

Frequently Asked Questions (FAQs) about the MAC

What is the purpose of the Medicaid Member Advisory Committee?

The Medicaid Member Advisory Committee (“Committee”) has been set up to serve 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 or 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 presentations as needed.

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

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’ perspectives, DMAS will improve the experience of individuals and families who receive Medicaid-related services. DMAS looks forward to working with the individuals and families that we are privileged to serve.

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 designates a DMAS staff member to serve on the Committee.

How was membership on the Medicaid Membership Advisory Committee determined?

DMAS worked with state, local, and community-based stakeholders to identify Medicaid members who might be interested in participating on the Committee. DMAS also sent letters to randomly selected Medicaid enrollees and sent an email message to its Medallion managed care newsletter subscribers. Those interested in applying to be on the Committee were provided a brief survey.

DMAS reviewed the surveys received and made selections based upon the answers to why the individual wanted to serve on the Committee. DMAS also factored in demographic considerations such as age, race, and region in order to arrive at a diverse membership. Medicaid aid category was also a factor in order to ensure representation across different types of Medicaid.

DMAS will continue to recruit for members to serve on future terms of the Committee. Medicaid enrollees who provided survey responses to DMAS, and who were not selected for membership

on the first Committee, will have their survey responses considered for future Committee membership. Employees, contractors and providers who work with Medicaid are not eligible to be on the Committee due to potential conflicts of interest. The focus of the Medicaid Member Advisory Committee is to hear from Medicaid enrollees.

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 State Board of Medical Assistance Services.

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.

How can the general public and/or other Medicaid members participate with the Medicaid Member Advisory Committee?

Notice will be provided for all public meetings. The public meeting dates can be found on Virginia Town Hall ([Virginia Regulatory Town Hall Home Page](#)). A public comment period will be included in each public meeting and will be limited to the purpose of the meeting: the Medicaid enrollee perspective and considerations.

The public may also email 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 will provide the email or letters to the Committee and staff at DMAS for appropriate review and follow-up.

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.

What guidelines will govern the Committee's meetings?

The Committee has adopted policies and procedures to govern its activities.