



[NAHU Happy Hour Podcast](#)

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NW Medicare Summit is this month!

WAHU is partnering with the Oregon Association of Health Underwriters to present the NW Medicare Summit.

This great training opportunity will be held virtually, September 14-15, 2020.

Online Certifications for WA and OR will be provided by Aetna the day before the event.

Organizers are trying to keep the experience of a traditional conference, with attendees receiving a 'swag bag' prior to the event and sponsors providing prizes to be raffled off at the end.

Delivering education is part of the Health Underwriters mission statement. In this current pandemic, we are all finding new and creative ways to fulfill our mission.

Registration for large events can be cost-prohibitive for many members.

The registration for this virtual Medicare Summit is only \$30!

Click [HERE](#) to go to the registration page!

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SSAHU Receives Silver Certification

South Sound Association of Health Underwriters was recently recognized with Silver Certification as part of NAHU's Chapter Certification Program.

The Chapter Certification program is an ongoing program that recognizes excellent chapters throughout the calendar year.

"The leadership of NAHU members has a far-reaching impact on providing for the healthcare needs of individuals, families and business in their communities.

We are grateful for SSAHU leaders' hard work with chapter development and recognize them for their efforts with this well-deserved award," said WAHU President, Mary Pierce.





Harilyn Dumancas

President, TCAHU

This month's WAHU Board Member #1

Harilyn is a health insurance professional who has been in the industry over 22 years.

She is passionate about pushing towards meaningful health insurance changes that benefit the quality of our life of member, community and our industry as a whole.

"Obstacles don't have to stop you. If you run into a wall, don't turn around and give up. Figure out how to climb it, go through it, or work around it." – Michael

Jordan

Legislative Update

August 4th was our state primary election. There was a large turnout of 54% of registered voters.

Dem. Governor Jay Inslee attracted nearly 52% of the vote, and in November he will face Rep. Loren Culp.

Democrat incumbent Attorney General Bob Ferguson received over 56% of last night's Primary tally, and he will apparently face Republican challenger Matt Larkin.

Incumbent Insurance Commissioner Mike Kreidler appears to be cruising to a comfortable General Election race, as he won over 60% of the vote in last night's count. He will face Republican challenger Chirayu Patel, who picked up nearly 28% of the vote.

If the Primary Election results are any indication of what to expect in November, the margins of control in the House and Senate are not

likely to show much change, but results show moderate incumbents under pressure.

[Here](#) is a link to a column in the Seattle Times by Danny Westneat that makes the point.

Mel Sorensen – WAHU Lobbyist



Check your Spam Filter!

WAHU sends out information to our membership and sometimes we get caught by email filters. Please take a moment and add us to your contacts, so that you don't miss a thing!

WAHU Communications info@wahealthunderwriters.org

President's Corner

You may notice that we are featuring four of our Board members this month.

These are the Presidents of our local chapters. I am all in on the idea that we need to get to know our members all over our State and this is a good place to start!

One of my goals this year as President of WAHU is to attend at least one Board meeting of each of our local chapters. I am so looking forward to the time we can be together in person again!!

This month I attended the Board meeting for our Spokane-based chapter, Eastern Washington Association of Health Underwriters (EWAHU.)

It was so fun to listen in on the workings of another area. I keep forgetting how much territory EWAHU covers – basically everything east of the Cascades! Appointing separate Membership Chairs for Spokane and Central WA totally makes sense.

Julie had made the EWAHU logo into postcards so that it

is easy to drop a branded message. Such a great idea!

EWAHU sponsors and volunteers for the St. Luke's Rehabilitation Institute's Golf Tournament each year. I wish I didn't live so far away! Hopefully they will be able to keep the tournament going, as so many of them are being cancelled due to COVID-19.



Mary Pierce, President



The Surprising NAHU Education Foundation

As a member of NAHU you have a wealth of knowledge at the click of a mouse on the NAHU website.

Did you know that non-members have the ability to access lots of great tools and information on the NAHU site as well?

[NAHU Education Foundation](#)

The NAHU Education Foundation helps consumers and communities access and afford high-quality healthcare through educational programs, targeted contribution and user-friendly tools.

Consumer Tools includes brochures and PowerPoints for consumers to better understand the healthcare landscape.

Brokers will find a toolkit including resources that will help anyone understand the new landscape of payment reform in healthcare and how it is changing both delivery systems and insurance products.

There is also information on Operation Engage. This is an effort to assist community centers at the grassroots level with the goal of strengthening the nation's healthcare safety net.

The foundation has always recognized the great need for people to know where to look for the best e-health insurance options and recommend that people find a qualified health insurance agent or broker and direct them to NAHU's "Find an Agent" feature.

The NAHU Education Foundation is a non-profit and supported by Chapter and Individual donations to continue this important work.





How fast is fast, Internet?

With virtual meetings becoming the norm, we need to think about more than just our keyboards and monitor set up in our home office.

How fast is your internet? Is it fast enough to not drop your connection in the middle of your Zoom meeting? How do you find out?

Your internet provider will have a speed test on your portal, but here is a quick one to check it out.

[Speedtest](#)

On a 1:1 Zoom meeting, expect to use between 540 MB and 1.62 GB per hour, or somewhere between 9 MB and 27 MB per minute.

To put those numbers in internet-speed terms, you'd

want an internet speed between 150 kbps to 450 kbps to smoothly run a Zoom 1:1 call.

That doesn't seem like much, but remember that your internet bandwidth has to allocate internet to all of your devices at once.

If you are running at 10 or less MB, contact your provider to see if there is a faster package available!



Keith Wallace

President, NWAHU

"The only constant in life, is change"

This month's Board Member #2

Keith started his career in the insurance industry at age 22. For the past 30 years he has helped friends and clients navigate the world of health and life insurance.

He enjoys being able to solve problems and work to make the process as smooth as possible.

Additionally, Keith has been volunteering for NAHU over the

past 15 years while holding various local, state, regional and national committee positions.

Married to his wife Jodi for the past 28 years, they have 2 grown children who helped him stay in the business when times were not so easy.



Julie Shepard-Hall

President, EWAHU

"Success has nothing to do with what you gain in life or accomplish for yourself. It's what you do for others"

This month's Board Member #3

I started Integrity Insurance Solutions in 2006 to serve or Medicare and Individual population. I feel that it is an opportunity to serve many individuals who are not always sure where to look for help. I love the challenge of finding ways to make a difference in my clients' lives.

Along with my insurance business, my daughter and I have also owned a women's consignment clothing shop for the past 8 ½ years.

I am passionate about being part of NAHU, and I am proud to say that both of my associates are active either at the local or State level.

In addition to being the President of EWAHU, I have also been President of the Garland Business District in Spokane for the past five years.

This month's Board member #4

Laci started with Pilkey Hopping & Ekberg in 2004 while attending the University of Washington, Tacoma. After graduating, she furthered her professional education by obtaining her RHU and CFP Designations.

In 2016 Laci was promoted to VP and Manager of the Life and Benefits Department.

She is currently the President for SSAHU and is treasurer for the Pierce County Soccer Referee Association.

Laci is a world traveler and has seen several of the wonders of the world, including the Great Wall of China, Machu Picchu, the Great Pyramids of Egypt and her favorite, Petra in Jordan.

She enjoys volleyball, golfing and playing with her Labradoodle, Rory.

Laci also just welcomed a sweet baby daughter, Madison, in June!

Her goal is to find ways to deliver resources and benefits to our membership in this new COVID-19 environment.



Laci Moyer

President, SSAHU

"You will find a way, or you will find an excuse"

Virtual Selling—Best Practices, Best Results

Our world has changed radically due to the pandemic and our sales techniques have had to quickly pivot to the virtual presentation world.

How can you best leverage this 'new normal?' Preparation is the key!

MANAGE EXPECTATIONS

Share expectation of being on video internally and with customer.

Include expectations with dial-in information in invite.

Create and share agenda

MANAGE YOUR ENVIRONMENT

Have a professional background

Eliminate distractions (kids, dogs, spouse)

Clean up your screen (do you have anything on your desktop that shouldn't be shared?)

PLAN MATERIALS CAREFULLY

Anything on screen should enhance the conversation.

Choose visuals to hold attention, keep clean and simple.

Don't be overly reliant on visuals

Highlight busy spreadsheets to direct attention to important details.

TEST YOUR TECH AND EQUIPMENT

Wear headphones (or have nearby)

Know your technology

Ask customers to pre-test your technology

Ask customers if they have a preferred platform.

Enlist a partner to monitor chat questions and send out materials during the meeting as needed.

HAVE A PLAN B!

Prepare to email materials if participants can't get into video meeting.

Use phone audio if you anticipate internet connectivity issues.

Set up an internal text group with your sales partners for private communication.

Plan to use platform on phone or tablet as backup

WAHU

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Welcome New Members



Why Join NAHU?

Member benefits such as:

- Technology Solutions
- Professional Development Benefits
- Business & Personal Services
- Client Management

Our Mission

The Washington Association of Health Underwriters promotes the highest level of professional and ethical conduct amongst its membership. We deliver education, public policy information and policy recommendations to our members. In addition, we advocate consumer choice, accessible and affordable quality health care for our communities.

Local Association Chapter Presidents

EWAHU – Spokane – Julie Shepard-Hall, integrityins@msn.com

NWAHU – Seattle – Keith Wallace, keith@riceinsurance.com

SSAHU – South Sound – Laci Moyer, lmoyer@pheinsurance.com

TCAHU – Tri-County – Harilyn Dumancas, harilyn.t.dumancas@kp.org

We're on the Web!

See us at:

www.wahealthunderwriters.org
