

Medicaid Member Engagement Committee (MMEC) Meeting Minutes

March 5, 2024

Roll Call

- Meeting called to order at: 9:32am
- Meeting adjourned: 10:50am
- Roll call of committee members in attendance:
 - Eldor Scheid
 - Allie Browning
 - Victoria Alexander
 - Kara Hanson
 - Jacqueline Frost
- Members Absent:
 - Heather Skadsem

Welcome & Icebreaker

- Introduction and welcome to the first meeting
 - Meet & Greet
 - Icebreaker

Discussion

- Question for All
 - What is your biggest concern with Medicaid?
 - Eldor: The change from county representatives to state workers. When calling in, members do not get the same worker and notes are not summarizing the last call to save the member from repeating information. Appeal experience is not pleasant. Medicaid does not seem responsive.
 - Kara: Information availability: What does Medicaid cover such as equipment? Increased clarity on covered and non-covered services.
 - Victoria: The lack of services I am getting such as glasses options, dentist availability, etc. These are my basic needs that are not being met.
 - Jacqueline: Medicaid is so limiting. The whole picture is not considered. Denials for out-of-state specialist are a large barrier. Specific equipment is not always covered.
 - Allison: The lack of dental, vision, and transportation. There is a lack of providers for transport. Client share is too high to work with.
- Review E-News
 - Members will review January E-Newsletter and attend the next meeting with notes.
- Q&A
 - Is the website able to search just the Medicaid Member Handbook?
 - Jen to follow up with Communications department.

- Can a chat box be developed for the website to offer live assistance with navigating the website and answer general Medicaid questions (alternative to calling and experiencing long wait times with call center)?
 - Jen to follow up with Communications department.
- Can we program the HHS website so that if certain words are searched it will lead to the Medicaid Member Handbook?
 - Jen to follow up with Communications department.
- How often does the Provider Directory get updated? What are the future plans for these documents with the PCCM program ending?
 - Jen to follow up.
- Open Discussion
 - What are our main focuses?
 - Navigating coverage
 - Increase coverage information
 - What is covered
 - When coverage is allowed
 - Specialist/guide/health care coach to assist members in understanding how to organize complex health care needs:
 - Specialty/complex health care needs: Out-of-state referrals, billing, referrals, covered services, and equipment, appeals, etc.
 - Help from specialist could be by appointment, with notes, and ability for members to return to the same specialist
 - Initiated in welcome letter and Health Tracks initial contact.
 - Navigating website
 - Chat box for live assistance in website navigation or general Medicaid questions to avoid long wait times when calling into call centers
 - Finding providers, user friendly provider lists
 - Can our searches lead to the Medicaid Member Handbook based on frequently used words (find a dentist, coverage, etc.)?
 - Medicaid coverage
 - Transportation
 - Reimbursement to driver per person not per ride
 - Coverage for glasses/vision to include transition (no line) bifocal lenses. Allow for Medicaid to cover set cost for frames/lenses and member to choose to pay for remaining cost of frames/lenses they desire.
 - What are our current tasks?
 - Medicaid Member Handbook review
 - Details on finding a dentist, vision, etc. to include www.insurekidsnow.gov
 - Instructions to ask if provider is currently accepting Medicaid and taking new clients
 - Links to provider lists
 - Medicaid Member E-News review
 - Find a person, with limited/no exposure to www.hhs.nd.gov to navigate website to Medicaid information and give honest feedback
- Decision
 - Current focus
 - Navigating coverage

- Navigating website
- Medicaid coverage expansion
- Current tasks
 - Handbook review
 - E-News review
 - Website navigation testing

Next Steps

- Reminder for next meeting
 - May 7, 2024 @ 9:30-11:320a
- Annual agenda
 - March 5, 2024
 - May 7, 2024
 - July 9, 2024
 - September 10, 2024
 - November 5, 2024