



Medicaid Member Engagement Committee

January 6, 2026



Health & Human Services

Agenda

Welcome

- Roll Call
- Meet & Greet
- Ice Breaker
- Conflicts of Interest
- Compensation Reminder

Guest Speaker

- Public Comment and the Policy Change Process: Wendy Schmidt
- MMAC Overview: Janice Tweet

Discussion

- Past Topic Follow-Ups
 - ND Navigator Info.
- Last Meeting's Survey Results
- 11/4/25 Meeting Interactive Questions
- RHTP Tracking
- Annual MMEC Satisfaction Poll Results
- Official Vote
- Working/Not Working
- Q&A

Next Steps

- MMAC Meeting Prep
- Annual Schedule

Welcome



Roll Call



Meet & Greet



Ice Breaker



Welcome



Meet and Greet: What is one thing you want to focus on during your MMEC work?

- Ashley Steele



Welcome

2026 Goals

- What do you want to do or accomplish in 2026?
- What is the next step you must take to meet your goal?



Welcome

Conflicts of Interest

- Do you feel you have a conflict of interest for anything on our agenda today?



Welcome

Compensation Reminder

Don't forget to look through your emails and make sure you have everything submitted back to for your September meeting attendance compensation!



Guest Speaker

Public comment and Policy Change Process

Wendy Schmidt



ND Medicaid Policy Update Process

Wendy Schmidt, Policy Analyst

Public Comment Process

The Public Comment process is used when a change isn't required by law and was put into place to:

- Promote collaboration with Medicaid providers and members;
- Gather multiple perspectives on the proposed changes;
- Make sure the policy and new coverage meets the needs of providers and members;
- Communicate upcoming proposed changes with the public.

ND Medicaid started the public comment process to increase transparency in the policy process.

All interested ND residents are invited to provide comments.

Public Comment Process



Policy Change Process

ND Medicaid continuously reviews policies to ensure they are clear, accurate, and comprehensive.

Types of Policy Changes

- Coverage Changes
 - Changes that will affect coverage in services for ND Medicaid
 - Addition of services/providers
 - Changes in coverage limits
 - Services that will no longer be covered
- Quarterly Policy Updates
 - Annual review of each policy
 - Readability and ADA compliance
 - Assess areas where clarification can be added
- Updates as Needed
 - Changes made throughout the year to address mandated updates
 - Updated immunization coverage
 - Addition of new or changing CPT® codes

Coverage Changes

Why and when do we make changes to Medicaid services?

Federal or state laws change;

- Legislative decisions;
- Budget updates;
- An [SFN 905](#) request;
 - This is form anyone can fill out to request that Medicaid add a service to be covered.
- Changes needed to meet our members needs; and
- Minimize fraud, waste and abuse.

Some examples of changes include:

- Changes to covered services
- Changes to limits for services
- Updates to provider types

Coverage Changes Process

Change identified

Internal evaluation conducted

- Prior claims data
- Other states' policies

Policy change recommendation made to leadership

Policy updated

Outcome shared out

- Communication to stakeholders
- Policy posted

Quarterly Policy Updates

This is an annual review of all coverage policies that focuses on the accuracy, ADA compliance and clarification of policy coverage requirements.

- The Quarterly Policy Updates process includes:
 - Format review by Policy Analyst;
 - Content review by Subject Matter Expert;
 - May include stakeholder engagement, depending on policy and subject matter expert.
 - Reimbursement and claims review by Claims; and
 - Final review by leadership.

Policies are posted on the first day of the quarter and all changes are notated at the bottom of the policy.



Updates as Needed

Periodic Policy Updates

- Changes to existing codes such as:
 - If a CPT® code gets renumbered; or
 - A laparoscopic code is added for a surgery we have always covered.
- An update is made, such as:
 - Which flu vaccine is covered for the upcoming flu season.
- Changes usually brought by outside source such as a provider or outside organization.

Notifications

Provider Updates
webpage

Member
newsletter

Provider
newsletter

MMEC meetings

MMAC meetings

Direct
communication
when appropriate

Public Comment
Notification

Provider Guidelines, Manuals and Policies webpage

- **Community Health Worker - *NEW* October 2025** 
- **Community Paramedicine - *NEW* October 2025** 

- **Third Party Billers - Updated November 2025** 
- **Third Party Liability (TPL)** 
- **Timely Claims Filing - Updated October 2025** 

POLICY UPDATES

January 2025

Section	Updates
Purpose and Applicability	Sections added
Immunizations for Children	Sections added

August 2025

Section	Updates
VFC Vaccine	Added Enflonsia®, Jynneos™, Twinrix®, RotaTeq®, and IPOL® to the list of vaccines available through VFC. Removed TDVAX™.
VFC Flu Vaccine	Updated NDCs for the 2025-2026 season
VFC COVID-19 Vaccine	Removed Novavax

Questions?



Guest Speaker

MMAC Overview

Janice Tweet



Medicaid Medical Advisory Committee (MMAC) Overview

Janice Tweet, coverage policy director



Health & Human Services

Purpose

To provide a forum where ND Medicaid and its partners can:

Review and recommend changes to existing Medicaid policies, included covered services and access to services.

Review and discuss new Medicaid policies that are brought forth by the Department, statewide partners, and the legislative and executive branch members and staff.

Review and discuss proposed changes to the Medicaid state plan and waivers.

Provide and receive updates on key Medicaid initiatives or activities.

Review the quality, access, and expenditures of the Medicaid program of the prior biennium and the Medicaid proposals for the next session in July preceding each regular legislative session.

Committee Make-up

Up to 25 members

- 5 must be current or former Medicaid beneficiaries who are also on the MMEC

Should have experience with Medicaid

- As a member beneficiary,
- Through representation of or a direct service provision to Medicaid beneficiaries, or
- By being familiar with the health and social needs of Medicaid beneficiaries and with the resources available and required for their care.

Serve 2- or 3-year term, depending on member type

- Cannot serve consecutive terms

Committee Make-up

- Members must include representation of at least one member from the following categories:
 - State or local consumer advocacy groups or other community-based organizations that represent the interests of or directly serve Medicaid beneficiaries;
 - Clinical providers or administrators, including one or more board-certified physicians, who are familiar with the health and social needs of Medicaid beneficiaries and with the resources available and required for their care;
 - Participating Medicaid managed care plans, or State health plan associations representing such plans;
 - Other State agencies that serve Medicaid beneficiaries, such as the State Health Officer to represent the Division of Public Health;
 - A tribal representative, such as a Tribal Health Director, facility administrator, or business office manager, who is familiar with Medicaid and the healthcare needs of tribal members.
- May also include those representing physicians, hospitals, pharmacists, FQHCs, behavioral health providers, community/county/zone partners and more.
- Chairs of the ND Senate and House of Representatives Human Service Committees may each select one member for the MMAC.

Meetings



<https://www.hhs.nd.gov/healthcare/medicaid/medical-advisory-committee>

- Open to the public
 - Public comment opportunity during each meeting
 - Hosted virtually, Microsoft Teams
- Quarterly cadence
 - Tuesdays, 3:00-5:00 P.M.
 - 2026
 - Feb. 17 | May 19 | Aug. 18 | Nov. 17

Agenda Example

- Each meeting includes
 - State plan amendments
 - Medical services updates
 - Education topic
 - Questions and public comment opportunity

Medicaid Medical Advisory Committee Meeting (MMAC)

Tuesday, November 18th

3:00 p.m. – 5:00 p.m. CT

Virtual Information

Join by computer: [Microsoft Teams](#)

Join by phone: 701-328-0950 / conference ID # 275 293 013

Agenda

- Roll call
- Follow Up | 3:05 p.m.-3:20 p.m.
 - Welcome new members – Shannon Bacon, MMAC Chair
 - Member Introductions – All
 - 2026 Term Expirations – Shannon Bacon, MMAC Chair
- State Plan Amendments | 3:20 p.m.-3:30 p.m.
 - Behavioral Health Rehabilitative Services – Janice Tweet, Coverage Policy Director
 - Other Licensed Providers – Janice Tweet, Coverage Policy Director
- Medical Services Division Updates | 3:30 p.m.-3:50 p.m.
 - ND Medicaid Policy Update Process – Wendy Schmidt, Policy Analyst
- Education Topic | 3:50 p.m.-4:30 p.m.
 - Rural Health Transformation Program – Krista Fremming, Assistant Director, Medical Services
- Questions/Comments/Public Comment
- Next meeting date: February 17th, 2026, 3:00 p.m.-5:00 p.m. CT, via Microsoft Teams
- 2026 Meeting Dates: February 17th, May 19, August 18, November 17, 3-5 3:00 p.m.-5:00 p.m. CT, via Microsoft Teams

Policy Impact Examples

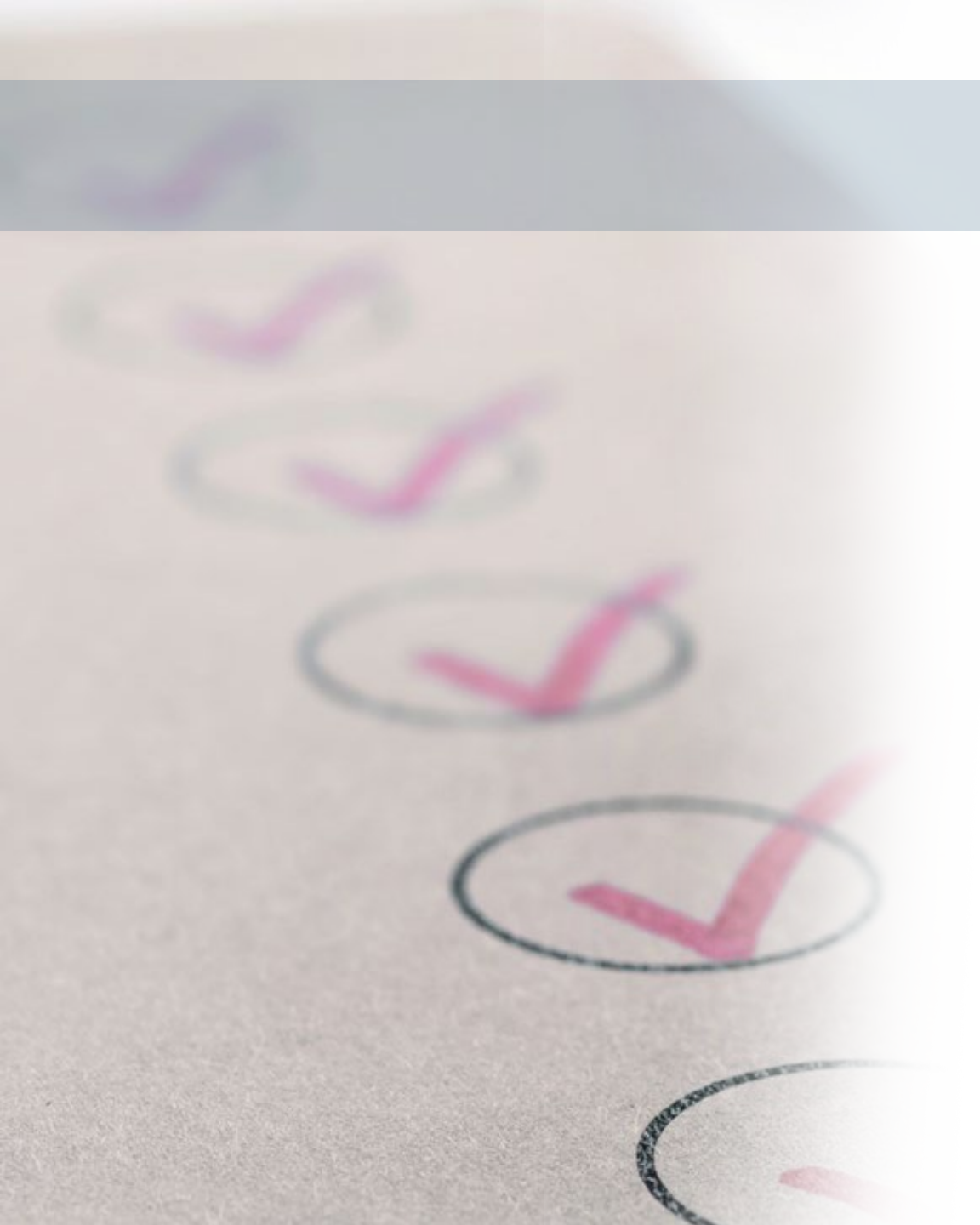


Community Health
Worker services



Rural Health
Transformation Program

Questions?



Discussion

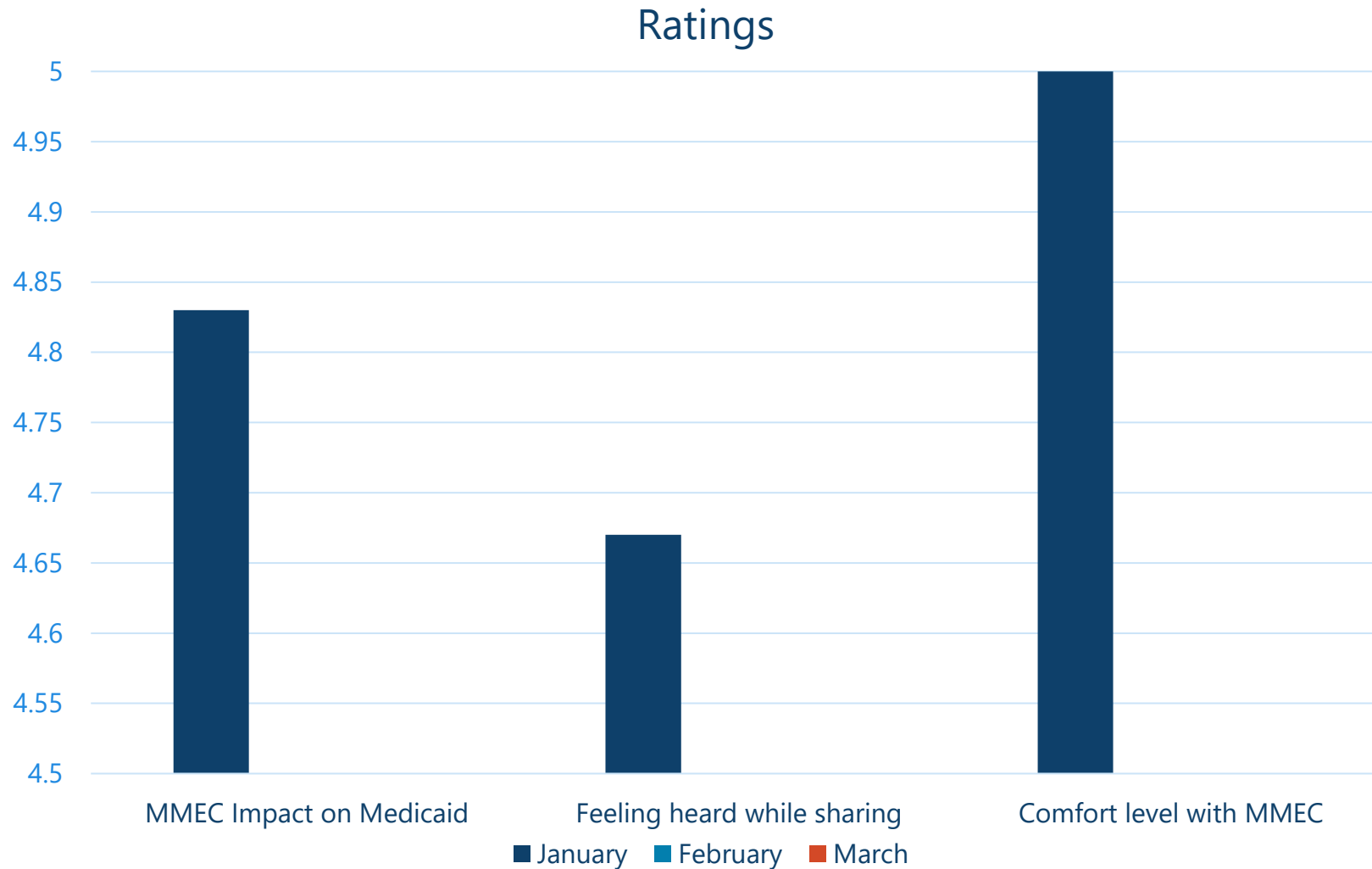
Past Topic Follow Ups

ND Navigator info on our letters

- Keeping this information on letters for now.

Discussion

Last MMEC Meeting Survey



Discussion

Last MMEC Meeting Survey

Meeting Facilitation Improvements

Interactive features

Reaching community goals

Sound during meetings

Areas of Focus

Customer Support Center

Sharing of resources and education

ND Medicaid website reliability



Discussion

11/4/25 Interactive Questions

- Rural Health Transformation Program:
 - Improve and expand telehealth mental health services
 - Provide incentives for transportation providers
 - Classify specific diagnoses
- 2026 E-News issues topics:
 - Updates on new or changing benefits
 - Insurance, guidelines
 - Drug formulations
 - How to get and use benefits.
- Local organizations to promote the MMEC:
 - 20 different organizations were shared.
- MMAC meeting topics:
 - Expand our knowledge of the MMAC
 - Share changes or updates to Medicaid benefits.



Discussion

Annual Satisfaction Poll

We will review your feedback gathered through annual our satisfaction poll.

This information reflects on our yearly experiences and helps us improve our meetings going forward.

Discussion

Annual Satisfaction Poll

Our Question	Your Rating	Our Takeaway
How impactful do you feel the MMEC is on North Dakota's Medicaid program?	4.83/5 Average Rating	We are on the right track and will continue to find our place in the change process.

Discussion

Annual Satisfaction Poll

Our Question

How heard do you feel when sharing your experiences, concerns, and ideas with the MMEC?

Your Rating

4.67/5
Average Rating

Our Takeaway

We have created an inviting space but could improve. We can look for areas needing more action, active listening, revisiting concerns, and better explaining when we cannot address a concern.

Discussion

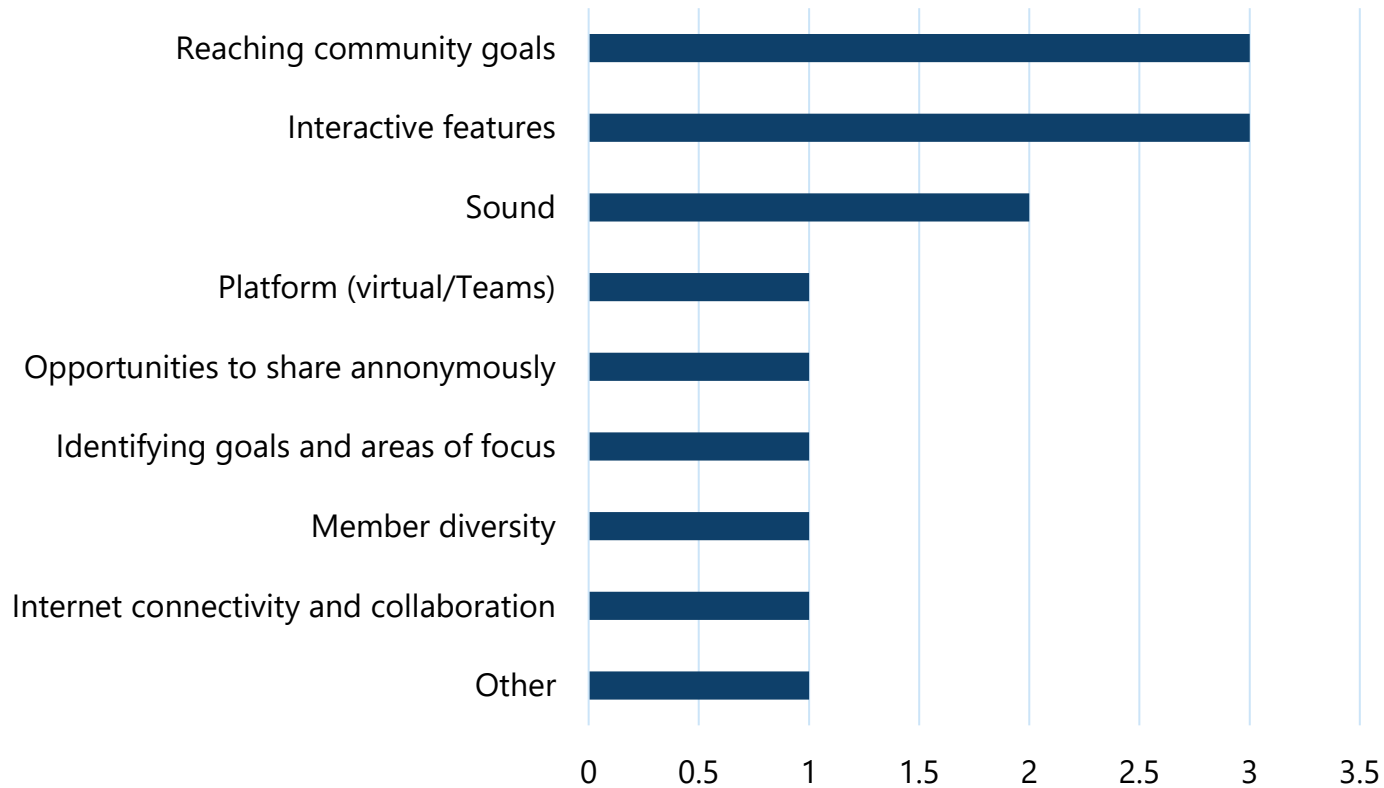
Our Question	Your Rating	Our Takeaway
How comfortable do you feel in the MMEC environment?	5/5 Average Rating	We are doing well in this area and will continue with best practices.

Annual Satisfaction Poll

Discussion

Annual Satisfaction Poll

Suggestions for
MMEC meeting
facilitation
improvements.



Our Takeaway

- We will continue to explore these areas of concern to identify possible remedies.

Discussion

Issue Tracking

Issue	Current Status
Rural Health Transformation Program	• <u>Awarded \$199 million for the first year</u> • Special session January 21
Behavioral Health Rehabilitative Services	• Implemented soft limits on certain services • May be exceeded through service authorization
Community Health Worker and Community Paramedicine Services	• Can provide certain services to members who have or are at risk of developing a chronic condition or have a documented barrier that affects health
Traditional Healing Services	• SPA disapproved by CMS • Work group formed to determine next steps

Discussion

Annual MMEC Satisfaction Poll

MMEC focus for 2026

Continue to provide education.

Improve the Customer Support Center experience.

Make sure all links work properly on the Medicaid website.

Share access to resources on the website for events such as government shutdowns.

Discussion

Official Vote

Do we want to host open meetings or listening sessions?

Open meetings will have added requirements and will use up our six meetings but will keep us from scheduling and attending added events.

Listening sessions will add to the number of events we will attend but will preserve our MMEC meetings, keeping them private.

Discussion

Official Vote

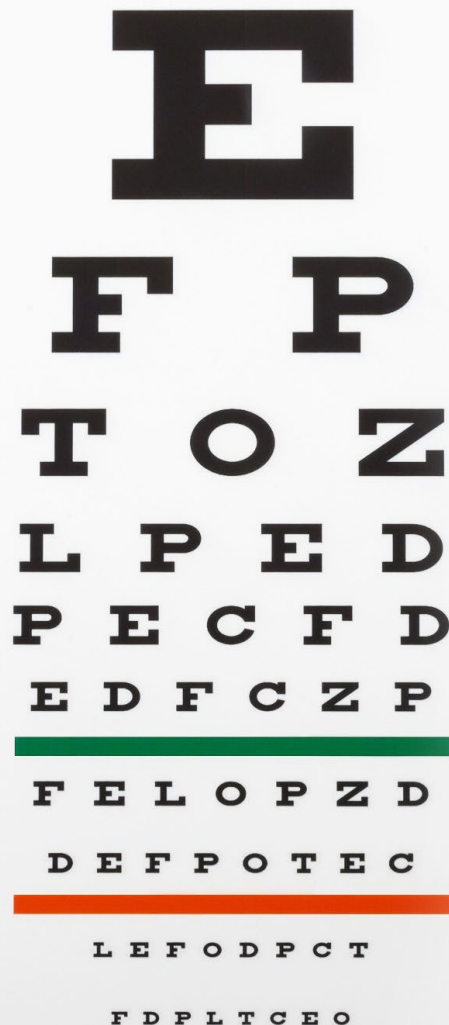
Do we still feel that two-year term limits is preferred?

Two-year term limits is enough time for me to adjust to the MMEC. This is enough time for me to impact ND Medicaid. This term limit best balances new perspective with experience.

Three-year term limits is what I need to adjust to the MMEC. This is enough time for me to impact ND Medicaid. This term limit best balances new perspective with experience.



Discussion



Working/Not Working

- What has been working with your Medicaid coverage since we last met?
- What has not been working with your Medicaid coverage since we last met?



Discussion

Q&A

- Take this time to ask questions! They may be related to a topic we have been discussing or a completely new topic. We want to help you find answers.



MMAC Meeting Prep

What topics would you like to see discussed at the next MMAC meeting?

MMEC/MMAC Members

- Kandy Swenning
- Kara Hanson
- Neha Patel
- Heather Skadsem
- Emily Gilpin



Next Steps

Reminder for Next Meeting

- **March 10, 2026 @ 9:30-11:30am**

Annual Schedule

- **May 12, 2026**
- **July 7, 2026**
- **September 8, 2026**
- **November 10, 2026**

Next Steps

Take the MMEC Meeting Satisfaction Survey

- Tell us how you feel about this meeting
- <https://forms.office.com/g/kcp6jZmBxV?origin=IprLink>

