Zoom 101 & Scheduling Your Virtual Capitol Hill Appointments

What You Need to Know Before Cap Con!

Table of Contents

1 How to Schedule a Zoom Meeting

3 Understanding Meeting Control Panel

5 Scheduling your Virtual Appointment

7 How to Prepare for a Virtual Hill Meeting

9 During the Meeting

9 After the Meeting

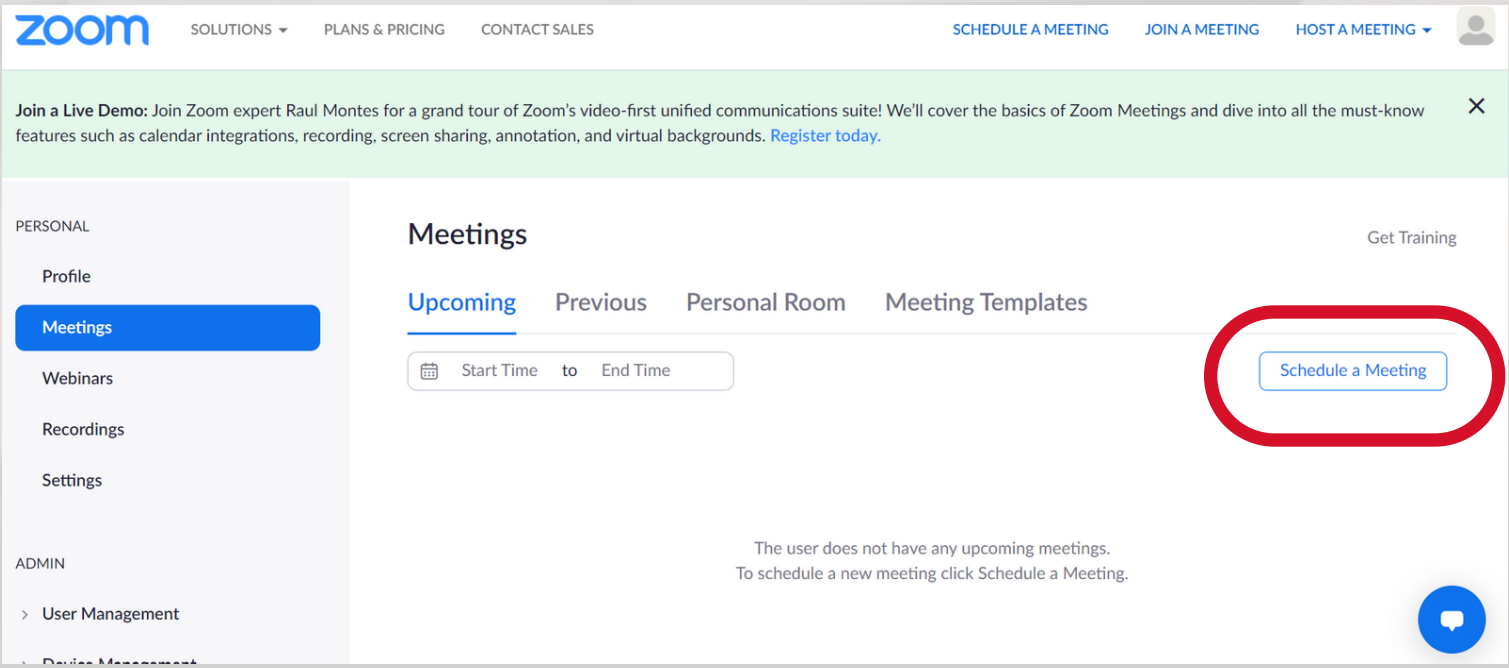
9 Contact Info

Zoom 101

How to Schedule a Zoom Meeting

1. Head to the Zoom website (www.zoom.com) and log in to your account. If you do not have an account, click on the "Sign up, it's free" button at the top right corner to create an account that can host up to 100 participants.

2. Once signed in, locate the "Meetings" tab on the left. This is where you can schedule a meeting by clicking the corresponding button on the right side of the page.



Zoom 101

How to Schedule a Zoom Meeting

3. In the "Schedule a Meeting" page, perform the following:

- **Topic:** Enter a descriptive name for your meeting in the Topic field.
- **Date:** Enter the date and time information in the Date field.
- **Meeting ID:** Select Generate Automatically. We do not recommend you use your Personal Meeting ID (PMI) when scheduling meetings. Your PMI is a virtual room that is permanently reserved for you, and is essentially one continuous meeting and anyone with the link can join at any time, all the time.
- **Password:** Consider setting a meeting passcode for sensitive meetings. The meeting “join link" will encrypt the passcode, and participants with the link won't actually have to enter the passcode, but participants without the join link will be asked for a passcode in order to join your meeting.
- **Video**: Verify in the Video field that the video for both the Host and Participants are set to On.
- **Audio**: We recommend you select both Telephone and Computer audio. This will allow your participants to choose the best option when connecting their audio to the meeting.
- **Options**: Make sure to select the "Allow participants to join anytime" option.
- Click **Save** when you're done.

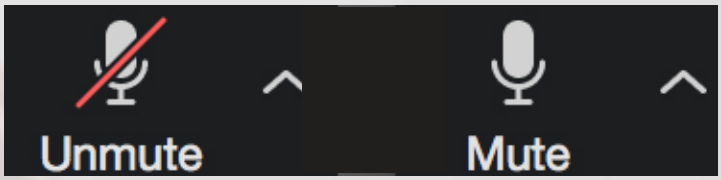
Zoom 101

Understanding Meeting Control Panel

4. Here is what you need to know to get the most out of your online meetings:

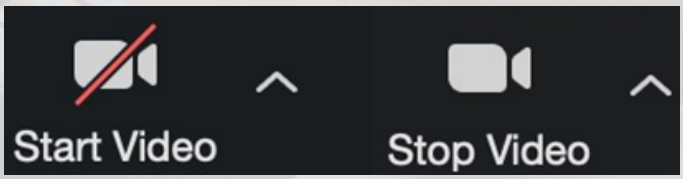
Microphone Icon

This icon is located at the far left hand side on the meeting controls and it can be used to mute or unmute yourself.



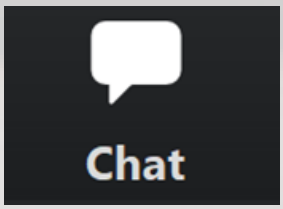
Video Icon

The **video** icon is where you can enable or disable video. When you disable this feature your profile picture will be visible instead of your video.



Chat Icon

Chat allows the participants to communicate through message. Just type your message into the chat field and click **Enter**.



Record Icon

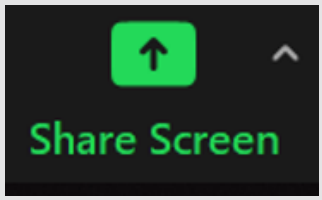
With the Record Icon, you can record everything happening in the meeting. You can pause your recording and when you are done recording, click on stop or end meeting and it will automatically save the recording on your computer.

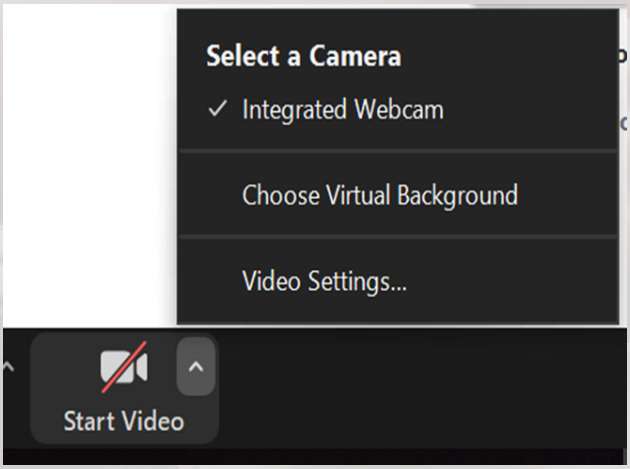
Zoom 101

Understanding Meeting Control Panel

Share Screen

When you click on screen share, you can choose any of the applications you already have opened on your computer and click share screen.





Virtual Background

You can set a picture already on your computer as a background for meetings by clicking the arrow to the top right of the video icon and selecting "Choose Virtual Background." We recommend using the NAHU provided background for Capitol Hill meetings.

Poor Internet Connection?

Ways to prevent this:

- Stay close to your router.
- Close all other applications using bandwidth (i.e. your internet browser)
- Switch to a wired connection by using an Ethernet cable

Capitol Hill Appointments

Scheduling your Virtual Appointment

Many members of Congress allow you to submit meeting requests through their website. These forms will first ask for contact information (contact info of member tasked with coordinating a delegation's appointments). The online form will then typically ask for a range of dates and times you are available to meet. You can also call to schedule an appointment with your representative.

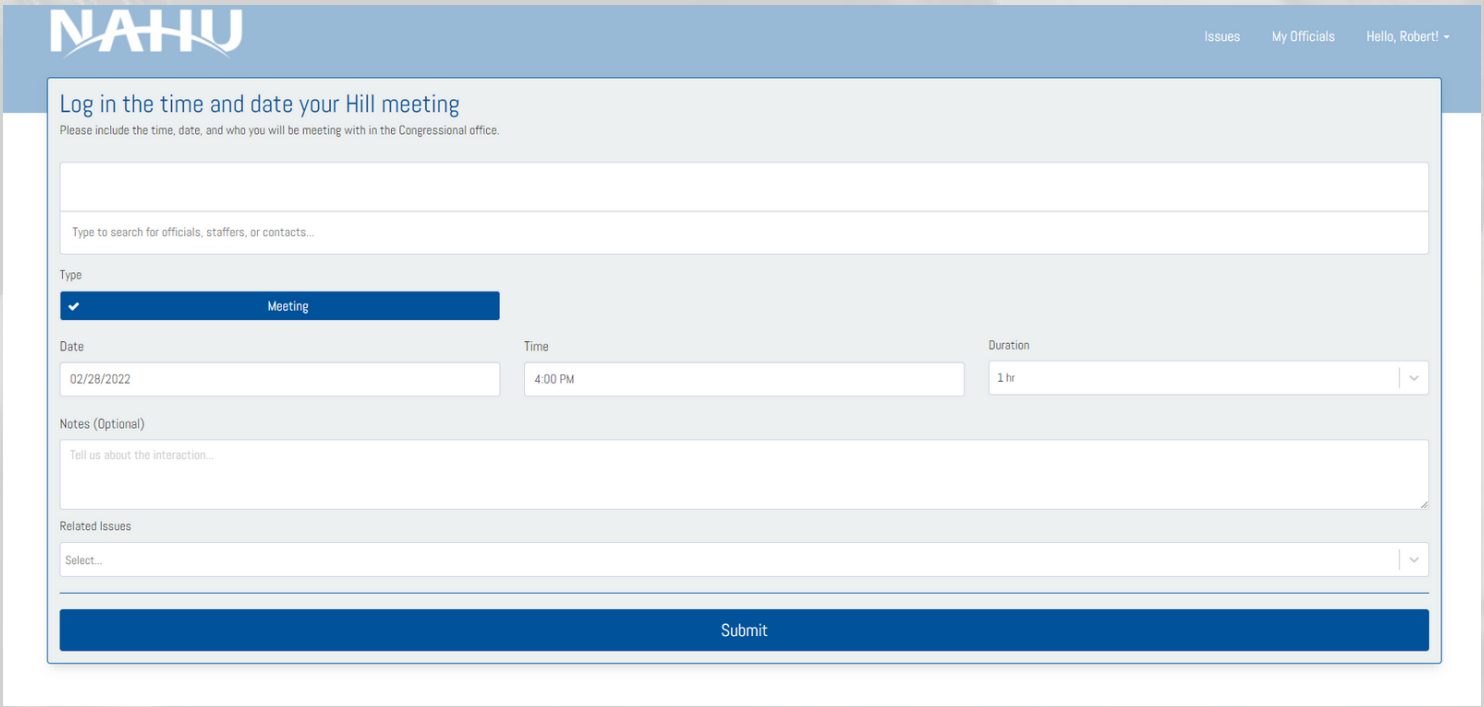
These online request forms will ask what topics you wish to discuss during your meeting. Feel free to insert the below excerpt as general talking points for your appointment:

- **Innovations to the private health insurance market to improve access and affordability of individual and employer sponsored coverage.**
- **Ways to drive down cost of healthcare, including prescription drugs.**
- **The importance of safeguarding the delivery of care, especially for mental health, through telehealth by extending provisions created during the pandemic.**
- **Improvements to Medicare to prevent gaps in coverage and care.**

Capitol Hill Appointments

Scheduling your Virtual Appointment

- You may receive an email or call from the congressional office asking for names, emails and addresses of every attendee (to verify if a constituent will be present).
- If you can't find contact information for your member of Congress, or are having any difficulties whatsoever scheduling your appointments, please reach out to NAHU Director of Government Affairs, Husni Abdelaziz, at habdelaziz@nahu.org.
- Once you schedule a meeting, please log it into our system at https://nahu.quorum.us/log/



Capitol Hill Appointments

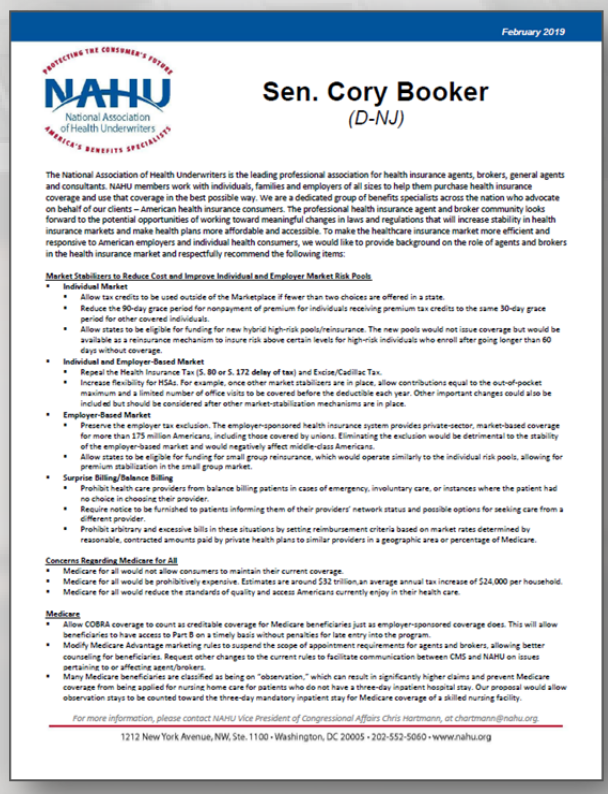
How to Prepare for a Virtual Hill Meeting

Keep in Mind!

- ***Set up the Zoom meeting unless the congressional office states otherwise.***
- ***Want to record your meeting? Make sure to get the staffer's permission first!***
- ***No physical office = no limit on attendees? No! Please limit the number of members attending each appointment to 3 - 6 people. Too many people at a meeting can overwhelm the staffer and bury your message.***

Schedule a call with NAHU members who will be attending the meeting and review the talking points to ensure everyone is comfortable.

Send talking points to staffer ahead of meeting, and have a copy up on your computer or printed in front of you.



February 2019

NAHU National Association of Health Underwriters

Sen. Cory Booker
(D-NJ)

The National Association of Health Underwriters is the leading professional association for health insurance agents, brokers, general agents and consultants. NAHU members work with individuals, families and employers of all sizes to help them purchase health insurance coverage and use that coverage in the best possible way. We are a dedicated group of benefits specialists across the nation who advocate on behalf of our clients – American health insurance consumers. The professional health insurance agent and broker community looks forward to the potential opportunities of working toward meaningful changes in laws and regulations that will increase stability in health insurance markets and make health plans more affordable and accessible. To make the healthcare insurance market more efficient and responsive to American employers and individual health consumers, we would like to provide background on the role of agents and brokers in the health insurance market and respectfully recommend the following items:

Market Stabilizers to Reduce Cost and Improve Individual and Employer Market Risk Pools

- **Individual Market**
  - Allow tax credits to be used outside of the Marketplace if fewer than two choices are offered in a state.
  - Reduce the 90-day grace period for nonpayment of premium for individuals receiving premium tax credits to the same 30-day grace period for other covered individuals.
  - Allow states to be eligible for funding for new hybrid high-risk pools/reinsurance. The new pools would not issue coverage but would be available as a reinsurance mechanism to insure risk above certain levels for high-risk individuals who enroll after going longer than 60 days without coverage.
- **Individual and Employer-Based Market**
  - Repeal the Health Insurance Tax (**S. 80 or S. 172 delay of tax**) and Excise/Cadillac Tax.
  - Increase flexibility for HSAs. For example, once other market stabilizers are in place, allow contributions equal to the out-of-pocket maximum and a limited number of office visits to be covered before the deductible each year. Other important changes could also be included but should be considered after other market-stabilization mechanisms are in place.
- **Employer-Based Market**
  - Preserve the employer tax exclusion. The employer-sponsored health insurance system provides private-sector, market-based coverage for more than 175 million Americans, including those covered by unions. Eliminating the exclusion would be detrimental to the stability of the employer-based market and would negatively affect middle-class Americans.
  - Allow states to be eligible for funding for small group reinsurance, which would operate similarly to the individual risk pools, allowing for premium stabilization in the small group market.
- **Surprise Billing/Balance Billing**
  - Prohibit health care providers from balance billing patients in cases of emergency, involuntary care, or instances where the patient had no choice in choosing their provider.
  - Require notice to be furnished to patients informing them of their providers' network status and possible options for seeking care from a different provider.
  - Prohibit arbitrary and excessive bills in these situations by setting reimbursement criteria based on market rates determined by reasonable, contracted amounts paid by private health plans to similar providers in a geographic area or percentage of Medicare.

Concerns Regarding Medicare for All

- Medicare for all would not allow consumers to maintain their current coverage.
- Medicare for all would be prohibitively expensive. Estimates are around $32 trillion,an average annual tax increase of $24,000 per household.
- Medicare for all would reduce the standards of quality and access Americans currently enjoy in their health care.

Medicare

- Allow COBRA coverage to count as creditable coverage for Medicare beneficiaries just as employer-sponsored coverage does. This will allow beneficiaries to have access to Part B on a timely basis without penalties for late entry into the program.
- Modify Medicare Advantage marketing rules to suspend the scope of appointment requirements for agents and brokers, allowing better counseling for beneficiaries. Request other changes to the current rules to facilitate communication between CMS and NAHU on issues pertaining to or affecting agent/brokers.
- Many Medicare beneficiaries are classified as being on "observation," which can result in significantly higher claims and prevent Medicare coverage from being applied for nursing home care for patients who do not have a three-day inpatient hospital stay. Our proposal would allow observation stays to be counted toward the three-day mandatory inpatient stay for Medicare coverage of a skilled nursing facility.

For more information, please contact NAHU Vice President of Congressional Affairs Chris Hartmann, at chartmann@nahu.org.

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Capitol Hill Appointments

How to Prepare for a Virtual Hill Meeting

When building your teams for the congressional visits, assign each member of the team a job:

- One person should be the meeting's discussion leader, to make sure that the group stays on message.
- Another should take detailed notes of the meeting, both for your chapter's information and also for the NAHU visit debriefing form.
- One person should be assigned as the follow-up contact. This includes sending the member and any staff a thank you note for the meeting and also making sure the member receives any materials or information promised during the meeting and maintaining appropriate follow-up contact with NAHU staff.

Evaluate your state's congressional delegation and identify any key members of Congress:

- Examples include members of either party's leadership team and members of committees particularly relevant to NAHU's agenda.
- On the House side, these are the committees on Ways and Means, Energy and Commerce and Education and Labor.
- In the Senate, the key committees are Finance and Health, Labor, Education and Pensions (HELP).

Capitol Hill Appointments

During the Meeting

Even though you will be meeting virtually, make sure to dress in business attire, just as you would for an in-person meeting on Capitol Hill!

Also, make sure you stay muted when you're not talking to reduce background noise.

After the Meeting

After your meeting is over, log your appointment by filling out our debriefing form (which will be made available after Capitol Conference).

In that form, you will include any and all information that the staffer requested a follow-up on. If you or they want NAHU staff to follow up, we can certainly do that.

NAHU Contacts

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