

DMAS Medicaid Member Advisory Committee (MAC)

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Part I: General

1. *What is the purpose of the Medicaid Member Advisory Committee (MAC)?*

The Medicaid Member Advisory Committee (“Committee”) serves in an advisory capacity to the Director of the Department of Medical Assistance Services (“DMAS”). The Committee provides a formal method for members’ voices to be included in the DMAS decision-making process and to inform DMAS change-management strategies. The Committee is made up entirely of Medicaid-enrolled individuals and authorized representatives of enrollees. The Director of DMAS also designates a DMAS staff member to serve on the Committee. The Committee members examine and provide input on the impact of DMAS services and programs. The purpose is to obtain the insight and recommendations of Virginia’s Medicaid enrollees in order to help DMAS improve the overall experience for all Virginia Medicaid applicants and enrollees. DMAS staff provides administrative support and schedules relevant presentations by DMAS staff and others.

DMAS is committed to examining its programs and services to ensure the best results are achieved for the Medicaid members.

2. *What is the anticipated impact or result(s) for the Medicaid Member Advisory Committee?*

DMAS believes that Medicaid enrollees are uniquely positioned to be able to share their experiences. By listening to the enrollees’ perspective, DMAS will improve the experience of individuals and families who receive Medicaid services. DMAS looks forward to working with the individuals and families that we are privileged to serve.

3. *Does law or policy require the establishment of the Medicaid Member Advisory Committee?*

Law or policy does not require the establishment of the Committee. It is advisory to the Director of DMAS, who will forward Committee recommendations to the Board for Medical Assistance Services.

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4. ***Are the recommendations of the Medicaid Member Advisory Committee binding on anyone?***
The decisions of the Committee are not binding upon anyone. However, the perspectives and observations of Medicaid members are a very valuable consideration in the development of policy, procedures, services, and treatment provided by or through DMAS. Committee recommendations will be reviewed by the DMAS Director and forwarded to the State Board of Medical Assistance Services for consideration.
5. ***What guidelines will govern the Committee's meetings?***
The Committee is governed by policies and procedures as well as the MAC PACT, which are available at <https://www.dmas.virginia.gov/for-members/member-advisory-committee/>.
6. ***How can the general public and/or other Medicaid members participate with the Medicaid Member Advisory Committee?***
Public notice is provided for all MAC meetings. The public meeting dates can be found on Virginia Town Hall meetings page (<http://www.townhall.virginia.gov/>). A comment period will be included in each public meeting. Public comment will be limited to the purpose of the meeting: the Medicaid enrollee perspective and considerations. The public may also comment via e-mail or write to:

Natalie Pennywell, Outreach and Community Engagement Manager
Virginia Department of Medical Assistance Services
600 East Broad Street
Richmond, Virginia 23219
MAC@DMAS.Virginia.Gov

In turn, Ms. Pennywell or designee will provide the e-mail or letters to the Committee and staff at DMAS for appropriate review and follow-up.

7. ***How often does the committee meet?***
The Medicaid Member Advisory Committee (MAC) meets four times per year. Additional meetings can be scheduled at the discretion of the Director or their designee. Meeting information is published on the Virginia Town Hall at <https://townhall.virginia.gov/l/meetings.cfm>. Type "Medicaid Member Advisory Committee (MAC) Meeting" into "Meeting Title Partial Match" for all past and future scheduled meetings.



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Part II: Members and Representatives Interested in Serving on the MAC

1. ***Who serves on the Medicaid Member Advisory Committee?***

The Committee is made up of Medicaid enrollees and/or their authorized representative(s). The Director of DMAS also designates a DMAS staff member to serve on the Committee.

2. ***How is membership on the Medicaid Membership Advisory Committee determined?***

DMAS works with state, local, and community-based stakeholders and partners as well as current MAC members to identify Medicaid members who might be interested in participating on the Committee. DMAS considers demographic and other information such as age, race, geographic region, and Medicaid aid category when selecting members in order to arrive at a diverse membership.

DMAS continues to recruit for members to serve from new applicants as well as consider those who are not chosen from the applicant pool each time seats are filled.

3. ***How long do individuals serve on the Medicaid Member Advisory Committee?***

Members are asked to serve for one year. While DMAS seeks to rotate membership, it is possible for members to serve a second one-year term at the discretion of the agency and its designated staff.

4. ***How does someone apply to be on the MAC?***

The Medicaid MAC Application materials is available on the MAC page of the DMAS website at <https://forms.office.com/g/6FEJkjq5W>. Interested parties should submit the completed application for consideration. Once the application has been submitted, an automated message will alert the applicant that it has been received. Applications are taken year-round, and applicants are contacted if they are being considered for a vacant seat. DMAS considers demographic and other information such as age, race, gender, geographic region, representation and Medicaid aid category when selecting members in order to arrive at a diverse membership.

5. ***What are the requirements for the MAC members?***

MAC members must be able to attend all scheduled meetings in-person (or with approval to attend virtually in accordance with the MAC Electronic Meetings Policy). Travel and parking costs for in-person meetings will be covered according to state policies.

6. ***Where do you find the information about past and upcoming meetings?***

The past and upcoming dates and agendas for Medicaid MAC meetings are posted on <http://www.townhall.virginia.gov/>. Minutes for past meetings are posted on the DMAS website at <https://www.dmas.virginia.gov/for-members/member-advisory-committee/>. Click the year in which the meeting took place under “Member Advisory Committee” to gain access to information.



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7. ***Where can you find more information about the Medicaid MAC?***

Documents about the committee, what it has discussed, and how it operates can be found at <https://www.dmas.virginia.gov/for-members/member-advisory-committee/>

- MAC Pact
- MAC Glossary
- Frequently Asked Questions
- Apply to Be a Member/Application
- Annual Reports
- Materials per meeting: Draft Meeting Minutes, Agenda and Presentation

8. ***What is the best way to contact the MAC Steering Committee?***

Please send your questions or comments to mac@dmas.virginia.gov.