**Member Services Committee**

**Meeting Summary**

**April 10, 2012**

1. **Ray Dunkle gave a presentation on the services of Red Flag Reporting. They provide a third party reporting service for fraud/ethics violations (focusing on HR and financial matters). The committee would like to move forward on a member services partner agreement. Three references are needed for any new partner relationship.**
2. **PATHS has teamed up with Essential Learning and will be developing on-line training modules.**
3. **Mailing Labels: The Board requested an OPRA Member Directory. We will develop a hard copy which will be mailed to members. It will also be available on our website in PDF format. Discussed charging for our mailing list as opposed to having it available for all to download. It was agreed that we should charge for the list. This will also give us more control over the use of the list. (Member info can already be obtained for free via the SPD).**
4. **Brian and Dan Blend joined and discussed the services of Acree Daily, which is a technology provider. The Committee would like staff to look into whether or not they are able to bill waiver services directly. If so, a member partner agreement would be inappropriate.**
5. **The Member Partner rollouts of CBIZ, Dental Care Plus (Wells Fargo) and Amerinet will take place at the conference.**
6. **Terry Scott and Carolyn Greshemer gave a presentation on CBA’s Dental Trust. The Committee asked them to consider how they could provide extra benefits for OPRA members. A two year rate guarantee was discussed. They will consider other options and get back with us.**
7. **Teri and Anita discussed recent conversations with AFLAC and Foothold Technology about their affinity programs. Tom and Debbie will talk with the representatives further at next week’s conference.**
8. **Member Renewals:**
9. **Reports on renewing/non-renewing members were distributed.**
10. **Dues Restructuring: The Committee made the following recommendations:**
11. **Gather data on other State provider association dues structures for comparison purposes.**
12. **Look at OHCA’s and the Council of Behavioral Health Providers (both Ohio Associations) dues structure.**
13. **Consider a tiered approach to dues reduction; perhaps reduce the amount over 2/3 years and work to replace lost revenue with new memberships.**
14. **Develop a strategic business plan that considers how lost revenue will be offset by decreases in spending and/or supplemented with reserves. Develop timelines (need to inform membership by 9/12).**
15. **Marketing and Welcome Packets are being developed. There was much editing that needed to take place with the pieces Gallagher had provided.**
16. **Next Meeting June 12: By Laws/District Meetings**

 **Review Progress of MS Goals**

 **Discuss Committee Role**

 **Member Satisfaction Survey**