

New Mexico Association of Health Underwriters

POLICIES AND PROCEDURES

General Administration

ARTICLE I NAME AND LOCATION

Section 1 The name of this organization is New Mexico Association of Health Underwriters (NMAHU) a non-profit corporation, incorporated in the state of New Mexico.

Section 2 The geographical areas covered by the chapter shall include the state of New Mexico.

Section 3 The official address shall be:

New Mexico Association of Health Underwriters
P.O. Box 95142
Albuquerque, NM 87199-5142

ARTICLE II OBJECTIVES

Section 1 The main objectives of this state chapter will be the same as those set forth in the Bylaws.

Section 2 The incoming Board of Directors should set yearly goals and objectives that reflect the New Mexico state chapter's long-range plan at the annual Board Strategic Planning Meeting.

ARTICLE III MEMBERSHIP

Section 1 Membership qualifications, classification, resignation, transfer and removal are as defined by the National Association of Health Underwriters (NAHU).

Section 2 Membership will be in the name of the individual, not the organization they represent as stated in the Bylaws.

ARTICLE IV MEETING OF MEMBERS

Section 1 Regular meetings for members and nonmembers will be as determined by the Board of Directors.

A. The Meeting notice will be sent to the last known address (e-mail or street) of each member at least 14 days prior to the meeting date.

B. Continuing education credits (CE) will be distributed to each member who attends an educational meeting. Any member of NMAHU will be allowed to attend all state chapter meetings at the established member fee. No restriction on the number of meetings a member can attend shall be imposed. Any member attending a meeting at a state chapter level will adhere to the reservation and cancellation policies of the state chapter.

C. Registered members of NMAHU will receive all mailings including the state chapter newsletter at no charge.

D. There is a member and non-member registration fee for each meeting. The NMAHU Board of Directors determines these fees.

E. Advance registration is made through the NMAHU office prior to the meeting. Registrations can be made by phone, fax, or e-mail. No-shows will be billed. RSVP for meetings must be made 48 hours before the meeting.

F. Walk-ins will not be guaranteed a meal and must wait until all registered attendees are seated.

G. Cancellations must be received in writing by NMAHU, 48 hours in advance of the program, or the attendee will be charged.

H. Cash or check will be accepted at the registration desk.

Section 2 At the member meeting held in June of each year, Officers and Directors are installed and presented to the membership.

Section 3 The Board of Directors may call special meetings. Business transacted at this meeting will be stated in the meeting notice.

Section 4 At special meetings of members, a quorum will consist of a majority of members in attendance.

ARTICLE V ELECTION OF OFFICERS

Section 1 Elected Officers of the state chapter will be the President, President-Elect, Secretary and Treasurer, to be elected according to the state chapter bylaws.

Section 2 Any active member in good standing is eligible for nomination. It is desirable that nominees have previously served in any capacity on a state chapter board or committee.

Section 3 The Immediate Past President will serve as the Nominations Chair for the purpose of nominating a slate of Officers and Directors. In absence of an Immediate Past President the President will appoint a Nominations Chair.

A. Nominating Committee will submit a slate of candidates to the Board of Directors no later than six (6) weeks prior to June 1.

B. At the time of the election no more than two members from any one company, agency or organization will be represented on the Board of Directors.

- Section 4 Each member of the Board of Directors will serve according to the terms of the state chapter bylaws.
- Section 5 Officers will not serve in the same office for more than two consecutive terms.
- Section 6 Vacancies due to death, disability, or resignation will be filled according to the terms of the state chapter Bylaws.

ARTICLE VI DUTIES OF THE OFFICERS

Section 1 Duties of the Officers will be followed as defined in the NMAHU Bylaws. Detailed in article VII.

ARTICE VII RESPONSIBILITIES OF OFFICERS

Section 1 **PRESIDENT**

- A. Responsible for communicating with and supervising the NMAHU Officers and Directors to ensure that all assignments are completed according to the strategic plan, the association is financially sound, and the membership is advised of the progress.
- B. Serve as a chair of the Board of Directors and also serve as a member of the Budget and Finance Committee.
- C. Ensure development and facilitation of a long-term strategic plan.
- D. Appoint all members of standing and special committees and relieve any inactive committee members with approval of the Board.
- E. Ensure state chapter adherence to state chapter Bylaws and Policies and Procedures.
- F. Prepare agenda for each Board meeting and distribute prior to the meeting.
- G. Preside at state chapter annual Strategic Planning Meeting.
- H. Serve as an ex-officio member on all committees except the Nominating Committee.
- I. Conduct annual Board orientation and Strategic Planning Meeting.
- J. Serve as a support and mentor to President Elect.
- K. Serve as a liaison between the state chapter and NAHU.
- L. Attend the NAHU Convention and CAP Conferences.
- M. Submit the President’s strategic plan to the Board of Directors.
- N. Conduct transition meeting with successor.
- O. Submit budget needs for the fiscal year.

Section 2. **PRESIDENT ELECT**

- A. Serve as direct support to state chapter President.
- B. In the absence of the President perform the duties of the President with the powers of, and subject to, all the restrictions upon the President.
- C. Keep current on all state chapter activities in order to take over for, or represent the President.
- D. Serve on the Board of Directors.
- E. Serve as a Committee liaison by attending all committee meetings (as time permits) offering support, guidance, and with the express intention of improving communication between committees.
- F. Act as a coach, advisor, and counselor to Board members and committees.
- G. Attend the NAHU Convention and CAP Conferences.
- H. Submit the President – Elect’s strategic plan to the Board of Directors.
- I. Perform other duties as may be assigned by the President or Board of Directors.
- J. Conduct transition meeting with successor.
- K. Submit budget needs for the fiscal year.

Section 3. **SECRETARY**

- A. Keep current records of membership.
- B. Keep current mailing list for promotional purposes.
- C. Notify Board of Directors regarding meeting dates, times and places.
- D. Prepare minutes and keep attendance of each Board of Directors meeting and distribute to Board of Directors in a timely manner.
- E. Submit the Secretary’s strategic plan to the Board of Directors.
- F. Perform other duties as may be assigned by the President or Board of Directors.
- G. Conduct transition meeting with successor.
- H. Submit budget needs for the fiscal year.

Section 4. **TREASURER**

- A. Receive all funds paid to NMAHU.
- B. Maintain the NMAHU bank account.
 - 1. Bank Account Disbursement Authority
 - a. A maximum of three authorized signatures are to be placed on NMAHU bank accounts. Those signatures are to be of the NMAHU President, the President Elect and the Treasurer. Two authorized signatures are required on all NMAHU checks.
 - b. Checks will be prepared for signature monthly.

2. Bank Statement Reconciliation
 - a. The Treasurer of NMAHU will be required to receive and reconcile all NMAHU financial statements on a monthly basis.
- C. Pay all expenses in a timely manner and as directed by the following:
 1. All expenses must be part of the written, approved NMAHU Annual Operating Budget. The Board of Directors must approve any expense above the budgeted amount in the yearly operating budget, before the expense is incurred.
 2. A completed Reimbursement/Check Request and supporting original documentation (an invoice or receipt) is required before a check can be drawn on any NMAHU account.
 3. Board approval is required prior to Treasurer's approval of payment for any unbudgeted expense. Upon approval for payment by the Treasurer, a check will be issued for payment of the specified amount, signed and forwarded to the President for a second signature.
- E. Maintain accurate registration and payment records for all NMAHU meeting/events and provide registration check-in sheet. Issue billings as needed.
- H. Adhere to the Cancellation/Refund Policy as directed by the following:
 1. Cancellation/Refund Policy
 - a. A full refund of the registration fee for a meeting/event will be issued if the registration in question was cancelled, in writing, at least two (2) business days prior to the start of the meeting/event. Any registration cancelled fewer than two (2) business days prior to the start of the meeting/event will not receive a refund of the registration fee.
 - b. The cancellation date will be based on the date the NMAHU Administrative Office receives the written notice of cancellation.
 - c. A refunded registration fee will be payable by check.
 - d. The appropriate committee will include the cancellation policy on the event registration forms.
 2. "No-Show" Policy
 - a. There will be no refund on pre-paid event registrations that are not cancelled according to the Cancellation/Refund Policy if the registrant is a "no-show" for the meeting/event. Any unpaid registration that is not cancelled according to the Cancellation/Refund Policy and is a "no-show" for the meeting/event will be invoiced for the full registration amount.
 - b. The appropriate committee will include the pertinent No-Show Policy provisions on the event registration forms. Upon completion of the meeting/event the Treasurer will create an invoice for any unpaid registrants that did not cancel as stated in the Cancellation/Refund Policy and was deemed a "no-show".
- I. The Treasurer shall verify valid bonding of the designated NMAHU Executive at the beginning of each fiscal year. The NMAHU Executive will be responsible for providing proof of valid bonding insurance to the Treasurer.
- J. Develop for approval the NMAHU annual operating budget.
- K. Submit the Treasurer's strategic plan to the Board of Directors.
- L. Perform other duties as may be assigned by the President or Board of Directors.
- M. Conduct transition meeting with successor.
- N. Submit budget needs for the fiscal year.

ARTICLE VIII BOARD OF DIRECTORS

- Section 1 The governing body will be the Board of Directors. The Board will comply with both the NMAHU and National Bylaws.
- Section 2 The Board of Directors will consist of the President, President-Elect, Immediate Past-President, Secretary, Treasurer and one (1) elected director of each local association within the state. The Board of Directors should be comprised of no more than 50% carrier representatives and no fewer than 50% broker/agent representatives.
- Section 3 Any member who has been an active member of the New Mexico State chapter for one year or more, who is in good standing and is a New Mexico resident, is eligible for any elected position on the Board of Directors.
- Section 4 The Board of Directors shall take office the first day of July each year. Directors will serve according to the chapter bylaws.
- Section 5: A regular meeting of the Board of Directors will be held no less than 4 times during each fiscal year and will be open for attendance by any active NMAHU member in good standing, except during executive session. The Board of Directors will determine meetings.
- A. The meetings will be under the provision of the Agenda.
 - B. Committee Chairs are responsible for providing committee reports to the President at all Board meetings.

- C. Agenda items, motions and other documents pertinent to the Board meeting will be provided to the Board prior to the scheduled meeting except by direction of the President.
- D. No member of the Board of Directors will participate in any discussion or vote on any program or activity in which he/she or his/her organization has a direct personal or financial interest. The Board of Directors may request clarification or ask questions from any such person.

Section 6 Any Director, including an elected Officer, who has been absent from two (2) regular meetings of the Board of Directors without prior notification to the President will receive a letter from the President regarding their intention to continue as a Director. Failure of the Director to respond will be deemed as resignation from the Board of Directors and the vacancy will be filled as provided in the bylaws.

Section 7 Directors and elected Officers will not receive any compensation for their services.

Section 8 All members of the Board of Directors will be encouraged to attend both the National Conference and Capitol Conferences, in addition to the Regional meetings, as a condition of their position as an Officer of NMAHU.

ARTICLE IX **DUES, FEES, AND ASSESSMENTS**

Section 1 The NMAHU Board will establish dues for all state chapter members annually.

ARTICLE X **DUTIES OF COMMITTEE CHAIRS**

Section 1. **LEGISLATIVE CHAIR**

- A. The Legislative Chair must attend and set up all meetings for NMAHU representatives at the CAP Conference.
- B. The Legislative Chair will attend all Agents' Coalition meetings or send a committee representative.
- C. The Legislative Chair will coordinate with the contracted lobbyist to present at a minimum of three Board meetings and membership meetings annually.
- D. The Legislative Chair will organize a committee of a minimum of five additional members; a minimum of 60% of committee members will be brokers, to support the NMAHU's legislative activities.
- E. Develop newsletter articles identifying legislative issues
- F. Submit a Legislative strategic plan to the Board of Directors.
- G. Perform other duties as may be assigned by the President or Board of Directors.
- H. Conduct transition meeting with successor.
- I. Submit budget needs for the fiscal year.

Section 2. **EDUCATION/PROGRAMS CHAIR**

- A. Secure Speakers and/or presenters for Chapter programs and events.
- B. Apply for Continuing Educations credits for courses offered.
- C. Provide information to the Communication/Media Chair regarding programs and events.
 - 1. Prepare course descriptions
 - 2. Obtain biographies of speakers
- D. Create, distribute and compile Evaluation Forms for each program or event.
- E. Create and distribute Continuing Education Certificates.
- F. Work in conjunction with the Communications/Media Chair and Operations Chair to ensure a smooth running, well publicized program or event.
- G. Submit an Education strategic plan to the Board of Directors.
- H. Perform other duties as may be assigned by the President or Board of Directors.
- I. Conduct transition meeting with successor.
- J. Submit budget needs for the fiscal year.

Section 3. **MEMBERSHIP RECRUITMENT/RENTENTION COMMITTEE CHAIR**

- A. Maintain an accurate membership roster.
- B. Make personal contact with all new members to welcome them to NMAHU.
- C. Make personal contact with all renewing members.
- D. Develop newsletter articles to promote membership.
- E. Request podium time at meetings to explain and promote the membership.
- F. Determine the level of satisfaction of the membership by the creation of a survey that is meaningful, measurable and timely to our NMAHU Membership.
- G. Work with local chapters to promote membership through a "Membership Blitz" and other strategies..
- H. Submit a Membership strategic plan to the Board of Directors.
- I. Perform other duties as may be assigned by the President or Board of Directors.
- J. Conduct transition meeting with successor.
- K. Submit budget needs for the fiscal year.

Section 4.

COMMUNICATIONS/MEDIA CHAIR

- A. The goal of Communications/Media is to educate the public about NMAHU through various publications and gain professional recognition for our Association and members within NMAHU and the local community.
- B. Maintain state chapter newsletter, "NMAHU Magazine", by working with NewslettersInk.
 - 1. The official publication of the NMAHU will be called "NMAHU Magazine." It will be issued at least six times a year. The editorial policy will be under the direction and control of the Communications/Media Chair and the Board of Directors.
 - 2. The newsletter will advise the membership of the time, place, and topics for meetings.
- C. Prepare and distribute press releases for upcoming programs or events.
- D. Committee members or other NMAHU members also submit articles on various topics to local or national trade magazines through the Communications Committee.
- E. Update and maintain the media distribution list.
- F. Continue to improve communication between the committees in order to publicize important events and committee projects.
- G. Submit a Communications/Media strategic plan to the Board of Directors.
- H. Perform other duties as may be assigned by the President or Board of Directors.
- I. Conduct transition meeting with successor.
- J. Submit budget needs for the fiscal year.

Section 5.

AWARDS CHAIR

- A. Compile all information needed for submittal of annual NAHU Landmark awards book.
- B. Be familiar with all NAHU awards and submit NMAHU nominations as appropriate.
- C. Chair nominations committee for the Eva Jean Fomalont Award.
 - 1. The Awards Committee will solicit and receive nominations until March 1st of each year.
 - 2. The Awards Committee will present a report of qualified nominees to the Board of Directors.
 - 3. The award recipient choice will be chosen by the Awards Committee and approved by the Board of Directors no later than March 15th of each year.
 - 4. The Award will be presented by the NMAHU President to the recipient at an NMAHU program or event held in May or June of each year.
- D. Perform other duties as may be assigned by the President or Board of Directors.
- E. Submit an Awards strategic plan to the Board of Directors.
- F. Conduct transition meeting with successor.
- G. Submit budget needs for the fiscal year.

Section 7.

WEB SITE CHAIR

- A. The Web is the primary communications vehicle for NMAHU. This is the one stop for all state chapter members, prospective members as well as the community at large. The Web site provides access to current and past issues of the NMAHU's newsletter, NMAHU calendar, link to NMAHU Legislative Issues and the NMAHU's Bylaws & Policies & Procedures and minutes from the monthly NMAHU Board meetings. The Web site is also used to highlight and promote NMAHU programs and events.
- B. The Web Site will be under the direction of the Communications/Media chair and the Board of Directors.
- C. The Communications/Media chair will approve all structural changes to the Web site.
- D. An Annual review of the site shall occur every May where the Web Site will be evaluated by the chair and the Board to decide if changes will benefit the chapter at large.
- E. The chairperson does not have the power to change the look, layout, or scheduled content of the site without prior Board approval.
- F. All Web site content updating will be at the sole discretion of the Communications/Media chairperson and other committees as assigned. All content updates shall be reviewed and all content modification performed by other committees will require notification of changes to the current Communications/Media chair.
- G. Perform other duties as may be assigned by the President or Board of Directors.
- H. Submit a Website strategic plan to the Board of Directors.
- I. Conduct transition meeting with successor.
- J. Submit budget needs for the fiscal year.

Section 8.

OPERATIONS CHAIR

- A. Secure meeting space for all programs and events and ensure correct and complete set up.
- B. Secure catering if needed.
- C. Work in conjunction with the Communications/Media Chair and Education Chair to ensure a smooth running, well publicized program or event.
- D. Submit an Operations strategic plan to the Board of Directors.
- E. Perform other duties as may be assigned by the President or Board of Directors.

- F. Conduct transition meeting with successor.
- G. Submit budget needs for the fiscal year.

ARTICLE XI TRAVEL REIMBURSEMENT

- Section 1. Members and the executive administrator traveling on approved NMAHU business will be reimbursed for their expenses.
- Section 2. In most cases money will be budgeted for reimbursement and the reimbursement will not exceed the budgeted amount without Board approval.
- Section 3. Travel expenses will be reimbursed as follows:
 - A. Air travel reservations should be made as far in advance as possible in order to take advantage of reduced fares. NMAHU will reimburse or pay 75% of the cost of the lowest coach class fare actually available for direct non-stop flights from the airport nearest the individual's home or office to the airport nearest the destination within \$50.00
 - B. Hotel expenses will be reimbursed at 75% of one half of the double occupancy room rate.
 - C. If driving, mileage will be reimbursed to the individual at the current IRS approved rate. The total mileage reimbursement will not exceed the sum of the lowest available round trip coach airfare.
 - D. To receive reimbursement from NMAHU for NAHU events members must be active participants of the event and attend all general session activities and submit all receipts to the Treasurer within 30 days. All reimbursement will be made after the event.
 - E. NAHU event registration will be reimbursed at 100%.

ARTICLE XII CAP OR NAHU CONVENTIONS

- Section 1. When the budget allows, NMAHU may elect to pay for representatives to attend the CAP and/or NAHU conventions. NMAHU can budget to cover registration, travel, and/or meal costs.
- Section 2. The current Board of Directors will make the final determination as to who will represent the state chapter at the CAP and NAHU conventions.
- Section 3. Guidelines used to determine representation will follow:
 - A. The NMAHU Executive Committee will be offered first opportunity for attendance. For the CAP conference this will include the legislative chair.
 - B. Other current NMAHU Board members will be offered remaining open positions.
 - C. Past President's and other current volunteer's will be offered remaining open positions.
 - D. Finally any remaining open positions will be offered to the membership at large.

ARTICLE XIII LOBBYIST

- Section 1. The Board may employ an individual or firm as the NMAHU Lobbyist to serve at its' discretion. The Board of Directors will determine the duties and compensation. Employment and discharge of this position will require a two-thirds majority vote of the Board of Directors.
- Section 2. The contract will outline expectations for the individual or firm.
- Section 3. Contract for the lobbyist will be a minimum of one year and a maximum of five years before release of an RFP.
- Section 4. The RFP process will occur a minimum of every five years and be under the direction of the Executive Committee and the Legislative Chair. A special task force may be appointed at the discretion of the Officers listed. The content of the RFP will be based on the current legislative needs of the NMAHU.

ARTICLE XIV EXECUTIVE STAFF

- Section 1. The Board may employ an individual, who need not be a member of NMAHU as the Executive Administrator to serve at its discretion. The Board of Directors will determine the duties and compensation. Employment and discharge of this position will require a two-thirds majority vote of the Board of Directors.
- Section 2. Contract for the Executive Administrator will be a minimum of one year and a maximum of three years before sending contract out for bid.
- Section 3. The new bid process will occur a minimum of every five years and be under the direction of the Treasurer, the current President and the President-Elect. A special task force may be appointed at the discretion of the Officers listed.

ARTICLE XV CONFLICT OF INTEREST

- Section 1 NMAHU is a nonprofit tax-exempt organization. Maintenance of its tax-exempt status is important for continued financial stability. There exists between NMAHU and its Board, Officers and contracted entities a fiduciary duty, which carries with it a broad duty of loyalty. The Board, Officers and contracted entities have the responsibility of administering the affairs of NMAHU honestly and prudently, and of exercising their best care, skill and judgment for the sole benefit of NMAHU and its members. Board members and contracted entities shall exercise the utmost good faith in all transactions involved in their duties and they shall not use their positions with NMAHU or knowledge gained there from for either their personal benefit or that of their employers benefit. The interests of the organization must be the first priority in all decisions and actions.
- Section 2. These policies are directed not only to Directors and Officers, but to all persons who can influence the actions of NMAHU.
- Section 3. Conflicts of interest may arise in the relations of Directors, Officers, and all contracted entities with any of the following third parties:
- A. Persons and firms supplying goods and services to NMAHU.
 - B. Persons and firms from whom NMAHU leases property and equipment.
 - C. Persons and firms with whom NMAHU is dealing or planning to deal in connection with NMAHU assets.
 - D. Competing or affinity organizations.
 - E. Donors and others supporting NMAHU.
 - F. Agencies, organizations, and associations which affect the operations of NMAHU.
 - G. Family members, friends, and other employees.
- Section 4 A conflicting interest may be defined as an interest, direct or indirect, with any persons or firms mentioned in Section 3. Such an interest might arise through:
- A. Owning stock or holding debt or other proprietary interests in any third party dealing with NMAHU.
 - B. Holding office, serving on the board, participating in management, or being otherwise employed (or formerly employed) with any third party dealing with NMAHU.
 - C. Receiving remuneration for services with respect to individual transactions involving NMAHU.
 - D. Using NMAHU's time, personnel, equipment, supplies, or good will for other than NMAHU approved activities, programs, and purposes.
- Section 5. Transactions with parties with whom a conflicting interest exists may be undertaken only if all of the following are observed:
- A. The conflicting interest is fully disclosed;
 - B. The person with the conflict of interest is excluded from the discussion and approval of such transaction;
 - C. Competitive bids or comparable valuation exists; and
 - D. The Board has determined that the transaction is in the best interest of the organization. Disclosure involving Officers should be made to the Board Chair (or if they are the one with the conflict, then to the Executive Committee) who shall bring the matter to the attention of the Board. Disclosure involving Directors should be made to the Board Chair. The Board shall determine whether a conflict exists and in the case of an exciting conflict, whether the contemplated transaction may be authorized as just, fair, and reasonable to NMAHU. The decision of the Board on these matters will rest in their sole discretion and their concern must be the welfare of NMAHU and the advancement of its purpose.

ARTICLE XVI REVIEW OF POLICY AND PROCEDURE MANUAL

- Section 1 All current Board Members of the NMAHU will be familiar with and follow this manual. A form will be signed by all Board members at the annual Strategic Planning Meeting signifying understanding awareness and acceptance to abide by these policies.
- Section 2 This manual will be reviewed annually by the Board and changes will be approved by a quorum of the Board of Directors.