

*2024 Summer National Meeting
Chicago, Illinois*

NAIC/CONSUMER LIAISON COMMITTEE

Monday, August 12, 2024
11:45 a.m. – 1:45 p.m.

Meeting Summary Report

The NAIC/Consumer Liaison Committee met Aug. 12, 2024. During this meeting, the Liaison Committee:

1. Observed a minute of silence to honor the memory of Karrol Kitt, long-time NAIC consumer representative.
2. Adopted its Spring National Meeting minutes.
3. Received a report on the activities of the NAIC/Consumer Participation Board of Trustees. The Liaison Committee heard feedback from testers on the automated consumer representative application; discussed additional comments from consumer representatives; adopted new revisions to its plan of operation for the Consumer Participation Program; and discussed two requests for NAIC action on: 1) readability for all NAIC models and committees; and 2) state legislative surveys and enforcement tracking of prior authorizations.
4. Heard a presentation from the National Alliance on Mental Illness (NAMI), the Legal Action Center (LAC), and an individual consumer advocate on insurance obstacles to mental health and substance use disorder care. This is important due to the alarming rise in mental illness and substance abuse in the U.S. as access to affordable care with in-network clinicians is difficult to obtain.
5. Heard a presentation from the Center for Budget and Policy Priorities (CBPP) and Georgians for a Healthy Future (GHF) on the impact of the enhanced premium tax credit (PTC) on uninsurance, premiums, and state innovation. The expiration of the enhanced PTCs brings a host of new health concerns to those who rely on PTCs to maintain access to needed health care.
6. Heard a presentation from the National Health Law Program (NHLP) and the Colorado Consumer Health Initiative (CCHI) on important changes to the essential health benefits (EHBs) in the U.S. Department of Health and Human Services (HHS) Notice of Benefit and Payment Parameters for 2025. This is important to states as the final rule clarifies that the 10 EHBs listed are minimum requirements that states can add to and build upon with benefits such as oral and dental care, which is tied to physical and mental health.
7. Heard a presentation from the Life Insurance Consumer Advocacy Center (LICAC) about the misuse of indexed life and annuity policy illustrations. This is important to consumers and states to realize that illustrations currently are not required to indicate zero or negative impacts of interest and investments on disclosures to consumers during the purchase process.

8. Heard a presentation from the University of Georgia on readability standards in state insurance laws. Included was a consumer representative request for NAIC action to incorporate readability standards into existing models and those in development going forward.
9. Heard a presentation from the California Western School of Law on whether plaintiff’s attorneys are the cause of rising premiums. With skewed data from the industry, it is evident that there is misbehavior at the claims level even if the number of cases or the amount of the settlements are virtually unchanged over time.
10. Heard a presentation from United Policyholders and the Coalition Against Insurance Fraud (CAIF) on combatting post-disaster fraud but preserving coverage. Highlighted was the fact that consumers are often harmed several times—by the disaster, by the insurer, and by the fraudster turning the consumer into a fraudster with misleading advice on claims filing.
11. Heard a presentation from Ceres on the progress and challenges in U.S. insurance sector disclosures in navigating climate risks. International Task Force on Climate-Related Financial Disclosures (TCFD) reporting by the NAIC indicated four core principle pillars with 11 recommendations regarding financial risk disclosures, which shows that the insurance industry needs to be proactive—not reactive.