

Medicaid Member Engagement Committee (MMEC) Meeting Minutes

November 4, 2025

Welcome & Icebreaker

- Meeting called to order: 9:00 a.m.
- Meeting adjourned: 11:15 a.m.
- Welcome
- Roll Call
 - Members present
 - Neha Patel
 - Kara Hanson
 - Jacqueline Frost-Hodny
 - Allison Wanner
 - Candice Swenning
 - Eldor Scheid
 - Emily Gilpin
 - Members absent
 - Heather Skadsem
 - Ashley Roulette
 - Also present
 - Janice Tweet
 - Monique Runnels
 - Jen Sheppard
- Meet & Greet
- Icebreaker

Guest Speaker

- Rural Health Transformation Program (RHTP): Janice Tweet
 - The history, requirements, and plan for the RHTP were explained. We reviewed the requirements timeline, engagement opportunities, survey results, and where to get more information.
 - MMEC suggestions for the RHTP included use of telehealth, a Medicaid app, behavioral health coordination, simplifying enrollment, mobile health facilities, and improving the records sharing process between facilities.

Discussion

- Conflicts of Interest
 - No concerns were expressed
- Recognition for MMEC member attendance in the Centers for Health Care Strategies (CHCS) national webinar.
 - One MMEC member was invited to attend CHCS' national webinar training to share their experience during CHCS learning collaborative that took place earlier this year. This member was invited based on his willingness to share openly and encourage others to share their opinions and suggestions with ND Medicaid.

- All MMEC members were sent a poll about their annual overall satisfaction with the MMEC, a survey on suggestions for the RHTP, and a survey to identify ways to improve the MMEC.
- Suggestions for topics to cover in 2026 E-News included One Big Beautiful Bill Act Medicaid requirements, covered services, promote under-utilized services, transportation, vaccine facts and myths, how to select a provider, getting covered medical supplies, and substance use disorder information.
- The MMEC reviewed its work throughout 2025. Work included producing 10 chapters in the Medicaid Member Handbook and six issues of E-News, reviewing and contributing to member notices, improving website navigation, and holding three listening sessions.
- Q&A
 - Is the ND Navigator program still running?
 - Yes. There have been funding cuts to this program, which has resulted in less staffing, but the program is still in-place.
 - How many open seats do we have and can we connect with local organizations to find more member interest.
 - There are three seats currently open. The MMEC will be asked to suggest community-based organizations in their area with whom we can connect.
- Working/Not Working
 - Concerns were shared about the lack of access to dental and vision services due to low reimbursement rates. The committee inquired about whether other factors are causing low provider enrollment rates in these areas of care.
- Sharing
 - MMEC requested a guest speaker on reimbursement rates and the provider billing process.
 - Several members shared their concerns about being able to address serious dental concerns due to the shortage in enrolled dentists.
 - A suggestion was made to visit with providers to explore barriers, solutions, and the overall billing experience to better understand how to gain and maintain provider enrollment.
 - Medicaid Medical Advisory Council (MMAC) information was shared to those members.
 - The MMEC Satisfaction Survey, a poll for suggestions about MMEC work in 2026, and a poll to gather topic suggestions for 2026 E-News will be sent via email following this meeting.

Next Steps

- Reminder for next meeting
 - January 6, 2026 @ 9:30-11:30am
- Upcoming meetings
 - March 10, 2026
 - May 12, 2026
 - July 7, 2026
 - September 8, 2026
 - November 10, 2026