Membership 101 - FAQ

For some of you the following information will be routine, something you already know. For others, it may be helpful. So just a few pointers…

What is the membership year?

The membership year is on an anniversary date membership as opposed to a calendar date membership. In a calendar date all members are due on the same date. In an anniversary date membership the member’s anniversary, therefore due date, is one year past the start of their membership. ACEP “backs up” the start date (the day the membership cycle starts) to the first of the month. So if a member joins September 12, his cycle start date is September 1 of that year. One year later, on August 31, he will be due to renew. So, in this case, the membership starts September 1 and expires August 31 – one year.

What is the Join date?

The join date is the date on which the member joins the College – in the scenario above, the join date is September 12 in the year of application.

A Rejoin date is a second join date assigned if the membership is cancelled and the member decides to rejoin or come back to the College after a hiatus. The previous join date is kept as the original join date.

What is a Grace Period?

ACEP allows a two month grace period, a period of time past a member’s expiration date during which membership is still active, but delinquent. A member, in theory, may be cancelled 60 days after their expiration date; in practice we allow an additional two weeks to avoid reinstating those who may pay a little later than that grace period. Using the example from above, a member with an expiration date of August 31 may be cancelled two months later on October 31. However, in practice, that member is cancelled approximately 75 days past the expiration date. In this case the member would be cancelled in mid-November.

There is one exception to the two month grace period. Graduating residents (and graduating fellows) are allowed 120 days, or four months, grace period. This extended grace period allows them time, if needed, to settle into their new jobs and lives.

What is an expiration date?

The expiration date is the end of a membership year and is the date upon which a member’s renewal is due. It is not the cancellation date. ACEP allows a grace period which is a minimum of 60 days past the expiration date during which the membership is still considered active.

What is a reinstatement?

A member who has been cancelled because of non-payment may reinstate his membership by paying dues due from last expiration date. He has, therefore, reinstated his membership as if there
was no lapse. Members may wish to reinstate their membership in order to meet membership tenure requirements for certain statuses such as Fellow of the American College of Emergency Medicine (FACEP.)

**What is a restart?**

A member who has been cancelled may decide not to reinstate his membership (pay all owed back dues) and instead opt to restart. If he opts to restart his membership, he is provided a new start date and is considered a new member.

**Who is considered delinquent?**

Any member who has not paid by their expiration date and is within their grace period is considered delinquent.

**What is a Member Type?**

Note: this is the current structure within the CRM. Member classifications were changed by the 2014 Council and ACEP is currently working to change the CRM member types to agree with the Bylaws. We expect this change to be completed by April. The ACEP Bylaws require that chapter member classes be the same as national.

**Member Type** is the same as the member Class. Member Type is used by the computer system. Member Class is what is used for the same thing in the Bylaws. See the ACEP Bylaws for more details. [http://www.acep.org/aboutus/](http://www.acep.org/aboutus/)

Member Types (Classes) on the computer system currently are:

- **Active:** in practice (academic, clinical, other)
- **Candidate:** in training (medical student, resident, fellow, GMO)
- **Life:** 15 years of membership and age 60. They could be employed, but may be retired or disabled.
- **Inactive:** temporarily not working clinically (in war zone, working as a missionary, ill)
- **Honorary:** reserved for special persons who don’t qualify for membership in any other category – no dues are charged.

What is currently on the system as Life member or an Inactive member no longer officially exists as a member classification. They have been re-defined within the ACEP Bylaws as member statuses.

**What is a Member Rate?**

A **Member Rate** is the dues rate charged to the member. Within Member Types are **Member Rates**. Rates further breakdown Member Types and may be Bylaws related (subcategories of the member classification) but may be price related (as with the tiered rates charged to Active members for the first three years following residency of fellowship.) If chapter dues discounts differ from national dues, there are additional breakdowns. Suffice it to say there are many, many, many breakdowns related to Rates. If you are confused by rates, no one would blame you. Below
is a list of the main national rates. The national chapter dues rates vary greatly and are available from Member and Customer Services if you would like a copy.

**Active member Rates:**

- Active year 1 – first year out of residency or fellowship, renewal
- New Member year 1 – same as Active Year 1 – first year out of residency, but a new or reinstated member, not renewal.
- Active year 2 – second year out of residency of fellowship - renewal
- New Member Year 2 – same as Active year 2 – second year out of residency – but new not a renewal.
- Active year 3 – third year out of residency or fellowship - renewal
- New Member Year – same as active year 3 – third year out of residency, but new or reinstatement not a renewal.
- Active - no discount
- New Member – no discount, but used to identify that the physician is new to ACEP or a restart.
- Military year 1 – New member (never ever been a member before.) discounted dues rate
- Military year 2 – Renewed from Military year 1 discounted dues rate.
- Past national President – no dues charged.

**Candidate member rates**

- Medical student (Anyone in medical school) lowest rate charged.
- Intern – not often used but it’s the first year of residency when a resident hasn’t identified their specialty yet. We still have a few of them; we treat them like any other resident.
- Resident – physician enrolled in a residency program
- Fellow – physician enrolled in a fellowship training program
- GMO – General Medical Officer – lasts for 1-4 years – required military service for those in the military between Medical School and Residency. Allows those in military to continue membership between medical school and residency. – dues are much higher than charged to all other candidate members.

**Life Member Rates**

- Life 2005 – this is a bit confusing, but without the others, when it was created, it worked. So, this is someone who became a life member before 2005 and retains the benefits afforded life members at that time which includes reduced dues and free registration to Scientific Assembly.
- Life – This is a member who became a life member between 2005 and 2009. This Life member’s benefits include a reduced dues rate and reduced registration fees for Scientific Assembly.
- Life 2009 – This is a member who became a life member in 2009 to 2013. Dues are not reduced for this member. But they do retain the benefit of a reduced registration fee for Scientific Assembly.
Life 2013 – This life member became a life member in 2013 or after and receives the same benefit as Life 2009. If you recall, this is the year that we asked you to provide us with a change in your chapter Life dues structure for which you wished current life members to be “grandfathered”.

Life Honorary – this includes all members who received honorary membership prior to the Bylaws change that made honorary available only to those who do not qualify for membership in any category. This was a stop-gap which allowed us to continue to retain the honorary status within a current membership category.

Life Retired – One who has attained life status through meeting the qualifications for a retired member. These members’ benefits include a reduction in dues and a reduction in Scientific Assembly registration fees.

Life Wiegenstein and Life Rupke – one who has attained life status through the Wiegenstein or Rupke awards. There are no fees associated with these members’ dues or Scientific Assembly registrations.

Inactive Member Rates

As above under member types, this is a member who meets the criteria for inactive membership. See Guidelines for Inactive Members.

Honorary Member Rates

As above under member types, this is a person who has been nominated and awarded Honorary Membership. They do not otherwise qualify for ACEP membership in any category.

What is a Member Status?

The Member Status indicates whether the physician is a member or not a member. There are three member statuses,

- Active – is considered a member.
- Cancelled – was a member but is no longer a member.
- Applicant – has applied for membership but application is incomplete.

What is a Status Reason?

The Status Reason provides more detail on the regarding the member status.

Active – a member

- Restart – physician who was once a member, and has reapplied for membership, these are counted as new members statistically since they were previously cancelled.
- New Member – a member who has never been a member before.
- Renewal – a member who renews their membership without any lapse in membership
- Reinstatement – someone who renews their membership with a lapse in membership, but reinstates to the end of their previous membership expiration.
• Declined Installments – a member whose credit card has been declined and is being followed up with by MCC staff
• Reinstatement W/N MO – same reinstatement from above, but cancellation and reinstatement are within the same month.

Cancelled - previously a member

• Ineligible – cancelled because they are no longer eligible for membership as an example, a medical student who was a member during medical school but did not match with an emergency medicine residency program.
• Resigned – cancelled because they have asked to be cancelled.
• Deceased – cancelled due to death. If the death occurs during the membership year, dues are prorated and refunded to the estate.
• Duplicate record – members do at times create duplicate records when they are restarting their membership. In this case, the records are merged to the original record and the duplicate is cancelled.
• Lost contact – if we have had three returned pieces of mail, and the post office cannot provide new contact information, and the member does not reply to phone or e-mail contacts, then we will cancel the membership until such time as we reinstate contact.
• Non payment – if, after the grace period, a member has not paid, they are cancelled for non-payment.

Applicant – an application has been received for membership.

• Group invoice – we have received an application from a group for a member but payment has not yet been received.
• Incomplete – there is something missing from the application that is required, such as a medical school.
• Payment pending – we’ve received an application from an individual but no payment.

What are the Dues Rates?

Please see attached National and Chapter dues EXCEL sheet. Chapter dues vary greatly. Primary chapter dues for active members are also in the web site under Membership Dues and Eligibility. http://www.acep.org/Membership-top-banner/Membership-Dues-and-Eligibility/Your dues (and other invoice items that may be chapter related charges) are established by your chapter by completing the chapter Dues and Disbursement Form and submitting it to Chapter Services with the appropriate authorizations. The form is available at http://www.acep.org/Membership/Chapter-Services/ACEP-At-A-Glance/

A complete listing of the national and chapter dues rates is available from Member and Customer Services.
What is the Chapter Portal?


The Chapter Portal provides a way for chapter executives to access reports from the national database and to access data pertaining to specific chapter members and non-members within the chapter’s territory. The portal may be accessed by Chapter Services approved administrators by using their personal website username and password. The following is accessible from the portal.

How do I access the portal?

Sign on to the web site with an authorized user name and password, (authorization provided by Chapter Services). Under membership in the menu at the top of the web page, is a menu list under chapters, one of which is the Chapter Portal. Click on chapter portal and sign in with your authorized password. You have accessed the portal.


How do I look up members in my chapter?

The first tab on the chapter portal is “contact search”. You can look someone up by their last name, first name (though that’s a bit ominous), ACEP ID number, City, Stat or Province, zip code or even e-mail. All those who meet whatever criteria you enter will be listed. You can also check membership (yes or no) to get members or non-members in your chapter.

The resulting list will provide name, ID #, City, State and whether they are a member.

Click on the name and additional information will be presented, including

- E-mail address,
- Phone numbers,
- Addresses,
- Member type and rate,
- Their primary chapter,
- Cycle start date (the date on which this year’s membership cycle starts), their expiration date (or end of this year’s membership cycle),
- Paid through date (if they have paid for a full year of membership it will be the same as their expiration date, if they pay by installments, it will be through which month they have actually paid dues),
- Last payment date – when the last payment was processed.
- Join date - when they joined, or when they previously joined (that’s the original join date; the original join date is only used when a member restarts their membership.)
- Membership order is the dues statement or receipt. And
- Contact preferences. (Do not bulk e-mail, do not bulk postal mail, do not call do not fax.)
How do I order reports?

The next tab in the portal is “reports”. Click on the tab. The follow page has a drop down menu of reports. Following is a list and a brief description of each report.

- **Potential Cancellations**
  
  This report may be ordered by expiration date (not cancellation date), and you may order just those whose membership will expire within in a specific month or may order the list by multiple expiration and sort as desired. It’s exportable into Excel, and contains primary contact information (including formal name and last name if you would like to sort it by name, member type and rate, chapter and ID number.

- **Chapter Change Report**
  
  This report is based on a comparison of membership changes (not contact information) from one month to the next and is pulled from a frozen or static file, a picture of the data base as of any specific end of month date. It may be exported to EXCEL, and can be sorted by last name. It provides current contact information, and the type of change. In other words, if a member is new, restarted, reinstated, or cancelled and whether the member has moved into or out of your chapter. It also provides the member type, rate and status, member ID.

- **Address Changes**
  
  An end-of-month report from a frozen file. Select the month end you desire and the report provides any address changes we have recorded on the system within that month and includes previous and current addresses.

- **Extract – Chapter Members**
  
  National staff preferred over Extract – Current Chapter Members because it provides selection options (e.g. member status and type.) It does not have rate options though. If you require a list based on rate, the report can be ordered by member type and sorted by member rate to give you the information you require. As an example, order the report by selecting only the candidate member type, export it to EXCEL and sort your EXCEL report by member rate: the candidate members will be sorted by medical student, fellow, GMO, intern, and resident. And the report provides a great deal of information. ID#, name(can be sorted by last name), status, rate type, gender, birthdate, join date, all contact information including hospital contact information if we have it, residency end date, medical end date, and member expiration date. If some of the information isn’t necessary, just delete the column.

- **Extract – Current Chapter Members**
  
  This report doesn’t provide as much information nor does it provide as many options for ordering as the extract chapter members report but if you simply want an EXCEL list of chapter members, use it, it provides mailing preferences, ID number, name and contact
information. The report offers an option for sort order so you can order this in name order which will provide an alphabetical listing by last name.

- **Roster**
  This report can be ordered by member status, type, and rate and can be ordered by primary or secondary chapter membership. But, it’s not formatted to be export it into EXCEL. It’s a relic from another age. It does have some good information about your membership, order selection is more in-depth than most reports, and it’s the only one that can be ordered by “secondary chapter”. We don’t want to do away with it, but please note that it isn’t EXCEL friendly.

- **EOM Counts**
  It’s just that, your membership counts at the end of any specific month. It provides totals of every member type and rate within your state, with subtotals by type, and includes the totals for primary or secondary chapters and how many are FACEP within each type/rate. This is the same end of month count national uses for its statistics. It’s there for you to use to create your monthly statistics.

- **ABEM Diplomates Chart**
  This Charts the number of ABEM diplomats in your chapter’s physical territory and whether they are a member, a cancelled member or have never been a member.

- **Previous or never members with ABEM Cert**
  This report may be confusing because of its title. It will provide you with a list of physicians from our data base who are ABEM certified who have never been members or were previous members, or it will provide you with a list of physicians from the data base in your territory who are NOT ABEM certified who were never members or previous members. The list can be exported into excel and provides ID#, member status (cancelled member indicates they were once members, nothing in the status indicates they never were members), board and cert dates, preferred contact information (remember these are not members, so the address is only as good as the last time they contacted us or what the US post office provided) and whether contact preferences (true means it’s okay to contact them, False means it's not okay to contact them.)

- **LDS Leg Reps ACEP Members by Chapter**
  This report identifies the US Congressional representatives for each member of the chapter. The report is organized by legislator name, with an alphabetical list of the members residing in each Congressman/Congresswoman’s district. It provides the member name and ID #, the member’s e-mail address and the contact information for their Federal Representative. Export it to EXCEL and it can be used to notify members via email who their representatives are, organize legislative events, or request grass roots action.

- **LDS Leg ACEP Chapter Members**
• This report identifies the US Representatives and Senators and state Legislators for each member of the chapter. The report is organized by member name. For each member, the names of their federal and state legislators and their email addresses are listed. This report provides member IDs, member name, member email, federal and state districts, the name and position of legislators (state and federal,) and contact information for those representatives. As with the LDS Leg Reps report, it can be exported to excel and sorted by member (that’s the default), or by position, or legislators name. As with the previous report, it can be used to notify members via email who their legislators are, organize legislative events or request grass roots action.

• Chapter Email Addresses –

If you only want a list of e-mail address for all chapter members, this is your report. It doesn’t provide nor can it be ordered by type of member. It does tell you whether or not they member want’s e-mail or doesn’t want e-mail.

• Email Changes

A list of e-mail changes for a given period of time. Provides the member ID, formal name the date of change, the previous email address and current e-mail address.

• Delinquent Dues

This is another report that may be confusing. It immediately populates with the current month for start and end expiration date range. If you pull it with the default date, it provides you with a list of members who will expire at the end of the current month, NOT those who will be cancelled. It does provide you with different data than the cancellation report but is not EXCEL friendly. This is another report brought from an old system that some chapter executives preferred we retained. It provides ID#, Name, contact information member type and rate, and if they are a primary chapter member. It also provides the amount due from a member’s last invoice. The unfortunate thing about this report is that it only provides the amount due from a member’s statement. Since many groups or residency programs pay directly for their membership, the dues billing is on the group’s or residency’s record, not the member’s record and may not show here. If you identify a record on this report that only has PAC and Foundation donations on their invoice description, that will be a member who is due within the parameters of the date entered but whose dues billing has gone to a group and has only been billed a supplemental billing directly (supplemental meaning a statement that includes all the items generally billed on the annual statement for which the group will not pay.

• Name Changes

• As with other field change reports, you may enter any start and end date (selected date range), and export it to EXCEL. This report will provide changes to names and titles. It lists the changes in alphabetical order and each change made is listed so by date and time so you may have several listings for a singer person depending on your date selections. Note, most of the
changes are additions to the prefix (Dr., Ms., Mr., etc.) but it also includes professional designations (FACEP). Phone Changes.

As with other field change reports, you may enter any start and end dates and export it to EXCEL. The member ID, formal name, change date and previous and current phone number will be listed.

- Chapter Ranking

This is an end of month report from a frozen file. It provides a listing of chapters in order by membership counts. It provides counts for primary, secondary and total chapter memberships.

**How do I order a list of just students or residents?**

There is currently no report that just provides either students or residents but a lot of changes are expected to the portal which will give you many more report options than you currently have. You can order the Extract – Chapter Members report asking for only Candidate members. Export it to excel, and sort it by member rate. Students will be separated from residents, interns, fellows and GMO’s. You can do the same for any “rate” within any member type (class).

**Can I edit a member record?**

Yes, you can edit contact information for a member record. Click on the Contact Search tab. If you hover beside the category, e.g., email address, an edit box displays. Click on the edit box. Make our change and click on submit. It correction, addition or change updates the CRM at national directly.

**What are the benefits of membership?**

There are many different types of member benefits and they are listed on the ACEP website. [http://www.acep.org/benefits/](http://www.acep.org/benefits/)

Chapters also have benefits to share with members. You may wish to check chapter websites for lists of benefits. [http://www.acep.org/chapters/](http://www.acep.org/chapters/)

On the first page of ACEP Chapters is a list of the chapters. If you click on any chapter, information regarding that chapter is displayed, including their web-site. (Also, If you click on a chapter ACEP dues at the bottom of the page, you will get a description of the membership categories and a brief listing of national and all chapter dues (it includes regular members and those 1, 2 and 3 years out of residency or fellowship.

**Can my chapter create an associate member category even though it’s not a type of member for national?**

No, the Bylaws are specific: A member of a chapter must also be a member of the College. “To qualify for membership in a chapter, a person must be a member of the College and have residential or professional ties to that chapter’s jurisdiction.”
Associate membership is often discussed at the Council Meeting. To date, representatives of the Council have voted against an Associate member class. At the 2014 Council, the College was asked to consider this category once again. A report will be provided to the 2015 Council. A chapter may submit Bylaws resolutions regarding alternate membership classifications which may be considered by the ACEP Council.

What membership resources can I print from the web site?

Marketing http://www.acep.org/chaptermarketing/ includes
- Letter Templates for recruitment and retention.
- Group Billing and Recognition Resources.
- Ideas for chapter membership recruitment: http://www.acep.org/content.aspx?id=22870
- Tips for retaining members: http://www.acep.org/content.aspx?id=22868

Membership Application
Brochure copy?

Who do I contact for information regarding membership?

Anyone in the Member and Customer Services Department can help you with membership.

For special marketing information, you may contact Jess Heid.

For financial records, contact Finance

For more general information, your first contact should be Chapter Services, Dawn or Angie.