

Section I - General Provisions

Name – The “Medicaid Member Advisory Committee” (Committee)

Purpose – It is the purpose of the Committee to provide the Director with recommendations that will enhance the experience of Virginia’s Medicaid members and facilitate timely access to high quality medical care delivered in a cost-efficient manner that meets their needs regardless of race/ethnicity, primary language, geography, age, or other socioeconomic factors. The Committee will provide the Director with feedback on current and emerging issues within Virginia’s Medicaid program. The goal is to obtain the insight and recommendations of Virginia’s Medicaid members and to strive for an even healthier Virginia.

The Committee will work cooperatively to advise the Director on the policies, procedures, and operation of Virginia Medicaid programs from the perspective of the Medicaid member. The Committee will advise the Director in the following areas:

- Operation and administration of programs provided through Medicaid;
- The application and renewal processes;
- Outreach and consumer engagement strategies and resources;
- Medical, behavioral health, and substance abuse services;
- Quality and cost efficient care; and
- Affordability.

The Committee shall strive to make recommendations to the Director that are creative and innovative to meet the needs of Virginia’s Medicaid population.

Composition – The Committee members, all of whom will be Medicaid members or authorized representatives of Medicaid members, consists of eleven (11) residents of the Commonwealth. The DMAS Director may increase or decrease the size of the Committee at their discretion. The DMAS Director, Outreach and Community Engagement Manager, or the Director’s designee shall appoint members of the Committee.

The DMAS Director, Outreach and Community Engagement Manager, or the Director’s designee shall fill any vacancy on the Committee of any unexpired term. The DMAS Director or their designee shall be the executive officer of the Committee but shall not be a voting member thereof.

The community outreach and member engagement team shall help facilitate and oversee the day-to-day planning and implementation of the Committee unless otherwise directed by the DMAS Director.

Term of Office – Committee members will serve a one (1) year term. No member shall be eligible to serve on the Committee for more than two full consecutive terms. Should any Committee member be unable to fulfill his/their term on the Committee, that member shall provide written notice to the DMAS Director or Outreach and Community

Engagement Manager at least 30 days prior to resignation.

Compensation – Committee members shall serve without compensation. However, the Department shall pay such reasonable costs or reimbursements as shall be necessary for the work of the Committee. Such reasonable costs shall include, but not be limited to travel, meals, and accommodations. Such payments or reimbursements shall be consistent with the governing authorities of the Commonwealth of Virginia. DMAS shall pay the operating expenses of the Committee.

Annual Report – With technical assistance from DMAS staff, the Committee shall submit an annual written report to the DMAS Director. This report shall be due before the first meeting of the following year.

Official Papers – All official records of the Committee shall be kept on file at the Department. All files shall be maintained for five years.

Section II - Committee Meetings

Regular Meetings – The Director shall convene Committee quarterly meetings at such times, manner (whether in-person and/or virtually, consistent with the governing authorities of the Commonwealth of Virginia), and place in Richmond, Virginia, as the Director or their designee shall determine.

Special Meetings – The Director may convene Committee meetings at such other times and places as the Director or their designee determines to be necessary and appropriate.

Meeting Notice – Written and/or e-mail notice of all regular meetings shall be sent to the Committee members at least ten (10) business days in advance of the time and place of the meeting. Each member will file with the DMAS Director and the Outreach and Community Engagement Manager the physical address, e-mail address, and telephone number to which such meeting notice is to be sent.

Notice of all regular meetings will be announced in advance by publication on Virginia Regulatory Town Hall (<http://townhall.virginia.gov/>) and the DMAS website (www.DMAS.Virginia.Gov). A proposed agenda, if available, may be posted as well.

The Director shall designate an administrator for the Committee who will work with DMAS staff and Committee members on meeting logistics. It shall be the responsibility of this individual to give notice of the location, date, and time of Committee meetings prior to each meeting.

Quorum – Seven (7) members of the Committee shall constitute a quorum. All decisions of the Committee require approval by a majority of the assembled quorum. In the event that a quorum is not established, Committee members may still meet, but not take any votes on any issue.

Committee Member Attendance – If a Committee member misses two consecutive regularly scheduled meetings in one year, his/their membership may be terminated.

Section III - Committee Values and Principles

MAC Pact – The Committee members developed and reviewed the following “MAC Pact”:

How We Interact Together	How We Get Things Done
<p>We are welcoming to one another in our authentic state.</p> <p>We prioritize time to get to know each other during meetings and promote a healing environment.</p> <p>We commit to respecting and collaborating with one another and suspending judgment.</p> <p>It is important to us that all MAC member voices are heard.</p> <p>We share our personal experiences and perspectives, but we consider the experiences of other members as well.</p> <p>We approach challenges with solution-focused energy.</p> <p>We want to be hard on the problem, not each other.</p> <p>We respect the time and energy each members takes to invest in providing feedback to the DMAS Director.</p>	<p>We are mindful of acronyms and commit to spelling them out in conversation and in writing.</p> <p>We are mindful of time, but flexible and intentional when the schedule may need to change.</p> <p>It is important to us that only one person speaks at a time.</p> <p>All those participating are mindful of each other’s time and will make good and respectful use it while gathered.</p> <p>We enjoy collaborating with a designated facilitator to keep the meeting on course.</p> <p>We will maintain a “parking” lot of items for future discussion.</p> <p>We want to see the action! It is important to us to have a timely follow-up when feedback is given.</p> <p>Change it up! We prefer to vary our activities, topics, and lunch selections when possible.</p>

Other Values – In support of the Director’s goal of better health care for all Virginians, the Committee shall also observe these values to guide its discussions, decision-making, and recommendations:

- The Committee shall give thoughtful consideration to the health and support needs of diverse people, including but not limited to: parents, women, children, seniors, persons of color, persons with disabilities, persons of diverse sexual orientation, persons with limited English proficiency, communities experiencing health inequities, and residents in rural areas served by DMAS.
- Committee members will, while listening to the inspirational stories and cares and concerns of their fellow citizens, work to establish and promote bonds of trust with the Director, administrative staff and with each other with open and transparent communication.
- While the Committee will have thoughtful ideas and approaches to solving or addressing various issues, the Committee shall remain flexible in recognizing that members of the public or other organizations may propose problem solving ideas or approaches as well.
- To ensure that there is a full opportunity to identify and address issues

concerning the Medicaid member, Committee members shall ensure that the discussions and deliberations are focused on the Committee member's experiences and perspectives as a Medicaid member or authorized representative of a Medicaid member, and not that of advocacy for an organization or group.

- To promote openness, and to allow for as full a discussion as possible, Committee members will meet, communicate, or discuss matters relating to the Committee's business only during a MAC meeting scheduled by DMAS.
- Individual members of the Committee are free to make comments to the media, individual legislators, local boards of health members, legislative committees, etc. However, Committee Members shall be certain to identify or distinguish their personal comments from the position of the Committee and/or the Director.
- Since the Committee does not possess legal powers, all recommendations for action must be submitted to the Director for their consideration.

Section IV - Public Participation

Public Participation – This Committee is serving in an advisory capacity to the DMAS Director. Citizens may attend and participate in open Committee meetings. The Director, in order to ensure an orderly meeting, may establish rules for persons attending and participating in Committee meetings.

Presentations to the Committee – At the discretion of the Director or their designee, opportunities may be provided for individuals or citizens to appear on the agenda of a meeting of the Committee. Requests to appear before the Committee shall be made in writing at least ten (10) business days before a scheduled meeting of the Committee in order that they may be included on the agenda. The Director or their designee on the Committee may waive the ten-day period. The request must include the subject to be discussed and the name of the speaker. In honoring such requests, presentations will be limited to two (2) minutes, unless the Director or their designee grants an extension. In total, the public participation period (statements and presentations) of each meeting shall be for a total of up 15 minutes and shall be at the reasonable discretion of the Director or their designee.

Section V - Revision and Compliance

Amendments – These Policies and Procedures of the Committee may be amended at any regular meeting of the Committee by a majority vote if the proposed amendment was submitted in writing at the previous regular meeting of the Committee and is included in the notice of the meeting at which a vote is to be taken.

Review – These Policies and Procedures shall be reviewed at least once every year.

Effective Date – These Policies and Procedures shall go into effect immediately upon approval by the Director of their designee. The policies and procedures will be presented to the committee at the next scheduled meeting for a vote.