

## Healthcare Billing and Management Association

Policy: New Member Packet

**Policy No.** NM-1

**Approved:**

**Effective:**

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### POLICY

To inform all new members of the membership benefits and scope of HBMA, each member will receive a new member packet.

### PROCEDURE

### RESPONSIBLE PARTY

#### First Time Member:

1. After payment of new membership dues, each new member will receive a New Member Packet containing a Welcome Letter, Flash Drive and HBMA Sticker within two weeks. National Office
2. The flash drive will include National Office
  - Annual Report
  - Membership Value Kit (letter with links to where they can find all aspects of the kit which includes HBMA logo, case studies, statistics, press release templates, etc.
  - HBMA Position Papers
  - Latest newsletter
  - Latest Government Relations Report
3. The Regional Chair will follow up with a personal phone call or Regional Chair email 60 days after the Member has received their packet.

#### First Time Renewing Member:

1. Contact will be made 90, 60, 30 days prior to Member's expiration informing the member that when they renew they will receive a CD of their choice from our library of WebCasts. National Office
2. After payment of renewal membership dues, each member will receive a CD of their choice from our library of WebCasts. National Office