

Membership 101 - FAQ

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, or 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. For examples, if a member joins on September 12, his cycle start date is September 1 of that year. One year later, on August 31, he will be due to renew. In this case, the membership starts September 1 and expires August 31 – one year.

What is the Join and Original 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.

An **Original Join date** is the date assigned if the membership is cancelled and the member decides to rejoin or come back to the College after a hiatus. The join date is the latest date the member re-joined and the original join date is the date the member first joined ACEP.

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 75 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: Member classifications were last changed by the 2014 Council. 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 in ACEP's membership database (Microsoft Dynamics CRM). Member Class is the nomenclature used in the ACEP Bylaws. See the ACEP Bylaws for more details. <https://www.acep.org/what-we-believe/bylaws/>

Member Types (Classes) in ACEP's CRM currently are:

- Regular: in practice (academic, clinical, other)
- Candidate: in training (medical student, resident, fellow, GMO)
- Life: minimum of 30 years of membership. They could be employed, but may be retired.
- Retired: no longer practicing medicine. National dues rate reduction.
- 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 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 Regular members for the first three years following residency of fellowship.) If chapter dues discounts differ from national dues, there are additional breakdowns. There are many, many, many breakdowns related to Rates. Below is a list of the main national rates. The national chapter dues rates vary greatly and are available from Member Care or Chapter Services. They will soon be available in the Chapter Portal.

Regular Member Rates:

- Regular Year 1 – first year out of residency or fellowship, renewal

- New Member Year 1 – same as Regular Year 1 – first year out of residency, but a new or reinstated member, not renewal.
- Active Year 2 – second year out of residency or fellowship - renewal
- New Member Year 2 – same as Regular 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 Regular Year 3 – third year out of residency, but new or reinstatement, not a renewal.
- Regular - 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 member who became a life member before 2005 and retains the benefits afforded to life members at that time which includes reduced dues and free registration to ACEP's annual 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?

ACEP maintains a National and Chapter dues spreadsheet. Chapter dues vary greatly and are set by the chapters. Primary chapter dues for regular members are also on the ACEP website under Membership Dues and Eligibility: <https://www.acep.org/acep-membership/membership/join-acep/membership-dues-and-eligibility>.

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 ACEP.org credentials. The following is accessible from the portal.

How do I access the portal?

Sign in to the ACEP website with your acep.org username and password. You can navigate to the Chapter Portal by going to www.acep.org, About ACEP, Chapters, Chapter Services or click the link below. <https://webapps.acep.org/chapterportal/#/>

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, ACEP ID number (or A number), City, State, zip code or 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.

Membership and National ACEP events registration history

How do I pull reports?

The next tab in the portal is "reports" where you can easily download various reports. Following is a list and a brief description of each report.

- **Chapter Ranking**
This is an end of month report from a static file. It provides a listing of chapters in order by membership counts. It provides counts for primary, secondary and total chapter memberships.
- **Membership Changes 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 database as of any specific end of month date. It is exported to Excel. 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.
- **Member Statistics**
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.
- **Membership Contact Information 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.
- ★ • **Member Extract**
List of your current chapter members. This is the most comprehensive list/report on the portal. It includes demographic, residency, membership, previous chapter and billing information as well as multiple addresses; home, business and hospital, if provided. The report exports to Excel. Filter or sort the file to get the information you need.
- **Membership History**
This is a graph of your membership by type over the last ten years.
- **Cancelled and At-Risk Members**
This is a list of recently cancelled members and members expiring this month. Contact information is included.
- **Member Roster**
This is member report in PDF format that includes contact and membership information.
- **Legislators and 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. It exports to excel and can be sorted by member (that's the default), or by position, or legislators name. It can be used to notify members via email who their legislators are, organize legislative events or request grass roots action.

- **Non-Member Physicians ABEM Certified**

This is a list of physicians from our database who are ABEM certified who have never been members or were previous members. The list is exported to 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. ACEP receives a list of ABEM certified physicians from ABEM every year and we compare it with the information we have on file. For non ACEP members, we update their contact information to match ABEM's records.

How do I pull a list of just students or residents?

There is currently no report that just provides either students or residents, but you can pull the Member Extract and filter/sort by Member Type: Candidate and then further 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. <https://www.acep.org/membership/>

Chapters also have benefits to share with members. You may wish to check other chapter websites for lists of benefits. <https://www.acep.org/acepchapters>

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 chapter may submit Bylaws resolutions regarding alternate membership classifications which may be considered by the ACEP Council.

What membership resources can I access from the web site?

- Membership Marketing Toolkits: <https://www.acep.org/how-we-serve/acepchapters/chapter-resources-articles/membership-marketing>
- Membership Engagement: <https://www.acep.org/how-we-serve/chapter-services/fundamentals/fundamentals-of-chapter-management-section-4---membership-involvement/>

Who do I contact for information regarding membership?

Jerry Albano, Keith Gentry, Mollie Pillman, or anyone on ACEP's Member Care team can help you with membership.

For special marketing information, you may contact Darrin Scheid.

For Group billing, contact Jerry Albano.

For financial records, contact Heather Ly.

For more general information, your first contact should be Dana Lewis with Chapter Services.