**Member Services Committee**

**Meeting Notes**

**June 12, 2012**

**Conference call: Tom Weaver, Marty Adam, Roy Cherry.**

**At the OPRA office were: Dan Griffin, Anita Allen and Teri Derry**

1. **Red Flag Reporting Contract**

The Committee reviewed the Member Agreement received from Red Flag and approved.

1. **AcreeDaily and Foothold Technology MS Partner Proposals: Follow Up:**

We discussed proposed agreement with AcreeDaily which is a Technology provider. There were concerns raised about Remote Monitoring in general and if endorsing one vendor could cause confusion or conflict for our members who are providing this service? We talked about Acree being an equipment vendor, but it was pointed out that they would also in some instances provide the monitoring as well? The committee decided to take this discussion to the Board and get a pulse of the Boards feelings about this.

We reviewed the Foothold Technology proposal. They are a software company. It was decided to go to the next step with this group and ask them to get references for us to proceed with them.

1. **CBA Contract**

The Board gave the committee the go-ahead to sign an agreement with CBA. We are waiting for a written proposal from CBA.

1. **AFLAC**

We are still waiting for Jamie Zelewicz with Wells Fargo to make contact with Mr. Setlow regarding the Wells agreement with Aflac.

*\*\*Post Script: Mr. Setlow explained to Teri that He is an Insurance Agency that has developed a program with Aflac through ANCOR. In this case, having Wells become involved would simply be   
“adding another agent who would want part of the commission”.*

*The Committee needs to decide if this is a program that we want to peruse because of ANCOR, or if we want to have Jamie add an Alfa program to our menu of services through Wells and our existing relationship?*

1. **Member Renewals:**
2. **Reports**

The Committee reviewed the current Membership Lists. We discussed ways to get the Board to assist in Member Outreach.

The Committee requested a list of potential names broken out by district to give to each Board Member. We will ask that they review the lists (as taken from the Medicaid billing lists received from DODD) and make contact with the top 10-20 agencies from their regions. Teri will work on getting these lists for the next Board Mtg.

1. **Dues Restructuring**

Roy Cherry will pull together a spread sheet of the comparison information that we were able to gather from other Trade Assns for comparison. He will take this information to the Finance Committee at their next meeting for the discussion of reducing fees for membership.

We will then have a joint discussion of the Finance Committee and Member Service Committee after to discuss. We explained that we really need to get the dues reduction information settled upon so the 2013 Membership Materials can be developed and ready to mail by the end of September.

1. **By Laws/District Meetings**

We reviewed two sections of the By Laws that discuss the requirements for District meetings. It was decided to take this discussion to the full Board. The Member Service Committee is will be developing a survey to send to members asking about what would make a meeting valuable for them. Marty Adams and Dan G will be heading up this project. Marty will bring questions that are being worked on in her district as a starting place for us. There was also discussion of inviting some of our OPRA vendors with whom we have an affinity agreement to the District meetings to give them an opportunity to present their products and have members network on those services.

1. **Review Progress of MS Goals**
2. **Member use of Partner Programs**

We discussed ways to get members to take advantage of Member Service Discount programs. The committee will recommend that various OPRA Committees invite MS Program Representatives to attend the committee meetings to review and promote their discounted programs.

1. **2013 Member Packet**

**Membership Materials will need to be ready for print by the end of September**

**Other:**

We discussed that Warehouse Direct and One Medical Solution whom we had Member Service Agreements with, are not longer managed by Jeff Hohman. He has now started a partnership with one of the OPRA Board members. There was discussion as to whether or not this would be a conflict of interest to have a member agency involved in a MS program?

* It was suggested that Mark look into to other Trade Assns. and ANCOR to see how they handle situations where members have spin-off agencies?
* It was also suggested that we ask Vorys to give us an opinion.
* The committee decided to bring this issue to the full Board for discussion.

**Next Meeting: August 14, 2012 at 11:00a.m.**

**We will have a joint discussion with the Finance Committee.**