K. Wing-Heier Alaska Chlora Lindley-Myers Missouri
Peni Itula Sapini Teo American Samoa Eric Dunning Nebraska
Evan G. Daniels Arizona Barbara D. Richardson Nevada
Alan McClain Arkansas Linda A. Lacewell New York
Ricardo Lara California Mike Causey North Carolina
Andrew N. Mais Connecticut Jon Godfread North Dakota
Trinidad Navarro Delaware Judith L. French Ohio
Karima M. Woods District of Columbia Glen Mulready Oklahoma
David Altmaier Florida Jessica K. Altman Pennsylvania
John F. King Georgia Doug Slape Texas
Dean L. Cameron Idaho Jonathan T. Pike Utah
Doug Ommen Iowa Tregenza A. Roach Virgin Islands
Vicki Schmidt Kansas Scott A. White Virginia
Sharon P. Clark Kentucky Mike Kreidler Washington
James J. Donelon Louisiana Mark Afable Wisconsin
Kathleen A. Birrane Maryland

NAIC Support Staff: Lois E. Alexander

2021 NAIC Consumer Liaison Representatives

Jamille Fields Allsbrook Center for American Progress Bonnie Burns California Health Advocates
David Arkush Public Citizen’s Climate Program Tasha Carter Florida Office of the Insurance Consumer Advocate
Amy Bach United Policyholders (UP) Symone N. Crawford Massachusetts Affordable Housing Alliance (MAHA)
Birny Birnbaum Center for Economic Justice (CEJ) Brenda J. Cude University of Georgia
Ashley Blackburn Community Catalyst Brenda J. Cude The Leukemia & Lymphoma Society (LLS)
Brendan M. Bridgeland Center for Insurance Research (CIR) Lucy Culp
Courtney Bullard Utah Health Policy Project (UHPP)
<table>
<thead>
<tr>
<th>Name</th>
<th>Organization/Institute</th>
<th>Name</th>
<th>Organization/Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deborah Darcy</td>
<td>American Kidney Fund (AKF)</td>
<td>Natasha Kumar</td>
<td>Families USA</td>
</tr>
<tr>
<td>Yosha P. Dotson</td>
<td>Georgians for a Healthy Future (GHF)</td>
<td>Deborah Ojeda-Leitner</td>
<td>National Center for Transgender Equality (NCTE)</td>
</tr>
<tr>
<td>Eric Ellsworth</td>
<td>Consumers’ Checkbook/Center for the Study of Services</td>
<td>Sarah Lueck</td>
<td>Center on Budget and Policy Priorities (CBPP)</td>
</tr>
<tr>
<td>Erica Eversman</td>
<td>Automotive Education &amp; Policy Institute (AEPI)</td>
<td>Gwendolyn Roberts Majette</td>
<td>Center for Health Law and Policy</td>
</tr>
<tr>
<td>Justin Giovannelli</td>
<td>Georgetown University Center on Health Insurance Reforms (CHIR)</td>
<td>Erin Miller</td>
<td>Colorado Children’s Campaign</td>
</tr>
<tr>
<td>Ross Hammond</td>
<td>The Sunrise Project Healthy Wyoming</td>
<td>Karen Siegel</td>
<td>Health Equity Solutions (HES)</td>
</tr>
<tr>
<td>Marguerite Herman</td>
<td></td>
<td></td>
<td>Coalition Against Insurance Fraud (CAIF)</td>
</tr>
<tr>
<td>Anna Schwamlein Howard</td>
<td>American Cancer Society (ACS) Cancer Action Network (CAN)</td>
<td>Matthew J. Smith</td>
<td>National Alliance on Mental Illness (NAMI)</td>
</tr>
<tr>
<td>Janay Johnson</td>
<td>American Heart Association</td>
<td>Harold M. Ting</td>
<td>Consumer Advocate Volunteer</td>
</tr>
<tr>
<td>Katie Keith</td>
<td>Out2Enroll</td>
<td>Wayne Turner</td>
<td>National Health Law Program (NHeLP)</td>
</tr>
<tr>
<td>Karrol Kitt</td>
<td>The University of Texas at Austin</td>
<td>Jackson Williams</td>
<td>Dialysis Patient Citizens (DPC)</td>
</tr>
<tr>
<td>Kenneth S. Klein</td>
<td>California Western School of Law</td>
<td>Silvia Yee</td>
<td>Disability Rights</td>
</tr>
<tr>
<td>Rachel K. Klein</td>
<td>The AIDS Institute</td>
<td></td>
<td>Education and Defense Fund (DREDF)</td>
</tr>
<tr>
<td>Peter R. Kochenburger</td>
<td>University of Connecticut School of Law</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**AGENDA**

1. **Hear a Presentation on Helping Consumers Avoid Getting Burned or Blown-Away by Post-Disaster Fraud**—*Amy Bach (UP) and Matthew J. Smith (CAIF)*—20 minutes

2. **Hear a Presentation on the Impact of the COVID-19 Pandemic on Consumer Credit Scores and Insurance Underwriting**—*Binny Birnbaum (CEJ)*—20 minutes

3. **Hear a Presentation on Regulatory Possibilities for Promoting Equity Through Telehealth**—*Karen Siegel (HES) and Rachel K. Klein (The AIDS Institute)*—20 minutes

4. **Hear a Presentation on the Implementation of the Federal No Surprises Act (NSA) and Implications for Consumer Protections**—*Natasha Kumar (Families USA) and Gwendolyn Roberts Majette (Center for Health Law and Policy)*—15 minutes
5. Hear the Survey Results from the Consumer Representatives Survey—Brenda J. Cude (University of Georgia) and Yosha P. Dotson (GHF)—15 minutes

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

7. Adjournment