

Medicaid Member Engagement Committee (MMEC) Meeting Minutes

January 7, 2025

Welcome & Icebreaker

- Meeting called to order: 9:35 a.m.
- Meeting adjourned: 11:00 a.m.
- Welcome
- Roll Call
 - Members in attendance:
 - Victoria Alexander
 - Heather Skadsem
 - Kara Handson
 - Ashley Roulette
 - Eldor Scheid
 - Allison Wanner
 - Jackie Hodney
 - Also in attendance:
 - Jen Sheppard
 - Monique Runnels
 - Krista Fremming
 - Laura Holzworth
- Meet & Greet
 - New member: Ashley Roulette
 - Introductions
- Icebreaker

Guest Speaker

- Client share: Laura Holzworth
 - High level overview of client share, how it is calculated, member responsibilities, how it is applied to medical bills, and who to contact for help or questions.

Discussion

- Past topic follow-ups
 - Search bar for member handbook:
 - We can create a search bar for just the handbook. There is cost for this work. We will publish all chapters, work toward ADA compliance, then re-visit this topic.
 - Chat Bot:
 - The state website is trialing a chat bot. This could help us understand the benefits and challenges if we get a chat bot on the hhs.nd.gov website.
- Review Member Handbook
 - Chapter review: Where to Find Health Care. The MMEC felt:
 - This chapter is useful and necessary.
 - We should explain that the facilities listed are not the only ones available in ND.

- We should define the term 'facilities', define acronyms more frequently, and links to find facilities should go to directories rather than the webpage with links.
- Develop March E-News
 - The MMEC reviewed the theme and topics for the March issue.
 - They suggested acknowledging March as colorectal health month.
- The MMEC was asked to suggest topics for a future appeals member handbook. The MMEC suggested including:
 - How to find help navigating the appeals process.
 - Offer materials or staff that can prepare members for what to expect.
 - Use storytelling to share what to expect during the appeal process.
 - Refer to ed.gov and the office of Civil Rights website for examples.
 - Members can ask providers for a letter of support for their appeal.
 - Include a link for the SFN-905 form to request coverage for a service that is not covered.
 - Guide members in understanding which law/policy is impacting the decision.
 - Include a member advice section where member share their advice:
 - You can get an attorney, but it will be at your own cost.
 - Some members feel that you have more voice with self-representation.
- Member resignation
 - Jon Fettig will be stepping down from his seat on the MMEC.
- Reflection on MMEC facilitation practices:
 - How can we foster interest, attendance, and engagement?
 - Offer agenda and materials in advance.
 - Respect the designated time frame for meetings.
- Five members are encouraged to apply for [MMAC](#) starting February 2025.
 - Send applications to saker@nd.gov.
- ND Medicaid has partnered with the Justice Well Foundation to gather member feedback and identify potential applicants for the MMEC.
- Q&A
 - Can client share billing process be easier and faster to ease the pressure on providers and members?
 - This information will be brought back to the correct unit.
 - Can our website offer a calculator tool that figures client share amounts?
 - This question will be brought back to the Communications and Eligibility unit.
- Open Discussion
 - Requested information on legislative activity that pertains to ND Medicaid.
 - [North Dakota Legislative Branch | North Dakota Legislative Branch](#) was shared.
 - Suggestion made to connect with legislators to find MMEC applicants.
 - This will be considered throughout our partnership with Justice Wells.
 - Request for more information on the Medicaid Medical Advisory Committee (MMAC).
 - MMEC was invited to the next MMAC meeting on Tuesday, February 20, 2025.
 - Recipient liability is a confusing term.
 - We are shifting to the term 'client share'.
 - Monthly client share reviews are too frequent and suggested reviewing quarterly.
 - This information will be brought back to the correct unit.
- So you know:
 - Updates on statistics or data from October and November 2024.

Next Steps

- Reminder for next meeting
 - March 4, 2025 @ 10:30-12:30 p.m.
- Annual schedule
 - May 6, 2025
 - July 8, 2025
 - September 9, 2025
 - November 4, 2025