

**Department of Medical Assistance Services (DMAS)
BAC Quarterly Meeting Summary**

Beneficiary Advisory Committee (BAC) Quarterly Meeting

Date: December, 8th, 2025

Time: 10:00 AM - 12:00 PM

Via Microsoft Teams Videoconferencing

Committee Members

Ghadah Aljamali
Courtney Berry
Martha Bryant
LaSherron Diaz
Sheila Johnson
Brian Marroquin

Bryan Roache'
Sohail Safeer
La'Tonya Slaton-Graham
Yvette Thompson
Craig Thomson

Presenters

Aneida Winston
Appeals Hearing & Decision Manager

Michael Puglisi
Client Agency Relations Supervisor

DMAS Senior Staff

Cheryl Roberts, Director
Ivory Banks, Chief of Staff
Adrienne Fegans, Deputy of Programs and Operations
Sarah Hatton, Deputy of Administration
Tammy Whitlock, Deputy for Complex Care Services

Welcome and Call To Order

Veronica Quinonez called to order the meeting of the Virginia Medicaid Beneficiary Advisory Council (BAC, Council, or Committee) at 10:04 a.m. on Monday, December 8, 2025, via Microsoft Teams Webinar online meeting platform. Ms. Quinonez explained that the team the agenda would be brief and there would be a presentation on Medicaid appeals. Ms. Quinonez covered the accessibility guidelines and the agenda. She then introduced the DMAS Director, Cheryl Roberts.

Review and Vote to Approve Minutes from Meeting on Sept. 15, 2025

Each of the BAC members were provided a copy of the September 15, 2025, meeting draft minutes, and the draft minutes were also posted on the Committee's webpage on DMAS' website, as well as on the Virginia Town Hall website. Ms. Quinonez made a motion to accept the draft minutes from the meeting. Craig Thomson seconded the motion to accept the minutes. The Committee then voted to approve the minutes with a unanimous vote.

Welcome

Welcome - Cheryl Roberts, DMAS Director

Director Roberts greeted the Committee and thanked the Committee for their participation in the BAC meeting. Director Roberts acknowledged the uncertainty and impending changes to Medicaid, and Director Roberts indicated that DMAS would continue to work on changes in response to CMS and Congress and translate those changes to BAC members. She acknowledged the Big Beautiful Bill and outlined some of the expected changes, including increased renewal requirements for Expansion recipients, and noted that most BAC members would be unaffected. The Rural Transformation Fund will provide \$100 million to each state for five years to improve rural healthcare access. DMAS will be competing for funds from another \$500 million, and the leadership is touring throughout the state in preparation. The BAC is no longer optional, as it was when it was the Member Advisory Committee, and it is now mandatory. Virginia was highlighted as an example of best practices. Some members will be asked to work with the clinical team in a group that will be called the MAC. Director Roberts introduced Ms. Quinonez.

Presentation - Appeals Overview

Aneida Winston, Appeals Hearing & Decision Manager

Michael Puglisi, Client Agency Relations Supervisor

Ms. Winston and Mr. Puglisi introduced themselves. Ms. Winston explained that the core purpose of the Medicaid appeals process is to ensure due process for: Individuals applying for Medicaid, Current Medicaid members, and Medicaid-enrolled providers. Ms Winston explained that appeals offer access to a neutral forum for dispute review and ensure that appeal decisions comply with all rules, regulations, and laws.

Ms. Winston described the Appeals Information Management System (AIMS) as the centralized platform used to manage appeals. She described eligibility for appeals for Members and Providers and provided an overview of due process and fair hearings.

Ms. Winston emphasized that MCOs must complete their internal appeal before the member can appeal to DMAS.

Mr. Puglisi reminded all participants that hearing officers cannot receive communication from one party without copying the other. All documents should be uploaded to AIMS to ensure proper sharing. He reviewed decision types, the appeals process summary, and resources.

Members thanked the presenters, and a question was posed by Martha Bryant, initiating discussion.

Adjournment

Ms. Quinonez provided closing remarks, including thanking exiting members for their service on the council. The next meeting will be determined when the 2026 calendar is decided upon. Ms. Quinonez thanked members for their participation and adjourned the meeting at 11:45 a.m.