



NAHAM Regional Delegate Position Description

Regional Delegate Charge	Regional Delegates are selected by the NAHAM members of the applicable region by ballot vote. Regional Delegates serve as a regional NAHAM liaison and provide leadership in respective regional affairs.
Goals/Responsibilities	<ol style="list-style-type: none"> 1. Serve as the main point of contact for NAHAM state affiliate leaders. Make sure they are aware of NAHAM programs and services, and help them promote local activities. 2. Apprise NAHAM of any changes in Affiliate contact information. 3. Serve on NAHAM's Affiliate Council, which consists of local association leaders. Participate on quarterly Affiliate Council conference calls to share NAHAM information and hear about local activities. 4. Serve as 'the face of NAHAM' in your region by hosting regional meetings at Annual Conference and being available as a resource to patient access professionals in your region. 5. Prepare quarterly regional newsletters with affiliate updates. 6. Assist with recruitment of new NAHAM members and respond to member concerns or direct members to NAHAM staff. 7. Serve on NAHAM's Board of Directors and actively participate in the governance of the association. 8. Identify and mentor members in the region who would be interested in and eligible to be elected to the position of Regional Delegate when your term expires. 9. Initiate formal and effective transition to incoming Regional Delegate at the end of term.
Membership Term	<p>All delegates serve a two (2) year term and are eligible for one (1) additional term, pending election. Terms begin at the conclusion of the Annual Conference and end at the annual conference two years later.</p> <p>Any term served by a Regional Delegate may be terminated by the sitting President for performance-based issues.</p>
Expected Commitment	<p>Participation Regional Delegates are expected to participate in all board meetings as well as monthly regional delegate calls. Other calls are to be determined by the Vice President.</p> <p>Financial Compensation NAHAM has an expense budget for the regional delegates. It is the responsibility of each delegate to maintain records to track and report expenses. In 2025, a \$500 travel subsidy will be provided to cover flight costs for Board meetings. Hotel nights for the Annual Conference are covered. This subsidy may vary from year to year depending on NAHAM's financial position.</p>



Expected Commitment	<p>Communication</p> <p>Regional delegates are the voice of NAHAM to members in their region; as such, it's important that they maintain communication with those individuals.</p> <p>Minimum expectations include:</p> <ol style="list-style-type: none"> 1. A newsletter sent quarterly, checking in and updating the region on activities at NAHAM national (and mentioning the national conference, educational opportunities, certification, membership, etc.). 2. Outreach to all expired members in the region, encouraging them to re-join the association. 3. Assistance in the membership recruitment process, reaching out to individuals who not NAHAM members and encouraging them to join NAHAM. 4. Outreach to affiliates in the region, serving as the point of contact for NAHAM and fostering a mutually beneficial relationship. <p>Time Commitment</p> <p>Regional delegates should expect to spend between three (3) to six (6) hours per month on NAHAM responsibilities. More time will be required during the Annual Conference (April/May) and the annual fall board call in November/December.</p>
Delegate Requirements	<ul style="list-style-type: none"> • Express desire to serve • Must be able to carry out the work outlined above • Must desire to advance the mission of NAHAM. • Must be active in the patient access services profession. • Must be able to work well with others. • Must be able to make the necessary time commitment. • Must remain a NAHAM member in good standing with dues paid each year. • Must be a CHAM in good standing (or earned within one year of election). • Must reside and work in the region represented • Must be able to attend and actively participate in conference calls.
Regional Delegate Assigned States	<p>Northeast Region: Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, Pennsylvania, Maryland, New Jersey, Delaware, Washington, DC</p> <p>Southeast Region: Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, West Virginia</p> <p>Midwest Region: Kentucky, Illinois, Indiana, Ohio, Michigan, Wisconsin</p> <p>Central Region: Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota</p> <p>Southwest Region: Texas, New Mexico, Colorado, Oklahoma, Utah, Arizona, Nevada, California, Hawaii</p> <p>Northwest Region: Alaska, Idaho, Montana, Oregon, Washington, Wyoming</p>
Staff Liaison(s)	<p>Zoë Fuller, Executive Director: zfuller@naham.org, 202.367.1125</p>