

March 11, 2019

Charter

NASA Employees Benefit Association (NEBA) Board of Directors

1. PURPOSE

The NASA Employees Benefit Association (NEBA) is an employee operated association established in 1952 and authorized under the Space Act of 1958. NEBA exists for the purpose of providing low cost, high quality life insurance and voluntary benefits for NASA civil service employees and military detailees and their dependents. NEBA is governed by the Board of Directors. The NEBA Board is responsible for providing overall direction, planning, and oversight of the NEBA program and the program underwriter. NEBA operates under the executive sponsorship of the Chief Human Capital Officer.

2. APPLICABILITY/SCOPE

The scope and authority of the NEBA Board of Directors encompasses all activities conducted by NEBA and services provided under agreement through the NEBA underwriter. These include policies and procedures as defined by the NEBA Policy & Procedures Guide and services provided within the scope of the agreement with the NEBA underwriter.

3. AUTHORITY

- 51 U.S.C 20113, the National Aeronautics and Space Act. As amended

4. GOVERNING COUNCIL AFFILIATION

Mission Support Program Management Council (MSPMC)

5. FUNCTIONS

5.1. Specific NEBA Board Functions include:

- a. Providing overall direction, planning, and oversight of the program.
- b. Selection and oversight of a carrier to underwrite and administer the plan.
- c. Working in partnership with the underwriter to provide low cost life insurance coverage and voluntary benefits.
- d. Setting policy for the NEBA Plan within the scope of the agreement with the underwriter.
- e. Making decisions on adjustments or interpretations of the NEBA plan when (1) an issue or request is made by either a member or the underwriter; (2) the issue or request is in alignment with the agreement with the underwriter; and (3) does not direct the internal policies or operations of the underwriter.
- f. Implementing policies and procedures to maintain a Premium Stabilization Reserve (PSR) and Special Premium Stabilization Reserve (SPSR) that are adequate to mitigate risks and ensure discounted rates for members.

g. Oversee NEBA operational activities as described below:

- Each NEBA Center Chapter is responsible for working with the plan administrator (insurance underwriter) in marketing the NEBA Program and resolving issues involving chapter members.
- The NASA Shared Services Center (NSSC) is responsible for assisting the Center NEBA chapters in marketing, referring members to the plan administrator (insurance underwriter) for assistance on claims and enrollments, and in providing enrollment information to new employees. The NSSC also maintains the NEBA website and related online tools.
- The Agency Applications Office (AAO) is responsible for the transmission of eligibility files to the plan administrator (insurance underwriter) as well as transmitting and reconciling billing data between NASA, payroll provider, and the plan administrator (insurance underwriter).
- The plan administrator (insurance underwriter) is the sole provider of life insurance coverage and voluntary benefits for the Association and is responsible for underwriting; processing new enrollments and changes in enrollments; maintaining enrollee records; processing beneficiary changes, handling death claims; maintaining a member website and help desk, providing a network of local trusted advisors, maintaining communications with the NSSC, and for providing financial statements to the board at least annually or upon request.
- Enrollments are processed by the plan administrator (insurance underwriter) and submitted by the employee via the online process or by mail as a prearranged exception. Prospective enrollees and members provide other documentation as requested by the carrier for underwriting. Member fees are collected through payroll deduction.

5.2. Appeal of Decisions

Decisions and interpretations as defined section 5.1e are final if within the scope of the NEBA Board's authority and when decided by the Board. Appeals should be based on extraordinary circumstances, such as important facts that were not considered by the NEBA Board in the decision process. Appeals should be directed to the NEBA Secretary with a concise description of the circumstances. The NEBA Secretary will confer with the NEBA Chair to determine whether the circumstances warrant NEBA reconsideration. If an appealed decision is not reconsidered, the individual may use the Dissenting Opinion Process, as described by the Governance and Strategic Management Handbook, NPD 1000.0B, to raise issues of significance warranting review by the Mission Support Program Management Council. The NEBA Chair will confer with the Executive Sponsor to determine whether the issue warrants MSPMC consideration of the appeal.

5.3. Subordinate Bodies

The NEBA Chair may create sub-groups as directed by the Board if necessary to conduct the business of the Board. These organizations will convene, deliberate, report, and disband under direction provided by the NEBA Chair. Examples include committees for rate review, audits, communications,

etc.

6. MEMBERSHIP

NEBA is governed by a Board of Directors comprised of representatives from each of the NASA centers, the NSSC, and NASA HQs. The Board operates under the executive sponsorship of the NASA Office of Chief Human Capital Officer.

- a. The Agency Director of Human Capital Services (or his/her delegate) shall appoint a Chairperson, Vice Chairperson, and Secretary /Treasurer to the NEBA Board of Directors. Appointments are for 5 years and may be renewed. The NEBA Chairperson (or his/her delegate) will report on the status and performance of the plan to the executive sponsor as needed.
- c. Each Center, HQS, and the NSSC will have a NEBA chapter assigned to that Center or location.
- d. Center Directors (or his/her delegate) shall appoint Chapter Officers for periods of up to 5 years. Appointments may be renewed. Chapter Officers are composed of at least one officer: President or Vice President. Chapter Officers shall serve as members of the Board of Directors.

7. MEETINGS

The NEBA Board will meet at least once annually at a NASA host location. The purpose of the annual meeting is to review program performance; resolve issues; make decisions about program offerings, and to determine disposition or application of excess funding or reserves. Decisions will be made based upon a quorum of board members present at the meeting. The Board will also meet semi-annually by videoconference and at other times as requested by the Chairperson.

8. DURATION

The NEBA Board of Directors will remain in existence indefinitely.

9. ASSESSMENT.

9.1. Internal Assessment

The NEBA Board shall perform routine assessments of the effectiveness of the Board in achieving objectives set forth in this Charter. To determine effectiveness, the NEBA Chair will evaluate the following:

- a. Decision-making focus of the Board – the NEBA Secretary will track the number of Agenda items and time spent on items which are decisional versus those that are non-decisional and provide a report at least semi-annually to the NEBA Chair and core Members as to the effectiveness of the Board in focusing on decision-making during meetings.
- b. Inclusiveness of the decision-making process – the NEBA Secretary will request feedback from all

Board Members at least semi-annually to enable the compiling of a report to the NEBA Chair and core Members as to the effectiveness of the decision-making process in ensuring appropriate inclusiveness is sought for decisions.

9.2. External Assessment

Every 5 years, the NEBA Board shall engage an outside auditor to review and evaluate the performance of the Program underwriter in carrying out the directives and agreements with the Association Board.

The findings will be reported to the NEBA Board, and upon request to the Executive Sponsor and the Mission Support Program Management Council (MSPMC).

9.3 Reporting

The NEBA Chairperson (or his/her delegate) will report on the status and performance of the plan to the executive sponsor as needed.

10. RECORDS.

The NEBA Secretary is responsible for appropriate maintenance of Board records, including this charter. The NEBA Secretary will publish the decisions of each meeting.

Approved by the NEBA Board - July 19, 2018

Original Signed by:

Dianne W. Stokes

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Chairperson