

**North Carolina Association of Health
Underwriters**

Policies and Procedures Handbook

Last Updated: 7/11/2018

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICIES & PROCEDURES**

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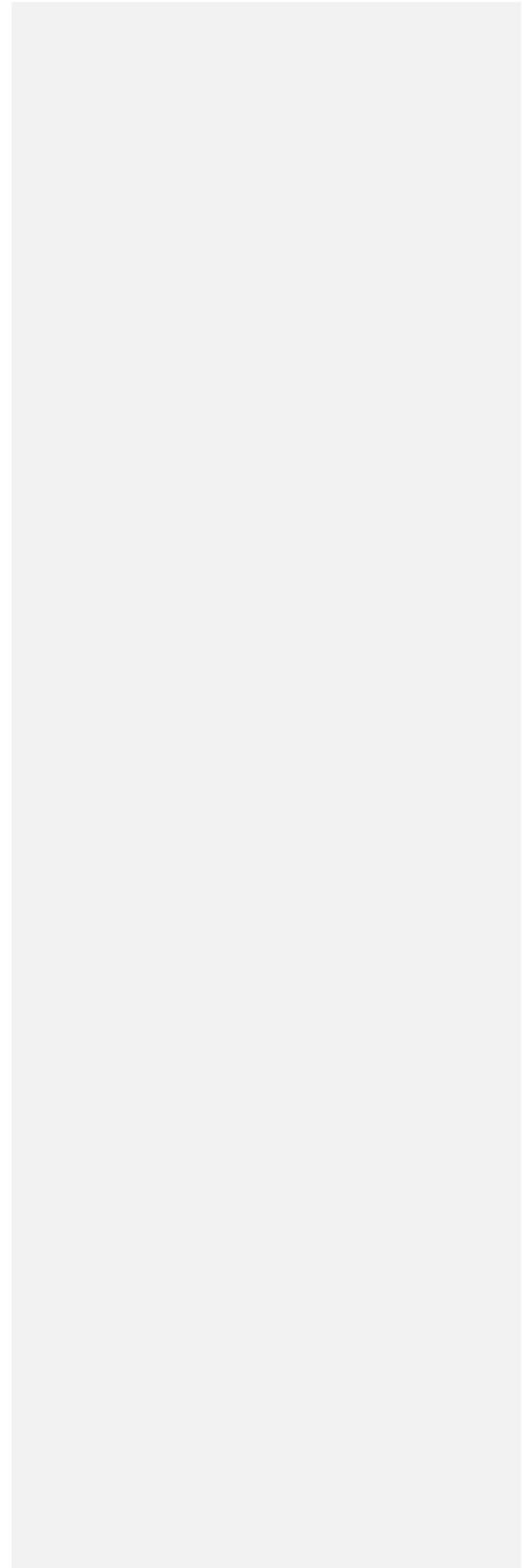
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NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS

**Awards
Policies & Procedures**



**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Fredrick W. Joyner Award Event
CLASSIFICATION: Awards
POLICY NUMBER: 01-07AW
MOTION: Chris Harrison
SECONDED: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: July 23, 2004
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE:

To ensure the quality and consistency of the Award event.

PROCEDURE (S):

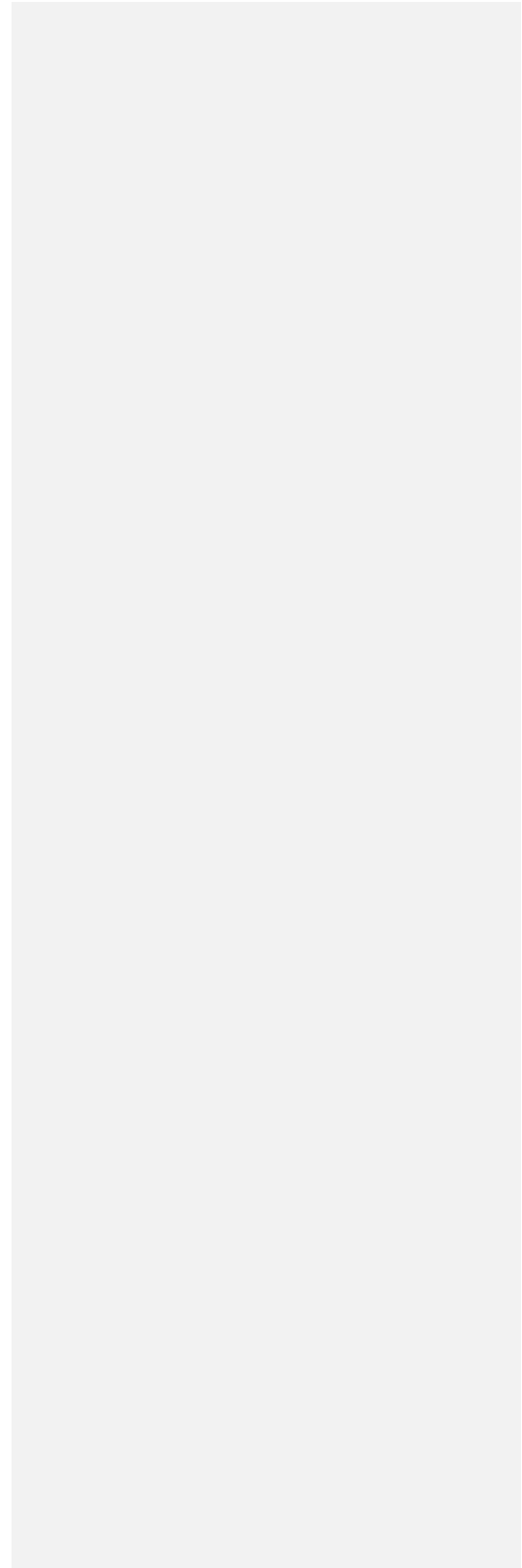
That the Chair and the Joyner Committee (comprised of the past 5 Joyner recipients) shall review the structure and program in a timely manner prior to the Award event, and the Committee Chair shall have operational supervision at the Award event.

FINANCIAL IMPACT:

Financial implications of this policy shall be part of the annual Awards budget and shall be considered by the Association when determining the budget for approval by the Board of Directors.

NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS

**Board
Policies & Procedures**



**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: NCAHU Travel Policy
CLASSIFICATION: Board
POLICY NUMBER: 01-07B
MOTION: Chris Harrison
SECONDED: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: May 30, 2018
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To define the policies for travel *at* NCAHU expense for meetings as outlined below. Each traveler is reminded that NCAHU's image can be best served by the use of restraint rather than extravagance in spending the Association's (and therefore the members') money.

POLICY:

1. Receipts are required for all expenses of \$25.00 or more, but a receipt should be provided for every expense when possible. Expenses over \$25.00 not accompanied by a receipt may be refused. Receipts should detail the purpose of the expense and list the individuals involved.
2. When traveling on NCAHU business, the following expenses are eligible for reimbursement:
 - A. 100% of the hotel room rate and tax for the current President of the State.
 - B. 50% of a single hotel room rate and tax. This expense will be the responsibility of the traveler, and will be reimbursed by NCAHU upon proper documentation, and when attending a NAHU function - Convention, Capitol Conference, Region V Leadership.

Incidentals will be the responsibility of the traveler, with reimbursement by NCAHU if the expense is justified.

C. Transportation for NAHU Convention, Capitol Conference and Region V Leadership.

1. Airline transportation-coach fare only. Airline tickets will be charged directly to NCAHU's account if possible. If the members pays for the airfare the following shall be the maximum reimbursements:
National Convention (east of the Mississippi: \$300; west of the Mississippi: \$400); Capitol Conference - \$250; Region V Leadership - \$350.
2. By car at the IRS standard reimbursement. Mileage reimbursement includes fuel, oil, and depreciation, but does not include parking or tolls (which are reimbursable). Total mileage reimbursement will be limited to the lowest available round trip coach airfare between destinations.

- D. Meals .Breakfast, lunch, and dinner. Not to exceed \$75/day. Total meal expense for an individual over \$75/day will be refused. When submitting meal expenses for yourself and others, you must identify the participants and the reason for the expense. You will not be reimbursed for meal expenses for family members.**
- E. Registration for NAHU National Convention, NAHU Capitol Conference, and Region V Leadership Conference will be reimbursed at 100% to mirror the board positions referenced in Section 5.**

3. When submitting non-travel related expenses, all receipts must be included, with an explanation of the purpose of the expense.
4. The decision to reimburse for an expense will be that of the NCAHU President or Finance Committee and the availability of funds . Expenses submitted more than 60 days after the event shall not be eligible for reimbursement.
5. This policy will apply to the following positions by event, unless approved by the NCAHU Board of Directors:
 - a. NAHU Capitol Conference: President, President Elect, Vice President, Secretary-, Chair(s) of Federal L&L
 - b. NAHU National Convention: President, President Elect, Vice President, Secretary-
 - c. Region V Leadership Conference: President, President Elect, Vice President, Secretary

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Policies and Procedures Sunset Period

CLASSIFICATION: Board

POLICY NUMBER: 02-07B

MOTION: Chris Harrison

SECONDED: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001

DATE AMENDED: May 30, 2018

APPROVED BY: Board of Directors

SUNSET: April 2021

PURPOSE:
To establish a systematic review of policies and procedures.

POLICY:
Every policy shall have a “sunset” clause after 3 years (unless otherwise specified in the P&P).

PROCEDURE (S):
Prior to the winter Board of Directors meeting the Secretary(or a person appointed by the President) shall review all P&P to identify those that are due to expire.

The expiring policies will then be submitted to the Board of Directors for revision, reapproval or no action.

FINANCIAL IMPACT: NONE

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Taking and Distribution of Minutes
CLASSIFICATION: Board
POLICY NUMBER: 03-07B
MOTION: Chris Harrison
SECONDED: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: May 14, 2018
APPROVED BY: Board of Directors
SUNSET: April 2021

PURPOSE:

To assure the accurate recording of the results of motions by the NCAHU Board of Directors and all other NCAHU Committees and to assure the distribution of this information to the NCAHU BOARD OF DIRECTORS.

POLICY:

Every motion of the Board of Directors and all other NCAHU Committees shall be recorded and distributed to the Board Of Directors in a timely manner.

All committees provided for in the Bylaws of the Association shall take and maintain minutes as described in Chapter 21 of the Standard Code of Parliamentary Procedures.

PROCEDURE (S):

The Secretary shall distribute these minutes to the Board Of Directors in a timely manner prior to the next Board Of Directors teleconference or meeting.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Standard Association Meeting Minutes Record
CLASSIFICATION: Board
POLICY NUMBER: 04-07B
MOTION: Chris Harrison
SECONDED: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED:
DATE AMENDED: May 14, 2018
APPROVED BY: September 9, 2012
SUNSET DATE: Board of Directors
April 2021
PURPOSE:

Establish solid paper trail and institute correct minutes.

POLICY:

All written material referred to in minutes must also be a part of the minutes. Permanent keeping of copies of all minutes will be maintained on the NCAHU website, or a location designated by the Executive Committee.

PROCEDURE (S):

The Secretary is directed to maintain all originals and provide a full set of copies to the President and or any board members upon request.

FINANCIAL IMPACT: NONE

Commented [DMB1]: Insert the word "to"

**North Carolina Association of Health Underwriters
Policy & Procedures**

Policy Title: Attendance at Scheduled Meetings
Classification: Board Policy
Number: 05-7B
Motion: David Moore
Second: Pete Burger
Date Submitted: September 9, 2004
Date Approved: September 9, 2004
Approved By: Board of Directors
Sunset: April 2021

Purpose: NCAHU provides or incurs expenses for meals, transportation and/or lodging at certain Health Underwriter events which include, but are not limited to, by bi-monthly Board Meetings, NCAHU Leadership Conference, NCAHU Day on the Hill, NAHU Capitol Conference and NAHU Annual Convention. When a member confirms attendance and subsequently fails to attend these meetings without giving the NCAHU President reasonable notice, NCAHU incurs unnecessary expenses.

Policy:

1. Members must RSVP for all events within the time limits set by the President or appropriate Committee Chair.
2. In the event a member is unable to attend an event where they have previously confirmed attendance, they must notify the President, or appropriate Committee Chair within a reasonable period of time to allow NCAHU to avoid expenses for pre-arranged meals, transportation and/or lodging. Unless specified otherwise, the reasonable period of time for notification to the President shall be the greater of the time period established by NAHU to receive a full refund of costs associated with attending a national event, or 72 hours of a state sponsored event.

Procedure:

1. In the event a member shall fail to notify the President, or appropriate Committee Chair in a timely manner (as specified in the above Policy), the order of financial responsibility shall be as follows:

- a. **If the member is a representative of a local chapter, either as the Local President or Member at Large to the State Board, or as a non-State Board member representing a local chapter at a sponsored event, the local chapter shall be responsible for any costs incurred by the state for the member's non-compliance with this policy.**
 - b. **If the member is a representative of the Executive Committee or a State Board Committee Chair, the member shall be directly responsible for any costs incurred by the state for the member's non-compliance with this policy.**
2. **The responsible party, either the local chapter or the member, shall accept the NCAHU's Presidents determination of the cost associated with the non-compliance with this policy. Reimbursement to the state shall be due immediately upon notification from the Executive Director to the responsible party.**

Financial Impact: None, or to save NCAHU from incurring unnecessary expenses.

NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS

**Bylaws
Policies & Procedures**

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Powers of Local Associations within NCAHU

CLASSIFICATION: Bylaw

POLICY NUMBER: 01-07BL

MOTION: Chris Harrison

SECONDED: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001

DATE AMENDED: July 23, 2004

APPROVED BY: Board of Directors

SUNSET: April 2021

PURPOSE:

Define system for resolving conflict between state and local association activities and NCAHU position.

POLICY:

NCAHU is a federation of local associations to directly serve the active members of NCAHU. Local associations are autonomous in "home affairs" but combine for matters of board policy. Therefore, when a legislative or other issue arises that might in any way affect the State position, the local association must contact the appropriate NCAHU committee, in writing, and ask for clarification, in writing, whether or not the "home affairs" conflict with the position of the federation.

If the "home position" conflicts, the local association must combine with the federation position in order to serve the common business interest to those engaged in the health insurance industry and to promote education, legislation, regulations and practices which are in the best interest of the health insurance industry and the insuring public as stated in Article II, NCAHU bylaws.

The second issue, regarding proper representation of membership on legislative and other NCAHU activities, deals with the powers, Policies and Procedures of the local associations. Certain legislative and other issues could require a full or statistical polling of local members prior to a position which would affect their membership. Other issues might be properly addressed by a written and approved policy and procedure and through the authority vested in the Board of Directors by the Bylaws approved by the membership.

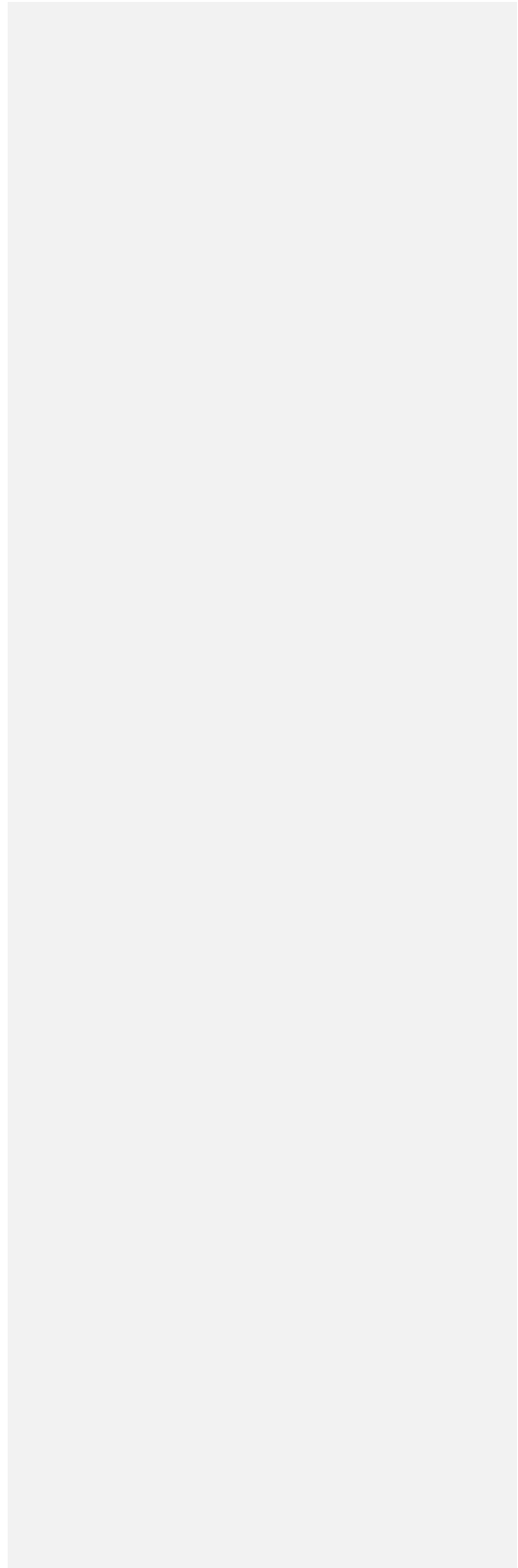
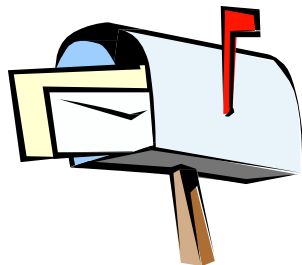
PROCEDURE (S):

If a local association is in doubt as to properly addressing a situation relative to these matters, they must contact their President for clarification by the appropriate NCAHU body.

FINANCIAL IMPACT: NONE

NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS

Communications Policies & Procedures



**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: July/August NCAHU Newsletter
CLASSIFICATION: Communications
POLICY NUMBER: 01-07C
MOTION: Chris Harrison
SECONDED: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: May 14, 2018
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE:

The NCAHU Newsletter –(July edition)to feature the President or the President and Executive Committee.

POLICY:

The annual - July issue of the NCAHU Newsletter shall feature the new President and/or the President and Executive Committee. The choice shall be at the sole discretion of the President.

PROCEDURE (S):

The President, or appropriate committee member will coordinate the cover story with the President- Elect to be ready for print when the President- Elect becomes the President.

FINANCIAL IMPACT: None

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Communication of NCAHU Policies & Procedures
CLASSIFICATION: Communications
POLICY NUMBER: 02-07C
MOTION: Chris Harrison
SECOND: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: July 23, 2004
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To facilitate easy access of NCAHU policies and procedures to members.

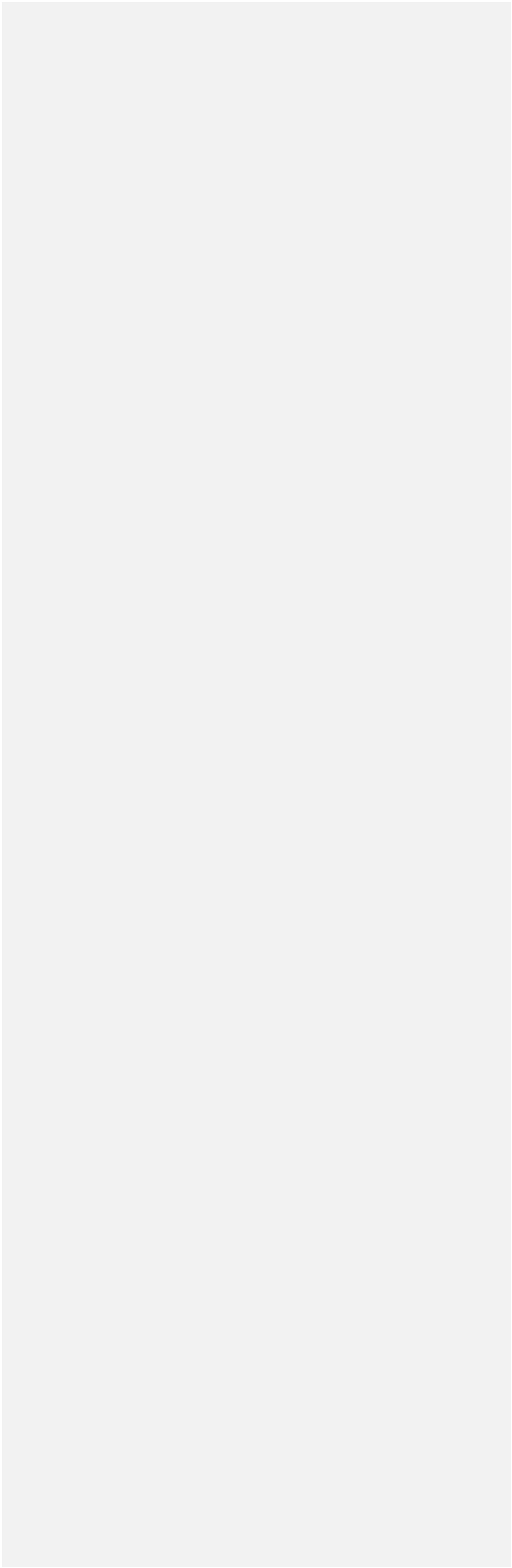
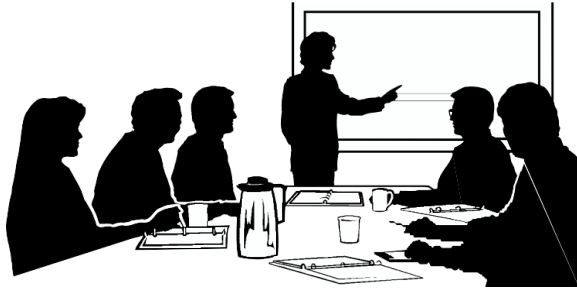
POLICY: All policies and procedures shall be distributed to all local chapter Presidents annually. The distribution of the policies and procedures may be done electronically. In addition, any new P&P shall be distributed within 30 days.

PROCEDURE (S): Policies and procedures will be on the website to be available electronically within 15 days of approval by the Board. After each Board of Directors meeting, the P&P will be updated and distributed, if changed, within 15 days. Distribution of the P & P will be considered made at the time they are made available on the NCAHU website.

FINANCIAL IMPACT: NONE

NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS

Executive Policies and Procedures



**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Reporting Nominations Process to Chapters

CLASSIFICATION: Nominations

POLICY NUMBER: 01-07N

MOTION: Chris Harrison

SECOND: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001

DATE AMENDED: July 23, 2004

APPROVED BY: Board of Directors

SUNSET DATE: April 2021

PURPOSE:

Notification through NCAHU's monthly Newsletter of the Nominations process.

POLICY:

The Nominations Committee Chair should send directly to NCAHU the Newsletter message so that it is received by the deadline for the January issue. The message should be included in the January issues of the Newsletter.

PROCEDURES:

The message should reaffirm the importance of our members playing a part in the Nominations Process and a reminder of the January 15th deadline for the required nomination form and profile information.

FINANCIAL IMPACT: NONE

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

TITLE: Website Publication Authorization

CLASSIFICATION: Executive

POLICY NUMBER: 01-07E

MOTION: Chris Harrison

SECOND: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001

DATE AMENDED: May 14, 2018

APPROVED BY: Board of Directors

SUNSET DATE: April 2018

PURPOSE:

To assure that any information placed on the NCAHU website is consistent with NCAHU policy and is complete, accurate and timely.

POLICY:

Prior to material being placed on the NCAHU website, approval must be given, by the President and the Executive Committee member serving as liaison to the appropriate committee or project. Exceptions may be made - for recurring features or other such material. An exception, once granted, may be withdrawn at any time using the same procedure as is used for approvals.

PROCEDURE(S):

Before material is placed on the NCAHU website, the President will cause the material to be sent to the Executive Committee. The President, the Executive Committee must approve the material in writing. In the case of the President and the Executive Committee member, approval may be sent to the Web Master by email or fax, but in any case their approval must be indicated in writing.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

TITLE: Standard timeline for Review of Sunset P&Ps by the Board

CLASSIFICATION: Executive

POLICY NUMBER: 02-07E

MOTION: Chris Harrison

SECOND: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001

DATE AMENDED: September 20, 2001

APPROVED BY: Board of Directors

SUNSET DATE: April 2021

PURPOSE:

To ensure consistency in reviewing all current year sunset policies and procedures.

POLICY:

All policies and procedures that sunset each year will be reviewed at the - first board meeting by the Board of Directors for further action.

PROCEDURE (S):

The Board of Directors will present all sunset Policies and Procedures for that current year to be reviewed and voted on at the -first board meeting. This will enable the policies to either be continued or withdrawn immediately after the meeting.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Conflict of Interest
CLASSIFICATION: Executive
POLICY NUMBER: 03-07E
MOTION: Chris Harrison
SECOND: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: May 14, 2018
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To maintain the highest ethical standards between NCAHU and both present and past leaders and employees.

POLICY: No person dealing with NCAHU shall receive special favor or consideration because of that individual's current or former position with NCAHU. No person acting on behalf of NCAHU should have a material, financial stake in transactions concerning the Association without the full knowledge and written consent of the Board of Directors.

PROCEDURE:

Definitions: (For purposes of this Policy and Procedure)

1. *Conflict of interest* means any transaction in which a current or former NCAHU Leader has a material financial interest. A *conflicted individual* is a NCAHU Leader with a conflict of interest relative to a particular transaction.
2. *NCAHU Leaders* means any member of NCAHU Staff or any Member of a NCAHU Entity.
3. *Former NCAHU Leaders* means individuals who were a NCAHU Leader during any part of the 12 months preceding a vote concerning a transaction in which the Former NCAHU Leader has a material, financial interest.
4. *NCAHU Entity* means any NCAHU Board, Commission, Committee, or Foundation.
5. *Material Financial Interest* means any direct or indirect benefit, including salary compensation or other payment with a value of \$250.00 or more received directly by a NCAHU Leader or by a NCAHU Leader's immediate relatives (parents, children, siblings,

spouses and the spouse's immediate relatives), co-residents or roommates, or any corporation, partnership or business in which such person is an officer, director, or major stockholder.

- a. In the case of NCAHU staff, material financial interest shall exclude regular salary, bonuses, benefits and other compensation paid them in the normal course of their duties on behalf of NCAHU.
- b. In the case of a member of a NCAHU Entity, material financial interest shall exclude salary, compensation or benefit resulting from holding a position common to the general membership. (For example, a Board Member voting to spend money or behalf of a group supporting guarantee issue of health insurance does not have a conflict of interest even though such a legal requirement would likely increase their income, as many members of NCAHU would likewise benefit).

6. *Major stockholder* means ownership or control of five percent (5%) or more of the outstanding stock of a business Entity.

Disclosure:

1. A NCAHU Leader shall disclose any material financial interest in transactions contemplated or entered into by NCAHU as soon as such interest is known. Such notification must be made, in writing, to the President. If the potential conflict involves the President, additional notification shall be made to the President-Elect.
2. When NCAHU Leaders or Former NCAHU Leaders are aware of potential conflict of interest concerning a Former NCAHU Leader such information shall be disclosed in the same manner as for current NCAHU Leaders.

Recusal:

Members of NCAHU Entities and NCAHU staff shall not participate in any discussion or vote concerning a transaction in which they have a conflict of interest.

- a. By a majority vote of the NCAHU Entity, the conflicted individual may be permitted to participate in discussions concerning the transaction, but in no event may the conflicted individual vote on the matter.
- b. In cases deemed appropriated by the President, a vote by the Board of Directors in which at least 60 percent of its membership concurs, may permit a conflicted individual to participate in discussions on a transaction.
- c. All votes by all NCAHU Entities (including the Executive Committee) permitting a conflicted individual from participating in discussions concerning the transaction shall be reported immediately to the Board of Directors. The Board of Directors shall have the authority to overturn any decision made in connection to the conflict of interest.

2. **Members of NCAHU Entities and NCAHU Staff should voluntarily recuse themselves from activities in which they have a conflict of interest. However, any other member of the NCAHU Entity may seek a vote of the full NCAHU Entity to determine whether a conflict of interest exists.**
 - a. **If a majority of the NCAHU Entity determines a conflict exists for an individual Entity Member, that individual will not be permitted to participate in the discussion and vote concerning the transaction unless permitted to participate under *Recusal* item 1, above.**
 - b. **The individual subject to another Member of the NCAHU Entity's motion concerning a conflict of interest may participate and vote in the debate determining whether a conflict of interest exists.**
3. **NCAHU Entities shall report all incidences of conflicts of interest to the Board of Directors including a description of how the conflict was handled.**

Transactions Involving Conflicts of Interest:

1. **NCAHU shall not enter into a transaction involving a conflict of interest with a NCAHU Leader unless:**
 - a. **Disclosure of the conflict of interest is made pursuant to this Policy and Procedure.**
 - b. **The NCAHU Entity approves a motion by majority vote specifically acknowledging the conflict of interest and stating the level of participation in the decision related to the transaction by the conflicted individual. (For example, if after disclosing a conflict of interest, a Member of the Board of Directors is permitted to discuss the matter prior to a vote, such involvement must be noted in specific motion). This motion may be part of the motion approving the transaction or in a separate motion.**
2. **The minutes of a NCAHU Entity shall reflect all information relative to a conflict of interest. The minutes of the NCAHU Board of Directors shall specifically reference receipt of any information from staff or NCAHU Entities concerning conflicts of interest.**

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Board and Committee Notification of
Scheduled Teleconferences

CLASSIFICATION: Executive

POLICY NUMBER: 04-07E

MOTION: Chris Harrison

SECOND: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001

DATE AMENDED: May 14, 2018

APPROVED BY: Board of Directors

SUNSET DATE: April 2021

PURPOSE:

To assure that all board and committee members are fully aware of their scheduled teleconferences. This notification should also ensure confirmation or cancellation of a teleconference.

POLICY:

To have notification sent to the board and committee members via fax, email or verbal communication via telephone call. This notification will be initiated from the President along with a copy of the agenda provided by the committee Chairperson.

PROCEDURE (S):

Notifications will be sent out no later than three (3) days prior to the actual teleconference date. The responsibility for sending out notices will be with the President.

FINANCIAL IMPACT: Cost of the telephone calls

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Submission of proposed policy and procedures
CLASSIFICATION: Executive
POLICY NUMBER: 05-07E
MOTION: Chris Harrison
SECOND: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: May 14, 2018
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To ensure the leadership is properly informed about a proposed policy and procedure prior to it being considered.

POLICY: That any Board of Director member shall submit a proposed policy and procedure to the Secretary no less than thirty (30) days prior to a policy and procedure being considered for vote.

That the Board of Directors may suspend, by a majority vote, and enact a temporary P&P if the policy and procedure is vital to the business operations of NCAHU. In the event a temporary P&P is approved it shall be in effect for a period of no more than ninety days (90). During such time the Secretary can proceed with the normal policy and procedure notification to the Board of Directors. Any approved temporary P&P requires the same notification to the Board of Directors.

PROCEDURE (S): Board of Director members shall submit the proposed P&P to the Secretary typed on the approved P&P form in the time frame as outlined in the P&P.

The President will devise a number system for all approved policy and procedures. The President will maintain the policy and procedures and work with the Secretary to ensure such established policy and procedures are adhered to.

FINANCIAL IMPACT: Implementation of this P&P will incur operating cost and will be included in the annual budget.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Duties of the Secretary
CLASSIFICATION: Executive
POLICY NUMBER: 07-07E
MOTION: Chris Harrison
SECOND: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: May 30, 2018
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To ensure proper minutes are taken and distributed to leadership and to ensure prudent financial management.

POLICY:

- 1) That the Secretary shall be responsible that minutes are taken at all Executive Committee, and State Board of Directors meetings. That such “draft” minutes shall be distributed within thirty (30) days to the Board of Directors. Approved minutes should be available, upon request, within 15 days of approval.
- 2) That the Secretary shall be responsible for maintaining the Association’s Policy and Procedures. Approved Policy and Procedures shall be signed by the Secretary and stored as permanent records of the Association at the NCAHU office.
- 3) That the Secretary shall distribute proposed Policy and Procedures to the Board of Directors and Local Presidents no less than thirty (30) days prior to approval.
- 4) That any approved policy and procedure is distributed to the Board of Directors and all Local AHU chapters in a timely manner.
- 5) That the Secretary shall distribute all approved policy and procedures to new members of the Board of Directors and chapter Presidents within thirty (30) days of the start of their term.

6) The Secretary shall report to the membership the actions of the Board of Directors meeting within a timely manner.

PROCEDURE (S):

The Secretary will work with committee chairs to ensure that established policy is implemented. That the Secretary may appoint individuals to help them carry out their duties and responsibilities. The Secretary may comply with this P&P by notifying chapter Presidents in writing that a new P&P with the title has been posted on the website.

The Secretary may comply with this P&P by notifying in writing, by email, or fax the BOARD OF DIRECTORS members and Local Presidents that the minutes of a committee meeting are posted on the website.

The Secretary may comply with this P&P by notifying in writing, by email, or fax the Local Presidents that the minutes of the BOARD OF DIRECTORS meeting are posted on the website.

FINANCIAL IMPACT: There will be costs incurred to implement the P&P, and those costs will be included in the annual budget.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Competitive Bidding

CLASSIFICATION: Executive

POLICY NUMBER: 08-07E - Modified

MOTION: Chris Harrison

SECOND: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001

DATE AMENDED: July 23, 2004

APPROVED BY: Board of Directors

SUNSET DATE: April 2021

PURPOSE: To ensure, whenever possible, that NCAHU purchases from the lowest cost qualified vendor meeting the specifications of the bid, and to ensure a fair and impartial bidding process. It will also ensure that needs are fully evaluated prior to goods or services being purchased or contracted.

POLICY: NCAHU must follow a written process of competitive bidding, both as prescribed below and in accordance with written internal procedures developed by the Executive Committee.

PROCEDURE(S): Items costing less than \$1,000, or those associated with the NCAHU Symposium, which are not purchased on an ongoing contractual basis are exempt from this P&P. Bids for items purchased on an ongoing contractual basis, and those associated with the NCAHU Symposium, will be reviewed by the Executive Committee (EC) and the Finance Committee no less frequently than every two years.

Items costing between \$5,000 and \$10,000 require a minimum of three written bids. Bids should be in response to bid specifications drafted by the appropriate department director, and reviewed by the Executive Committee. Bids will be reviewed by the EC and the Finance Committee. Bids will be awarded to the lowest cost qualified bidder, as approved by the EC.

Items costing more than \$10,000 are subject to the same rules as those above, but the EC's determination is confirmed by a majority vote of the Board of Directors.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Binding Contracts
CLASSIFICATION: Executive
POLICY NUMBER: 09-07E
MOTION: Chris Harrison
SECOND: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: May 14, 2018
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To specify which person(s) have the authority to bind contracts for NCAHU.

POLICY: The Board Of Directors members and committee chairs may agree to customary and reasonable expenses, which do not require a contract and which have been authorized by the Board of Directors within their respective budgets.

PROCEDURE (S): Only the President or President Elect of the Association is permitted to sign or otherwise obligate NCAHU to any contractual agreements.

FINANCIAL IMPACT: None

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NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS

**Financial
Policies and Procedures**



**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Clearing Uncollectible Accounts Receivable
CLASSIFICATION: Finance
POLICY NUMBER: 01-07F
MOTION: Chris Harrison
SECOND: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: May 30, 2018
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To assure proper review and approval of uncollectible accounts receivable of any Association assets.

POLICY: All accounts receivable that have been identified by the President or Finance Committee as uncollectible will be submitted with supporting rationale or documents to the Executive Committee for written approval to write off.

PROCEDURE (S): If the Executive Committee approves the Uncollectible accounts receivable, the President or Finance Committee may then proceed to write off the bad debt.

FINANCIAL IMPACT: Dependent upon the amount of the write off.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: New Chapters
CLASSIFICATION: Finance
POLICY NUMBER: 02-07F
MOTION: Chris Harrison
SECOND: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: May 30, 2018
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE:
To further assist with the proper development of new chapters.

POLICY:
That NCAHU reimburse any new chapter for the fee associated with IRS form 8718, unless otherwise paid/reimbursed by NAHU.

PROCEDURE (S):
NCAHU President or Finance Committee shall reimburse, up to \$150, any new chapter that provides proper receipts of payment associated with IRS Form 8718, unless such expenses are reimbursed by NAHU.

IRS Form 8718 includes a fee of \$150 for a determination letter, for an organization seeking tax-exempt status. This \$150 fee should be reimbursed, in addition to any amount budgeted for new chapter "start-up" expenses.

FINANCIAL IMPACT: \$150 for each new chapter started in the Association year.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Dissemination of Financial Information to Membership

CLASSIFICATION: Finance

POLICY NUMBER: 03-07F

MOTION: Chris Harrison

SECOND: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001

DATE AMENDED: May 30, 2018

APPROVED BY: Board of Directors

SUNSET DATE: April 2021

PURPOSE: To ensure that the membership of NCAHU receives timely and accurate news of the financial condition of their association.

POLICY: Not less than quarterly, the President or Finance Committee shall cause current financial information about the state of the Association to be sent to all Local Chapter Presidents.

PROCEDURE (S): The Finance Committee shall distribute a statement of expense vs. budget (and any pertinent notes, explanatory information, etc.) to the State President. The President then shall distribute to all local chapter representatives at each State board meeting during the fiscal year. The format of the report shall be approved by the Board of Directors, which bears fiduciary responsibility for the Association.

These reports should bear a statement of confidentiality, approved in writing by NCAHU's legal counsel. The statement should allow for the information to be shared with members but should seek to prohibit other dissemination of the information they contain.

FINANCIAL IMPACT: None

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Expense Reimbursement for President
CLASSIFICATION: Finance
POLICY NUMBER: 04-07F REVISED
MOTION: Chris Harrison
SECOND: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: July 23, 2004
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To reimburse President for extra travel and administrative expenses that may occur.

POLICY: The President's budget will allow an amount, to be determined by the Executive Committee and approved by the State Board each year, which is available to adequately reimburse the President for unanticipated expenses that arise during the year. The amount must be approved by the State Board and will be a line item in the budget.

PROCEDURE (S): The Executive Committee will determine the dollar amount each year, and the State Board shall approve this expense in conjunction with the annual NCAHU budget.

Requests for reimbursement under this policy shall be submitted within 60 days or shall not be eligible for reimbursement.

FINANCIAL IMPACT: To be determined on an annual basis as part of the NCAHU budget

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: **Compilation Notification**

CLASSIFICATION: **Finance**

POLICY NUMBER: **06-07F**

MOTION: **Chris Harrison**

SECOND: **Jim Mozingo**

DATE SUBMITTED: **July 20, 2001**

DATE APPROVED: **September 20, 2001**

DATE AMENDED: **May 30, 2018**

APPROVED BY: **Board of Directors**

SUNSET DATE: **April 2021**

PURPOSE: To ensure the NCAHU financials are in order.

POLICY:

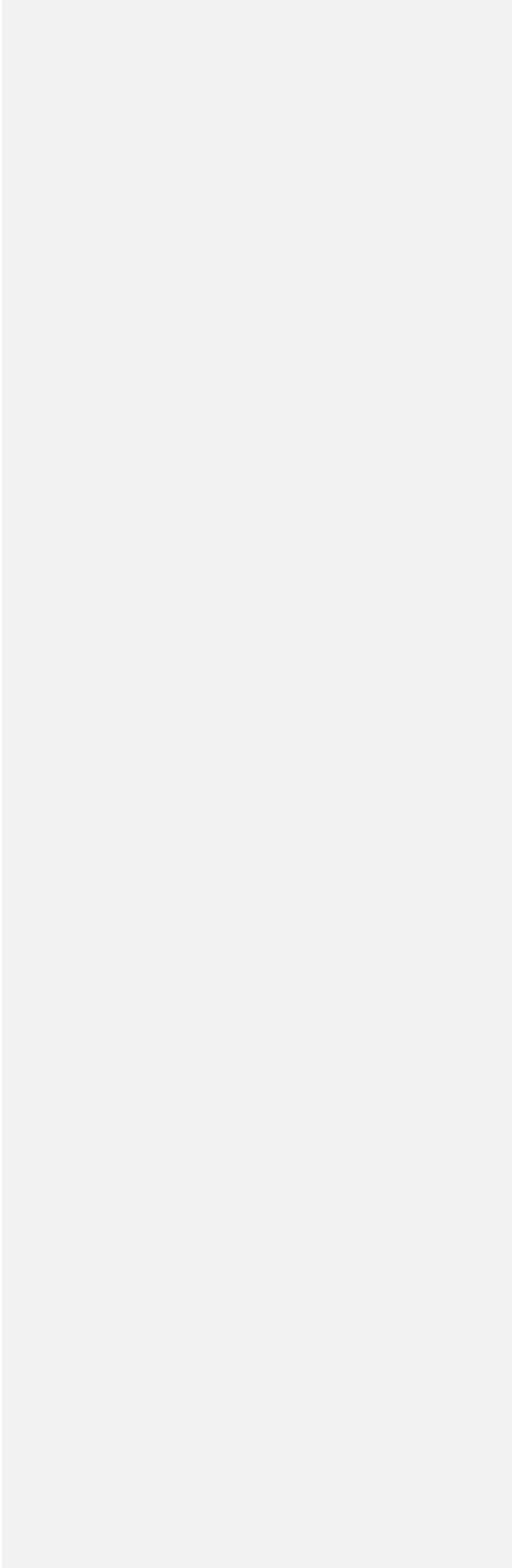
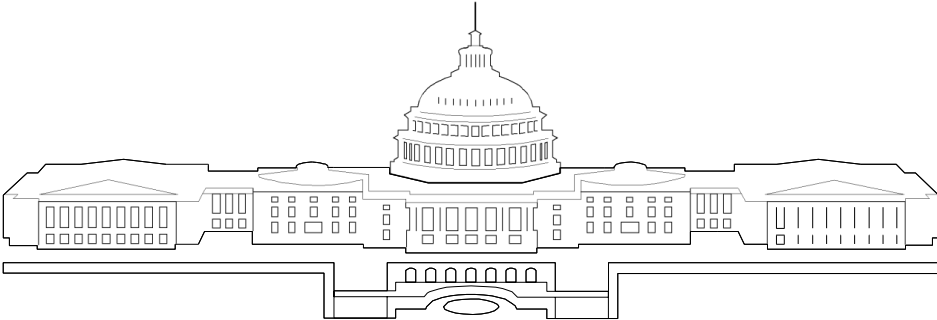
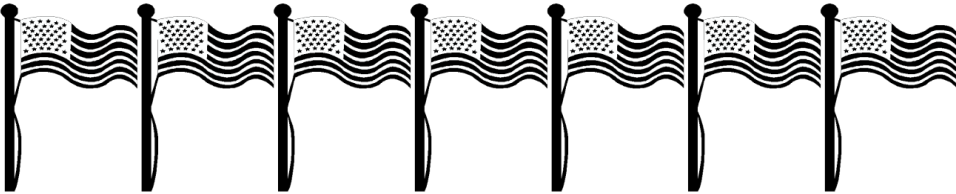
1. That the Finance Committee shall be directed to inform the accounting firm which performs the annual audit to copy the President on the results of the annual financial review and the Advice letter that accompanies the audit.
2. That the Advice letter shall be included as part of the financial audit package and presented to the Board of Directors.

PROCEDURE (S): NCAHU's CPA will review the financial information and report back to the executive committee the findings.

FINANCIAL IMPACT: Cost of CPA Firm's review. This cost shall be included and approved within each year's annual budget.

NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS

Legislative Policies and Procedures



**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Review of Congressional Testimony

CLASSIFICATION: Legislation

POLICY NUMBER: 01-07L - Modified

MOTION: Chris Harrison

SECOND: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001

DATE AMENDED: July 23, 2004

APPROVED BY: Board of Directors

SUNSET DATE: April 2021

PURPOSE: To assure that NCAHU's communication with Congress in the visible forum of Congressional testimony is consistent with NAHU policy.

POLICY: The official testimony of NCAHU should be consistent with approved NAHU policy.

PROCEDURE (S):

1. Any testimony to be presented, in writing or orally, to any Congressional body, shall first be submitted for review to the President, the President-Elect and the Legislative Chair. If any of these three individuals believe the document reflects policies not approved by the Board of Directors, they shall either 1) Submit the testimony to the Board of Directors, or its designees, for their review and recommendation; or 2) Eliminate the portion of the testimony they believe not to be consistent with approved NAHU policy.
2. NCAHU members testifying before a Congressional body on their own accord, without mention of their affiliation with NCAHU or NAHU, and without mention of NCAHU positions on specific issues, need not seek approval from NCAHU regarding their testimony.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Report on Legislative Visits
CLASSIFICATION: Legislative
POLICY NUMBER: 02-07L
MOTION: Chris Harrison
SECOND: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: July 23, 2004
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To make certain that NCAHU is aware of its grassroots activities.

POLICY: NCAHU should have the tools and information necessary to coordinate its grassroots lobbying efforts.

PROCEDURE (S): As soon as possible after an appointment with a legislator on NAHU/NCAHU business, the NAHU member should report to NCAHU or NAHU's legislative staff the results of that meeting. To facilitate this reporting, NCAHU may develop a Legislative Meeting Report form.

FINANCIAL IMPACT: NONE

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Hiring a State Lobbyist
CLASSIFICATION: Legislative
POLICY NUMBER: 03-07L
MOTION: Chris Harrison
SECOND: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: July 23, 2004
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To ensure the continued support of the NCAHU Lobbyist.

POLICY: That as long as funds are available in the annual budget, NCAHU will continue to fund the position of a state lobbyist.

PROCEDURE (S): Hire a lobbyist on a year-to-year contract. Review the cost associated with retaining a qualified lobbyist on an annual basis. Expenses for the lobbyist shall be shown on the annual budget, as approved by the State Board.

FINANCIAL IMPACT:
An amount to be determined on an annual basis, in the form of a line item within the budget, and as approved by the State Board.

**North Carolina Association of Health
Underwriters
Policy &
Procedures**

Policy Title: Consistency with State Board policies
"Speak with One

Voice" Classification: Legislation

Policy Number: 04-07L

Motion: David C. Smith

Second: Pete Berger

Date Submitted: October 18, 2004
Date Approved: November 18, 2004
Approved By: Board of Directors
Sunset: April 2021

Purpose: NCAHU, as a member driven organization, needs to establish consistent positions on state and federal legislative issues and ensure that its members do not stake positions on issues which are inconsistent with state or federal positions on these issues. Nationally there have been problems with some members suggesting or sponsoring legislation in the name of either NAHU or the State Association which has not been approved by either organization. The need to leverage our membership and our expertise on these issues requires that there be one voice and one message on issues of importance to members of NCAHU in North Carolina.

Policy:

1. Members and non-members are prohibited from asserting NCAHU or NAHU support on any issue which impacts NCAHU members – specifically on legislative or regulatory matters impacting health insurance and ancillary benefits – unless that position has been approved by the State Board or the NAHU Board of Trustees. Such prohibited assertions shall include endorsements of concepts or ideas, related to those issues impacted by our association, whereas the member's endorsement of a concept or idea is "perceived" to be an endorsement by the association merely by the position that the member holds on the state or local level (i.e. Board Member or Committee Chair).
2. In the event that a position has been asserted without the approval of NCAHU, that individual shall take all necessary steps to communicate to policymakers and other public entities (e.g. press) to clarify that the position taken by that individual is not supported by NCAHU and that the individual inappropriately asserted that support when communicating their own personal opinion on this issue(s).

Procedure:

- 1. Any support, or corresponding non-support, of a particular issue, whether legislative or regulatory in nature, in writing or orally, that has not previously been endorsed by NCAHU or NAHU, shall first be submitted for review to the President and the appropriate Legislative Chair (state or federal). If either of these individuals believes the position reflects policies not approved by the Board of Directors, they shall either 1) Submit the issue to the Board of Directors, or its designees, for their review and recommendation; or 2) Eliminate the portion of the “position” they believe not to be consistent with approved NCAHU or NAHU policy.**
- 2. When a member is found to have stated the support of NCAHU or NAHU, on an issue affecting NCAHU or NAHU and its members, the State Board shall:**
 - a. Review the facts and statements of the member to determine whether or not the position asserted was consistent with State or National policy on that issue.**
 - b. In the event that position asserted was inconsistent with state or national policy or has taken a position which has not been approved by the State Board, the President shall:**
 - i. Write the member, provide the member an opportunity to explain their actions and request that the member retract or clarify their statements in written form for review by the State Board.**
 - ii. The State Board shall review the statement and shall, if approved by majority vote of the members present, distribute the statement to individuals who received communication about the erroneously stated support of NCAHU or NAHU.**
 - iii. In the event that the statement is contained on a website or has been printed or shown in a printed or video media, including advertisements, the member shall cause to be distributed, at their own expense, a retraction with language consistent with the statement, in the same prominence and manner as the original statement.**
 - c. In the event that the position asserted was consistent, no additional action shall be required of the Board.**
- 3. When an individual who is not a current member of NCAHU is found to have stated the support of NCAHU or NAHU for an issue affecting NCAHU or NAHU and its members and that position is inconsistent with state or national policy on the issue, the State Board shall take all necessary steps to demand a retraction, and shall actively pursue any and all available remedies, including but not limited to, damages for breach of relevant trademark law.**

Financial Impact: None

NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS

**Membership
Policies and Procedures**



**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Routing of New Member Applications

CLASSIFICATION: Membership

POLICY NUMBER: 02-07M

MOTION: Chris Harrison

SECOND: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001

DATE AMENDED: May 14, 2018

APPROVED BY: Board of Directors

SUNSET DATE: April 2021

PURPOSE: To provide Chapters with immediate information about new members, allowing them to contact and welcome these members quickly.

POLICY: Any NCAHU chapter that wishes may prepare its applications or design its member's recruitment efforts. The applications should be forwarded to NAHU for entry into the National membership database. Submission of applications to NAHU must be made in a timely manner, and all original documentation must be included. A copy of the applications should be forwarded to the NCAHU office for entry into its database. Chapters are not required to collect applications and may continue under the existing system.

The policy applies only to new membership applications. Membership renewals will continue to be processed by NAHU exclusively.

PROCEDURE (S):

1. Chapters may collect new member applications for the purpose of gathering information about their new members more quickly.
2. Originals of all documentation, including application and check/credit card/bank draft payment for all health underwriter dues collected, must be forwarded to NAHU within ten (10) business days of receipt by chapter.
3. A copy of the application should be faxed, or emailed to the President or Secretary of NCAHU for follow-up purposes.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Membership dues payment through an automatic monthly bank draft

CLASSIFICATION: Membership

POLICY NUMBER: 04-07M

MOTION: Chris Harrison

SECOND: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001

DATE AMENDED: July 23, 2004

APPROVED BY: Board of Directors

SUNSET DATE: October 2012* Allowed to Sunset by Board

PURPOSE: To provide a monthly dues payment method as an alternative and as a retention tool.

POLICY: Provide each member and/or prospective member the option of paying dues with a monthly bank draft on an automatic basis.

PROCEDURE (S): An automatic bank draft authorization form shall be provided with each renewal and made available for distribution with new member applications.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Membership Affinity Programs and Endorsed Products Development

CLASSIFICATION: Membership

POLICY NUMBER: 05-07M

MOTION: Chris Harrison

SECOND: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001
DATE AMENDED: May 14, 2018
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To establish a method for selecting programs and/or products to be offered to members.

POLICY: The membership committee must first review any product or program offered to members or other appointed committee and be approved by the Board Of Directors.

PROCEDURE (S): Products or programs shall be initially reviewed by staff or membership committee or other appointed committee and legal counsel. A recommendation to adopt or refuse a program or product shall be reviewed by the Board Of Directors. The President shall notify vendor of final decision and proceed accordingly.

FINANCIAL IMPACT: Neutral.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Membership Committee Responsibilities
CLASSIFICATION: Membership
POLICY NUMBER: 06-07M
MOTION: Chris Harrison
SECOND: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: July 23, 2004
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To define the responsibility of the committee.

POLICY: Committee responsibility includes member recruitment, member retention, member benefits/programs, membership contests and/or prize and other membership activities as determined by the Board of Directors.

PROCEDURE (S): The Committee will: 1) coordinate the membership recruitment efforts of North Carolina, 2) provide direction and procedures to maximize member retention, 3) review and analyze existing and prospective member benefits and programs with specific recommendations, 4) develop and implement a membership contest that includes rewards for retention and recruitment, and 5) develop and implement programs as developed by the Board of Directors.

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE: Dual Membership In A Local Association For Members

CLASSIFICATION: Membership

POLICY NUMBER: 07-07M

MOTION: Chris Harrison

SECOND: Jim Mozingo

DATE SUBMITTED: July 20, 2001

DATE APPROVED: September 20, 2001

DATE AMENDED: July 23, 2004

APPROVED BY: Board of Directors

SUNSET DATE: April 2021

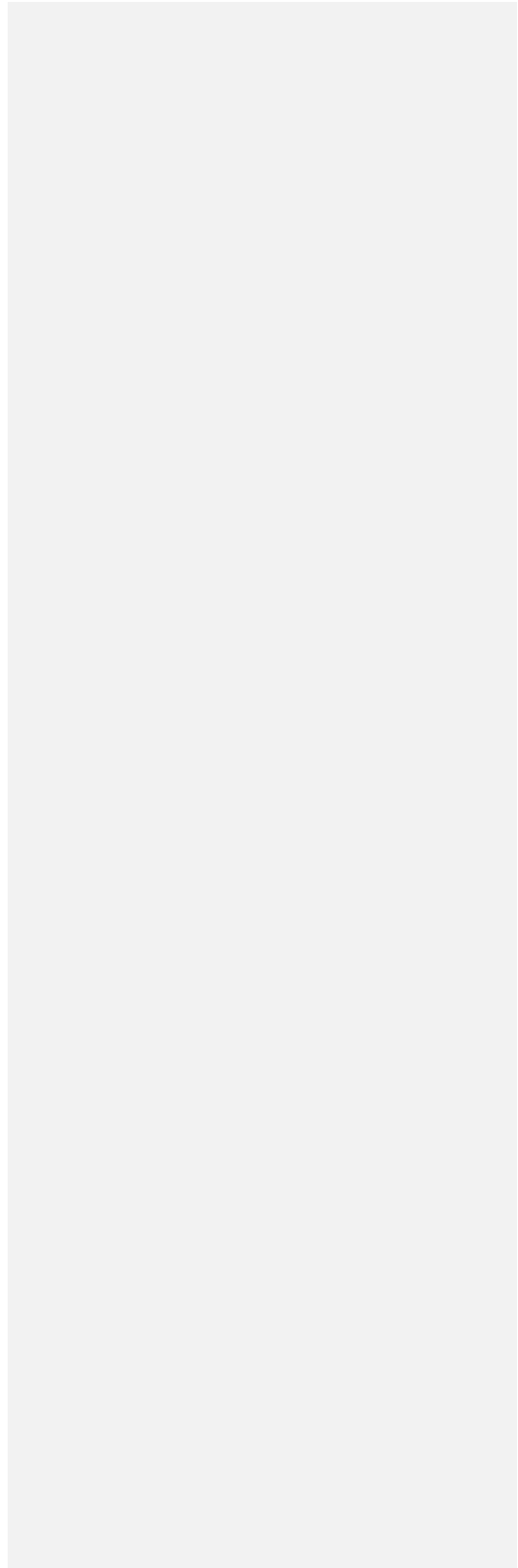
PURPOSE: To establish the criteria for disseminating local dues for those members who are official members of another NCAHU local chapter but want to be an associate member in another.

POLICY:

1. **DUES:** An individual member of NCAHU may elect to join another local other than that designated by their membership application as their home chapter. As such, they will be an Associate Member of the additional local chapter. The local association that has associate members will be responsible for collecting the local dues from those members.
2. **MEMBERSHIP ACCOUNTING:** A member with a dual membership will be officially accounted for in their home chapter.

NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS

Meetings Policies and Procedures



NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS

POLICY & PROCEDURES

POLICY TITLE: State funds disbursement to local chapters
CLASSIFICATION: Meetings
POLICY NUMBER: 01-07MT - Modified
MOTION: Chris Harrison
SECOND: Jim Mozingo
DATE SUBMITTED: July 20, 2001
DATE APPROVED: September 20, 2001
DATE AMENDED: May 30, 2018
APPROVED BY: Board of Directors
SUNSET DATE: April 2021

PURPOSE: To have the funds available to provide local NCAHU chapters reimbursement for sending members to NAHU functions.

POLICY: If a local chapter sends representation to NAHU's Capitol Conference or NAHU's Annual Convention, NCAHU will reimburse the local chapter an amount to be determined within each year's financial budget. The amount shall be approved by the State Board in conjunction with the annual budget. If the local chapter representative serves a dual leadership role on the national level or state level that provides reimbursement, the member must use those reimbursement dollars first.

PROCEDURE (S): After the member of the local chapter has attended the event a request for reimbursement may be made. The local chapter President can submit proof of attendance and the Finance Committee will reimburse the chapter the respective amount. Requests for reimbursement under this policy shall be submitted within 60 days or shall not be eligible for reimbursement.

FINANCIAL IMPACT:

An amount to be determined on an annual basis, in the form of a line item within the budget, and as approved by the State Board.

**NORTH CAROLINA ASSOCIATION OF HELATH
UNDERWRITERS POLICY AND PROCEDURES**

**NORTH CAROLINA ASSOCIATION OF HEALTH UNDERWRITERS
POLICY & PROCEDURES**

POLICY TITLE:

CLASSIFICATION:

POLICY NUMBER:

MOTION:

SECONDED:

DATE SUBMITTED:

DATE APPROVED:

APPROVED BY:

SUNSET DATE:

PURPOSE:

POLICY:

PROCEDURE(S):