

Medicaid Member Engagement Committee Meeting (MMEC) Minutes

May 6, 2025

Welcome & Icebreaker

- Meeting called to order: 9:30 a.m.
- Meeting adjourned: 10:41 a.m.
- Welcome
- Roll Call
 - Members present:
 - Eldor Scheid
 - Allie Wanner
 - Jacqueline Frost-Hodney
 - Ashley Roulette
 - Members absent:
 - Kara Hanson
 - Heather Skadsem
 - Also in attendance:
 - Jen Sheppard, Member Liaison
 - Krista Fremming, Assistant Director
 - Monique Runnels, Tribal Liaison
- Icebreaker

Discussion

- What is working/Not working with Medicaid coverage since we last met?
 - Appeals:
 - One member feels the process is lengthy and they don't see the benefit. Another member shares that they feel the process is intentionally difficult.
 - One member said she had a good experience getting connected to someone who could assist her with a hearing.
 - Account updates:
 - One member shared how her address was incorrect in the system and caused her not to get her notices, resulting in temporary loss of coverage during an in-patient experience for a covered family member. The same member experienced an issue with confusion in a family member's name paired with an incorrect adoption type causing delay in coverage.
 - One member shared that uploading documents every month has gone well but part of the success is due to the member figuring out what to do, not due to the Self-Service Portal being user-friendly. They expressed the desire to have a confirmation of successful document upload such as an email.
 - Referrals:
 - One member experienced difficulty returning to the specialist that has been caring for their family member. They shared that the ND specialist would not see them.
 - Medicaid Member Handbook:

- A member shared that the handbook is easy to understand and has made it easy for members to find information.
- Past topic follow-ups
 - Out-of-state services advocates
 - Two employees assist members to navigate these services.
 - This information has been added to the Medicaid Member Handbook.
 - Member Engagement webpage review
 - Use the Customer Support Center name in the feature area.
 - This has been corrected.
 - Does our website have a feature where we can hover to get more information without seeing so much information right away?
 - Communications team is currently unaware of this capability. Ww will continue to monitor for system ability to create this feature.
- Resignation
 - Victoria Alexander has resigned from her seat on the MMEC due to personal reasons. Her seat is officially open.
- New member webpage
 - We have developed [a new webpage](#) for limited English proficiency (LEP)/new and foreign immigrant (NFI) members/families. This page is meant to explain health care to new Americans and guide them to translation features/services prior to them being redirected to the [Member Engagement and Resources webpage](#). We are developing a flyer to advertise these efforts and direct members to this welcome page.
 - The current title is 'Welcome to North Dakota (ND) Medicaid.'
 - A proposed title is 'Understanding health care in the U.S.'
- Renaming the Member Engagement and Resources webpage
 - HHS Community Engagement Liaisons, working with the LEP/NFI community, have expressed the need to reconsider the term 'engagement' in our titles. This term often translates to refer to an engagement for marriage rather than an interaction.
 - Recommended replacement words are: 'involvement', 'connection', 'support', and 'contribution'.
- Virtual member listening session
 - This event is shared on our [Member Feedback webpage](#). We are inviting members to advise us on best practices for the MMEC and to give their feedback on the ND Medicaid program.
 - 230 participants registered to attend.
 - MMEC members invited to attend this virtual event.
- Online member survey
 - We will be offering an online member survey asking for feedback on our ND Medicaid program. This survey will be open from May 1st – 30th.
- Member-based focus group
 - We are working to develop an invitation only member-based focus group on June 13 to gather recommendations for MMEC best practices and member expectations.
- MMEC Guidelines Amendments:
 - Space in the agenda will be held for conflict-of-interest disclosures as mandated by Centers for Medicare and Medicaid Services (CMS).
 - MMEC members' membership on MMAC must be two-years without a third-year option because those seats are held for active MMEC members who serve non-consecutive two-year terms.

- Q&A
 - How will the data be used from the listening session and survey? Suggestion to create a detailed report to display on website and have a short article in E-News with a link to the report.
 - All feedback will be compiled. E-News will have a brief article for the July issue. We will explore posting a detailed report on our website. Slides are prepared to update the MMAC on the feedback received.
 - Can the state provide an attorney rather than members getting their own attorney or a member advocate to help members navigate the process?
 - This will be explored.
 - Can information for coverage for incarcerated members be revised for plain language?
 - Yes, we will work on this.
- Sharing
 - Suggestion to add a middle step in the appeals process for a staff to explain what a member can expect to experience and what other options there are to an appeal. This step should offer help to locate an alternative provider or service to the one being denied. Also consider having a mediation step before appearing before a judge.
 - One member said that they feel the MMEC is working well on issues that are relatable to the entire member community.
 - Members recommend adding article for guidance on appeals and re-entry from incarceration processes to E-News.

Next Steps

- Reminder for next meeting
 - July 8, 2025 @ 9:30-11:30am
- Upcoming meetings
 - September 9, 2025
 - November 4, 2025