

Medicaid Member Engagement Committee Meeting (MMEC) Minutes

July 8, 2025

Welcome & Icebreaker

- Meeting called to order: 9:30 a.m.
- Meeting adjourned: 11:00 a.m.
- Welcome
- Roll Call
 - Members present
 - Allison Wanner
 - Heather Skadsem
 - Jacqueline Frost-Hodney
 - Eldor Scheid
 - Kara Hanson
 - Ashley Roulette
 - Emily Gilpin
 - Neha Patel
 - Kandy Swenning
 - Darren Feist
 - Also Present
 - Krista Fremming, Assistant Director
 - Janice Tweet, Coverage Policy Director
 - Jen Sheppard, Member Liaison
 - Monique Runnels, Tribal Liaison
- Meet & Greet
- Icebreaker
- Working/Not Working
 - Coverage is working well when going to providers. Getting answers on coordination of benefits from the Customer Support Center was difficult, especially with dental and vision coverage. Members are not aware that a provider list exists or how to find it. The Self-Services Portal (SSP) is challenging to find and use. Needing passwords to access the SSP is challenging for some members. The SSP needs more promotion. Dental and vision coverage needs expansion.
 - SSP information to be added to upcoming E-News.

Discussion

- Conflicts of Interest
 - No concerns were expressed
- Past topic follow-ups
 - Medicaid member feedback in E-News
 - An overview was added to the May issue of E-News and a summary will be added to the September issue.
 - Adding Medicaid member feedback on the HHS website

- We are working on a draft now to share our finding on the Medicaid Member Feedback webpage.
- Appeals information in E-News
 - Article was added information to May issue
- Coverage during incarceration in E-News
 - Planning to have this topic in a future issue once details are finalized.
- MMAC seats
 - Two MMEC members have been seated.
 - Three of the four newest MMEC members will be selected to serve at this time.
- Feedback events
 - Listening session showed that members want improvement to the eligibility process, dental services, and non-emergency medical transportation. We are reviewing information from the member survey and focus group now and will share a summary at the September meeting.
 - Recommended adding this summary under its own heading and prominently placing it and encouraging members to use this opportunity to address concerns.
- Storytelling the MMEC experience
 - Developing verbiage to describe experience serving on MMEC for committee webpage.
 - Mention commitment length and frequency. Offer short sentences, short paragraphs, links to find expanded information, reduce jargon, and promote translation ability.
- Medicaid card design
 - Request for suggestions to redesign ND Medicaid cards.
 - Add website URL, change number to Customer Support Center, promote the SSP, use different color cards for Expansion member cards, promote translation, and consider removing date of birth.
- Voting: Meeting locations
 - Voting on all having all virtual meetings yearly or adding one or more in-person meetings.
 - Majority votes, with seven votes, for all virtual meetings.
- Q&A
 - Will listening sessions be a regular activity?
 - Yes, we are planning to continue this and possibly also have them in-person and in rural locations.
 - How do community partners help enroll members who are detained during out-of-state travel?
 - Wait until they are received by a North Dakota correctional facility and apply then.
 - How does a member know that their Releases of Information (ROI) is expiring?
 - Members have to keep track or find out upon discussion with ND Medicaid.
 - Is there training on client share amounts?
 - Yes, information will be shared to new MMEC members on all past trainings.
- Sharing
 - Request for the SSP to hold Releases of Information (ROI), provide alerts as they expire, and have pre-made ROIs for HHS, BCBS Medicaid Expansion, human service zones, and guardians/authorized representatives/trusted partners.
 - We may be able to assist members with expiring ROIs if we add renewing them to the review process.
 - Request for ROIs sent through email so community partners can more efficiently serve members.

- Request for an update at the September meeting on Federal happenings with the One Big Beautiful Bill.
- Reduce the need to transfer callers into the Customer Support Center and train experts for certain areas of coverage.

Next Steps

- Reminder for next meeting
 - September 9, 2025 @ 9:30 a.m.
- Upcoming meetings
 - November 4, 2025