REPRESENTING MORE THAN 100,000 LICENSED HEALTH INSURANCE AGENTS, BROKERS, GENERAL AGENTS, CONSULTANTS AND BENEFIT PROFESSIONALS THROUGH MORE THAN 200 CHAPTERS ACROSS AMERICA
# INTRODUCTION

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## YEAR IN REVIEW

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OVERVIEW

The National Association of Health Underwriters is the voice of more than 100,000 licensed health insurance agents, brokers, general agents, consultants and benefit professionals from across America. NAHU members are dedicated to ensuring that everyone – individuals and employers, large and small – has access to adequate, affordable health coverage.

Every day, NAHU members help their clients secure high-quality coverage that meets their needs and budget – no easy feat in an era of rapidly escalating medical costs. Consequently, NAHU works tirelessly advocating for public policies that will make health insurance coverage more affordable.

NAHU members help millions of consumers by guiding them through the complexities of health insurance purchasing and enrollment while ensuring they get the best policy at the most affordable price. Our members seek to understand each personal situation to create recommendations that complement their clients’ financial and medical security needs. And their jobs do not end with the sale. Our licensed producers help their clients with claims issues, service questions and compliance matters throughout the life of each policy they sell.
NAHU’s mission is to advocate for our members, provide professional development and deliver resources to promote excellence. We consistently promote, communicate and reach out to chapters regarding the availability of new tools, services and information through email, social media, our magazine and more.

In 2017, NAHU implemented multi-departmental strategies and tactics to encourage non-members to join, with a national membership marketing campaign.

Following the presidential election, NAHU strengthened its legislative presence by submitting comment letters and meeting with members of Congress on various issues. The association also promoted its views on the Graham-Cassidy Healthcare Reform Bill, the CHRONIC Care Act, cost-sharing reductions, medical loss ratio, open enrollment and Medicare through press statements and editorials that were featured in top-tier media outlets. NAHU educated our members on delays to the Cadillac/excise and health insurance taxes, employer reporting, the medical loss ratio, and Medicare and open enrollment by providing professional development resources such as training courses, certifications, tools, guidebooks and webinars.

Social media has proven to be an effective way to interact with our members, articulate our mission and share important information on the latest legislative developments and healthcare changes that affect agents and brokers.
IN WASHINGTON D.C. AND ACROSS THE U.S.

NAHU staff made quite a few visits to Capitol Hill and government agencies in 2017, lobbying and representing NAHU:

» NAHU staff made 293 visits to Capitol Hill, White House offices and federal agencies to share the association’s legislative priorities.

» NAHU staff attended 245 political meetings, federal agency meetings and fundraisers on behalf of HUPAC.

» NAHU staff attended 24 briefings from inside-the-Beltway groups.

» NAHU staff attended 16 hearings and 123 coalition meetings.

» NAHU staff attended 38 chapter meetings, symposiums, summits and expos and 20 conferences.

PAPERS, POLICY DOCUMENTS, COMMENTS AND TESTIMONY

NAHU staff and committees produced the following documents used for legislative and regulatory activities:

» NAHU submitted a comment letter to the Centers for Medicare and Medicaid Services (CMS) on the proposed market stabilization rule reiterating the importance of ensuring market stability to both the private individual and small-group markets, as well as improving health coverage affordability.

» NAHU submitted a comment letter to the Department of Labor (DOL) on the fiduciary rule reiterating concerns about the proposal to expand the definition of plan fiduciary to cover those who assist with Health Savings Accounts (HSAs) and Archer Medical Savings Accounts (MSAs).

» NAHU met with Department of Health and Human Services (HHS) Secretary Dr. Thomas Price to discuss market stability and the role HHS will play in the Trump Administration’s regulatory agenda for repealing and replacing the ACA. We raised strong concerns about the proposed 120.4.4 regulation relative to commission overrides in Medicare.

» NAHU submitted a comment letter to CMS on the final Medicare Advantage and Part D Rate Announcement and Call Letter for calendar-year 2018, which requested feedback on means of bringing greater transparency, flexibility, program simplification and innovation to the private Medicare program.

» NAHU signed onto a letter to CMS Administrator Seema Verma regarding the “Welcome to Medicare” packages, which contained several recommendations to help ensure that people new to Medicare avoid harmful pitfalls, including increased healthcare costs and premiums, gaps in essential health coverage, disruptions
in access to needed care and more. The letter was jointly sent on behalf of nearly three-dozen organizations, including the AFL-CIO, American Society on Aging, Better Medicare Alliance, Blue Cross Blue Shield Association, Center for Medicare Advocacy, Medicare Rights Center and the National Council on Aging.

NAHU and the Alliance to Fight the 40, a coalition where NAHU serves as a steering committee member, launched a new social media campaign to target several key congressional districts and push out messaging on how employer-sponsored healthcare coverage protects over 175 million Americans across the country and remains an effective and affordable option.

NAHU joined the National Coalition on Benefits in sending a letter along with more than 50 other industry groups to Senate Majority Leader Mitch McConnell (R-KY) and Senate Minority Leader Chuck Schumer (D-NY) in support of the employer tax exclusion for health insurance, HSAs and full repeal of the health insurance tax (HIT).

NAHU joined the Stop the HIT Coalition in sending a letter to Senate Majority Leader Mitch McConnell (R-KY), Senate Minority Leader Chuck Schumer (D-NY) and Senators John Cornyn (R-TX) and Dick Durbin (D-IL) requesting that the Senate health reform package include a full repeal of the HIT.

NAHU, along with its Kentucky AHU members, met with Senate Majority Leader Mitch McConnell’s senior staff to address employer-sponsored insurance concerns. The meeting was also attended by members from the Alliance to Fight the 40 and private-sector employer organizations, unions, healthcare companies, businesses and other stakeholders that support employer-sponsored health coverage.

NAHU joined nearly 70 industry organizations in signing onto a letter of support to Representatives Raul Ruiz (D-CA) and Pat Meehan (R-PA) for sponsoring H.R. 2575, the Beneficiary Enrollment Notification and Eligibility Simplification (BENES) Act, which addressed the need for better communication to newly eligible Medicare beneficiaries by requiring notices to individuals approaching eligibility on when and how they should enroll in coverage.

NAHU submitted a comment letter in response to a CMS request for information seeking recommendations from the public to help stabilize the individual and small-group health insurance markets.

NAHU submitted a comment letter to the Department of Labor in response to a request for information regarding the fiduciary rule, which does not align with the intention of the rule. It would reduce employee access to HSAs and greatly diminish the access both employers and employees have to the advice of licensed health insurance agents and brokers.

NAHU was in regular communication with the regulators on Medicare Agent Guidance, which included language that would have prohibited general agents from receiving the overrides that cover agency administrative fees for agent training and administrative support. NAHU sent a letter in May 2017 to CMS expressing concerns.

NAHU submitted comments to the Treasury Department in response to a request for information on reducing the regulatory burden of the ACA, concerning President Trump’s January 20 executive order. We advocated for the Trump Administration to provide better compliance education, avoid lengthy and confusing resources and establish reasonable deadlines, lengthy transition periods and ample time for comment.

NAHU sent a support letter to the Department of Labor’s ERISA Advisory Council in response to its request for comments on reducing the burden and increasing the effectiveness of mandated disclosures concerning employment-based health benefit plans in the private sector.

NAHU sent a comment letter on the proposed revisions to A Shopper’s Guide to Long-Term Care Insurance for the National Association of Insurance Commissioners Senior Issues (B) Task Force. NAHU worked in consultation with our internal Legislative Council Long-Term Care Working Group to formulate the comments.

NAHU met with senior officials at HHS to review possible future regulatory actions by the agency and the change in leadership. NAHU also worked closely with HHS to revise the MLR calculation, stabilize year-round commissions for agents and brokers, limit the lapse time for payments by those receiving subsidies and take actions to implement the directives of President Trump’s Executive Order regarding AHPs, STLD plans and HRAs.

NAHU staff met with Dana Trier, deputy assistant secretary for tax policy, and other officials at the Department of the Treasury to discuss issues affecting employer-sponsored coverage, including a prospective employer reporting process with an extended IRS 6055-56 regulatory deadline permanently for issuers and employers.
to distribute Forms 1095 B and C to individuals. We requested clarification on the Proposed Revision of 5500 Annual Information Returns and Report, QSEHRA guidance and the Cadillac/excise tax delay.

» NAHU scored an early victory in tax reform with the agencies post-rulemaking, since it launched an aggressive push for the preservation of employer-sponsored insurance (ESI). Our efforts succeeded after House Republicans released their tax-reform proposal without any changes to the tax exclusion for employer-sponsored health insurance, ensuring that NAHU members’ clients will continue to be able to receive the same high-quality health insurance.

» NAHU submitted comments on the payment parameters rule requesting that issuers not be permitted to alter broker compensation for the duration of the plan year.

» NAHU submitted comments to HHS on the proposed Notice of Benefit and Payment Parameters for 2019 regulation, which addressed proposed changes to the ACA’s medical loss ratio requirement, navigator requirements, the SHOP exchange, the web-broker program and exchange enrollment and tax credit eligibility-verification issues.

» NAHU worked with Senators Johnny Isakson (R-GA) and Chris Coons (D-DE), as well as Representatives Billy Long (R-MO) and Kurt Schrader (D-OR), to reintroduce legislation to treat broker commissions as a pass-through expense – one of NAHU’s long-sought changes to the treatment of broker commissions in the MLR calculation.

» NAHU sent CMS a formal comment letter in response to its draft 2019 Letter to Issuers in the federally facilitated exchanges published on November 27, to show support to the annual Notice of Benefit and Payment Parameters regulation. It impacted the structure and functionality of the federal exchange for the referenced plan year, and its content is applied to future years’ exchange operations.

» NAHU joined the Better Medicare Alliance to broaden our reach in the Medicare space.

NEWSLETTERS/WEBINARS

» NAHU has published 48 editions of the Washington Update, which included 449 articles.

» NAHU has two posts per month on its blog, Compliance Cornered, for members and consumers to obtain access to many health reform implementation questions and compliance concerns.

» NAHU has conducted three “Live from NAHU!” webinars that offered members exclusive one-hour sessions with NAHU CEO Janet Trautwein and NAHU Senior Director of Health Reform Compliance Pam Mitroff on updated legislative topics as well as access to the recordings.

» NAHU hosted 12 Compliance Corner webinars, including one session cross-branded with “Live from NAHU,” which received a total of 3,796 gross attendees and 2,240 unique attendees.

» NAHU responded to approximately 1,100 written Compliance Corner questions for members and added numerous FAQs and other materials to Compliance Corner webpages.

GRASSROOTS EFFORTS

NAHU members continued to make their voices heard in 2017, with more than 6,821 individuals sending over 56,303 messages to legislators. These efforts helped ensure no changes were made to the tax exclusion for employer-sponsored health insurance in the ongoing debate over healthcare reform. They also amplified our message on delays to the Cadillac/excise and health insurance taxes, which were signed into law early in 2018. And they continue to put pressure on lawmakers to enact needed reforms to employer reporting, the medical loss ratio and Medicare.

TRAVEL TO NAHU CHAPTERS AND INDUSTRY GROUPS

NAHU staff traveled across the country, visiting 63 chapter and industry meetings, symposiums, forums, summits and expos as well as 18 conferences.
HUPAC set a record at this year’s Capitol Conference, bringing in over $115,000 in contributions.

HUPAC partnered with United Benefit Advisors (UBA) to bring in over $47,000 at UBA’s annual Fall Conference. In addition, UBA members contributed over $89,000 to HUPAC in 2017.

HUPAC brought in a combined $776,336 in candidate and administrative fund contributions.

HUPAC grew by 1.5% in 2017 compared to 2016, and by 16.4 percent compared to 2015.

The DC team attended over 164 events to educate and form strong relationships with members of Congress.

HUPAC has disbursed over $407,000 to members of Congress who support the role of agents and brokers in the healthcare industry.

NAHU members attended 24 local events and delivered in district more than $28,000 in HUPAC dollars to members of Congress.
PUBLIC RELATIONS

» NAHU received 6,172 press hits in a variety of different top-tier media.

» NAHU issued 26 press releases and media advisories at the national level.

» NAHU issued six opinion-editorials and 20 letters to the editor.

» NAHU revised nearly 50 press release templates for chapters.

» NAHU created a new promotional tool, the Yearly Chapter Highlights template, for our chapters to utilize in order to showcase their accomplishments.

» NAHU created a new Media Militia spokesperson database comprised of media-trained members in every active chapter.

» NAHU created a new Social Media Guidebook offering tips on how to use and create content for the most popular social media platforms – Twitter, Facebook and LinkedIn.

» NAHU produced relevant and timely social media content that aligned with our positions and viewpoints on current health insurance issues. Overall, we’ve created and distributed 1,340 Twitter posts and 1,329 Facebook posts.

» NAHU’s social media following has increased. In 2017, NAHU added 402 new followers and 1,716 new profile visits on Twitter, as well as 301 new likes and 1,797 page visits on Facebook. NAHU’s engagement rates also increased. There were over 920,000 tweet impressions and 4,314 link clicks on Twitter. On Facebook, our posts reached 13,948 people and were shared 4,165 times.

» NAHU amplified its social media strategy by:

   □ Engaging with members by posting biweekly Twitter polls to gain member insight into NAHU’s benefits and what we do in each department on their behalf.
   □ Promoting all state and local chapter events on social media and engaging with them during events to cross-promote speakers, breakout sessions and member activity.
   □ NAHU created four timely infographics – the Single-Payer Tornado, What You Need to Know About Medicare, Brokers Making a Difference and Cadillac Tax.

PROFESSIONAL DEVELOPMENT

» NAHU had a successful year transitioning students who are already in progress or newly enrolled in the Registered Employee Benefits Consultant designations from The American College to NAHU’s Online Learning Institute. First-year graduates have the opportunity to participate in a scholarship referral program. First-year graduates and scholarship recipients will be recognized at NAHU’s annual convention.

» NAHU once again received conditional approval from CMS to provide federally facilitated marketplace (FFM) agent/broker training for the 2018 plan year. NAHU is the only agent/broker association chosen to provide FFM broker training for plan years 2016, 2017 and 2018 and to be conditionally approved by CMS for the plan year 2019 launch.

» Continuing a long history in professional education dating to 1930, NAHU has helped health insurance consultants accelerate their careers with high-impact education. As the industry’s leading education provider, NAHU offers significant advantages:

   □ Flexible self-study at your own pace, with educational materials housed in an online learning library.
   □ Authoritative study materials written by our faculty of industry experts.
   □ Outstanding student services staffed to support your success.
   □ Flexible options that allow you to purchase one course at a time.
Continuing education credits, including Continuing Professional Credit (CPC) opportunities to fulfill your designation renewal requirements, at no additional charge.


» NAHU launched two new classroom and online certifications covering industry subjects Benefits Technology and Advanced Self-Funding.

» In partnership with the DC Health Link Authority, NAHU co-developed an agent/broker training program for the MA Connector.

» NAHU participated in the Workplace Benefits Renaissance in New Orleans, holding a Benefit Technology Certification.

» NAHU held a Benefit Technology Certification at the BenefitsPRO Broker Expo in Indianapolis.

» NAHU joined the Workplace Benefit Mania event in Las Vegas to host an Advanced Self-Funding Certification.

» NAHU established its Running Your Business webinar series, which focuses on providing members with information on issues related to operating their own business.

» This year, several chapters hosted their own certification courses:
  - Alaska hosted a Benefit Account Manager Certification course.
  - Connecticut AHU, Portland AHU, Tampa Bay AHU and Kansas City AHU hosted Self-Funded Certification courses.
  - Fort Worth AHU and Atlanta AHU hosted Voluntary Worksite Certification courses.
  - Western Reserve (OH) chapter hosted a Self-Funding Certification course, while Oregon AHU and Massachusetts AHU held Advanced Self-Funding Certification courses.
  - St. Louis AHU hosted a Benefit Technology Certification course.

» Over the last few years, NAHU has continued to build and grow a corporate partnership program. Today, more than one-third of NAHU members work for large regional or national agencies.

» NAHU’s Principals Council includes 13 members from companies listed in Business Insurance’s Top 100 Brokerages for 2017.

» Members of NAHU’s General Agency Principals Council work with 100,000 brokers nationwide, helping them with business needs, employee and broker education and promoting NAHU’s role as the health insurance advisor’s advocate.

» NAHU has formed important corporate partnerships with national producer groups including but not limited to Assurex Global, Benefit Advisors Network (BAN), NFP and United Benefit Advisors (UBA). These four producer groups account for 1,000 NAHU members.

» NAHU helped create and is currently overseeing NAHU’s Medicare FMO and General Agents Principals Council, which comprises the most senior executives in this type of organization. The 13 large Field Marketing Organizations and General Agencies forming this group interact with peers at their practice level from around the country, and represent most of the producers working in the senior markets. We held two conference calls, in August and November.

» NAHU attended and spoke at five Medicare Summits across the country, which resulted in 50 new members joining the day of their Summit. These Medicare Summits were very well-attended and provided opportunities for chapters’ membership to grow by recruiting Medicare-focused producers.
» NAHU partnered with Jesse Slome at the American Association of Medicare Supplement Insurance (AAMSI) to co-sponsor Agent Free Day during the 2018 National Medicare Supplement Summit.

» NAHU coordinated a recruiting project that had each member of the Medicare Principals Council contact through email blasts and other communication methods all the producers on their respective mailing lists. It highlighted the work NAHU did in the senior market, the battles that lie ahead and the reasons to join. This effort reached well over 300,000 health insurance professionals.

» NAHU created a Medicare Infographic explaining the details of Medicare Supplement Insurance and Medicare Advantage plans for producers to use.

MEMBER RELATIONS

» NAHU conducted several national campaigns throughout the year encouraging nonmembers to join and encouraging current members to renew.

» NAHU welcomed over 2,200 new members.

» The average retention rate for the year was 80%.

» NAHU had a targeted two-week national membership campaign from March 14 – March 28 to encourage brand new members to join and save $50 on their first year of national dues.

» NAHU had a second targeted two-week national membership campaign from August 26 – September 8 to encourage members to join and members lapsed more than six months to renew and save $50 on their first year of national dues.

» NAHU conducted a three-month retention campaign to close out the year from September to November to encourage our chapters to increase their retention and allow them to offer scholarships to Capitol Conference to members who have never attended previously.

» The Technology Solutions page continues to add NAHU partner firms that help agents and brokers stay up to date with legislative and regulatory changes with new technologies to operate more efficiently and compete in today’s rapidly changing health insurance market. Our current technology partner firms provide help with employer reporting, Cadillac/excise tax calculators, claims analytics, employee counting tools and look-back and measurement period managers, among other features. You can select the solution that best fits your needs with the confidence that we have negotiated the best cost and benefits on your behalf.

» NAHU produced a Cost vs Value flyer highlighting the value of NAHU and how priceless membership is.

» The membership information and eCommerce instructions were revamped again to match the look and feel of the new website, to make them easier to follow and to help chapter leaders find the information they are looking for at any time.

COMMUNICATIONS

» NAHU revamped www.nahu.org to make it more user-friendly and intuitive for health insurance agents and brokers, consumers, and legislative and policy professionals.

» The NAHU magazine changed its name to America's Benefit Specialist (ABS) to best reflect the role of its readership and industry that it serves.

» America’s Benefit Specialist magazine continues to be one of the top-rated benefits of NAHU membership. The magazine was published 10 times in 2017, bringing industry news, sales tips and important association highlights to all NAHU members.

» More than 130 companies advertised in ABS during 2017, bringing considerable revenue to the association.

» The Communications Department shared relevant association and industry news with NAHU members through email blasts. Realizing how busy our members are, we do our best to limit the number of messages flooding their inboxes. We have streamlined our messages and processes so that NAHU members get the information they need to help their clients but aren’t buried beneath a ton of messages.

» NAHU’s topic-specific newsletters are sent to members serving the Medicare and LTCI markets, and chapter-management messages are sent to appropriate chapter officers.
Participation in NAHU’s chapter certification program held steady, with 10 Blue Ribbon of Excellence qualifiers, five Platinum Certification qualifiers, 52 Gold Certification qualifiers and 32 Silver Certification qualifiers. Chapters must obtain a minimum of six criteria to be certified as silver, nine criteria to be certified as gold and 14 criteria to be certified as platinum.

NAHU Leading Producers Round Table recognizes the top producers in our profession. 2017 saw growth in the number of members who are top producers. There are 175 Soaring Eagles, 62 Golden Eagles, and 102 Eagles, President’s Council and Leading Producer qualifiers. Of these qualifiers, 91 qualified at the Lifetime and Producing level, which shows they have been producing and qualifying for 10 or more years.

The Soaring Eagle Symposium had an outstanding year, with over 90 attendees and multiple nationally known presenters.

The Platinum Advisor Summit wrapped up with two incredible programs, one in Washington, DC, and one in Chicago. Participants openly shared issues and challenges and received insight from fellow attendees and coaching from program facilitators Kevin Trokey and Karen Kirkpatrick.

The Leadership Forum continues to grow, with 130 attendees representing 78 chapters. The day-long program in DC hosted national speaker Ken Culp, III, Ph.D., who spoke about the changes in today’s volunteers and how that impacts chapters’ abilities to recruit new leaders and volunteers.
NAHU’s 27th Annual Capitol Conference was held February 13-15, 2017, at the Hyatt Regency on Capitol Hill.

» The conference attracted a record 942 attendees.

» Conference sponsors included Welltheos, hCentive, Berwick Insurance Group, Cigna, Cimplx, Clarity Benefit Solutions, FreedomCare, Mercer and Zywave.

» Attendees could choose from six educational breakout sessions. Additional sessions were held for state and local legislative chairs and HUPAC chairs.

» General sessions featured panels including a discussion of the past and future of bipartisan healthcare policy with Senator Tom Daschle (D-SD) and NAHU Past President John Nelson.

» Attendees went all out in their lobbying efforts, covering virtually every congressional office on Capitol Hill.

» Distinguished speakers included: Dr. Aaron Carroll, Director of the Center for Health Policy and Professionalism Research at Indiana University School of Medicine, Tim Clue, motivational speaker and humorous, and Marilyn Tavenner, President and CEO of America’s Health Insurance Plans (AHIP). Attendees also heard from Senator Bill Cassidy (R-LA), Len Nichols, Ph.D., Director at the Center of Health Policy Research and Ethics at George Mason University, Joe Antos, Rep. Chris Collins (R-NY), Senator Lamar Alexander (R-TN), and Rep. Kyrsten Sinema (D-AZ).

NAHU’s 87th Annual Convention was held June 25-28, 2017, at the Renaissance Orlando at SeaWorld in Florida.

» The convention attracted nearly 600 attendees, a 20% increase over the prior year.

» The revamped exhibit hall, NAHU Marketplace, featured a new design and a record 33 sponsoring

» The opening ceremony featured an entertaining drumming and lights performance with the help of NAHU President Jim Stenger.

» Our opening keynote speaker for the general session was Ruben Gonzalez, four-time Luge Olympian.

» Attendees chose from 12 professional development sessions featuring leading industry experts who spoke on a variety of topics, including Going Digital for Brokers, LTC Actuaries and Pricing, ACA Employer Contribution Strategies, Fee-for-Service, Digital Health Revolution, Becoming a Feared Competitor, Personal Liability, Practice Management, Marketing and Compliance in the Medicare Market, Benefits and HR Technology Strategies, ACA Reporting and REBC 2017 Learning Objectives.

» Attendees enjoyed the inaugural Vision Speak event with six 15-minute powerful presentations.

» LPRT qualifiers enjoyed an exclusive private reception at Ports of Call at SeaWorld. The evening included food, live music, entertainment and a guest appearance from a tropical bird and sloth.

» The Vanguard Council held its annual social at The Ibiza Rooftop Bar sponsored by Tokio Marine HCC. Attendees were able to learn about the Council’s initiatives and mingle with other thought leaders.

» Attendees enjoyed the Gordon Memorial Award Dinner. Distinguished Service Awards were presented, and Steven Selinsky was named Health Insurance Person of the Year.

NAHU EDUCATION FOUNDATION (NAHUEF)

» NAHUEF launched Operation Engage, an educational and fundraising initiative to educate NAHU members’ communities and clients concerning the role community health clinics play in America’s healthcare system and to raise funds to support them.

» NAHUEF got seven chapters to participate in Operation Engage and raise funds and awareness for their local community health clinics.

» NAHU Education Foundation raised $20,500 at the Annual Convention and submitted grant proposals worth $458,350 over the summer on innovative public awareness and problem-solving outreach to address the impact of chronic conditions management on healthcare spending in the United States.

» NAHUEF launched a new mental health initiative to educate consumers and decision makers about insurance and healthcare options.

» NAHU and NAHUEF distributed regular and frequent communications to chapter leaders through the Washington Update, ads in the America’s Benefit Specialist, email communications and more. We provided chapters with social media and press release templates in advance to assist in their media efforts. We acquired feedback and gained experience on ways to improve the program for 2018 in order to strengthen America’s healthcare safety net through support of community health clinics.

» All of the NAHU Education Foundation’s materials have been redesigned, including the website.