

Medicaid Member Engagement Committee Meeting (MMEC) Minutes

September 9, 2025

Welcome & Icebreaker

- Meeting called to order: 9:30 a.m.
- Meeting adjourned: 10:57 a.m.
- Welcome
- Roll Call
 - Members present:
 - Jackie Hodny
 - Ashley Roulette
 - Eldor Scheid
 - Kandy Swenning
 - Kara Hanson
 - Emily Gilpin
 - Allison Wanner
 - Heather Skadsem
 - Members absent:
 - Neha Patel
 - Also present:
 - Jen Sheppard
 - Janice Tweet
 - Monique Runnels
 - Krista Fremming
 - Amy Clouse
- Meet & Greet
- Icebreaker
- Working/Not Working
 - Members shared that their Customer Support Center (CSC) staff experience has been going well. Out-of-state services are still challenging. CSC staff could not answer questions about social security income during reviews. ND Medicaid services have been going well but members need clarity on where to submit claims. Two members experienced terminated coverage for children and are uncertain of the cause.

Guest Speaker

- Eligibility: Amy Clouse
 - Members learned about different coverage groups, federal laws that created Affordable Care Act (ACA) Medicaid, Non-ACA Medicaid, Basic Care, and Medicaid Expansion standards. We reviewed asset and income limits and exclusions, federal poverty level formulas, client share formulas, eligibility worker roles, eligibility review frequencies, non-citizen eligibility, coverage during incarceration, and the application process.

Discussion

- Conflicts of Interest

- No conflicts of interest were identified.
- Past topic Follow-Ups
 - Medicaid Member Handbook Search Bar
 - Members viewed the final product for the handbook search bar. This tool expands all sections and highlights any word searched and found within its contents.
- Handbook Review
 - Pharmacy chapter
 - Members reviewed content and suggested defining specific terms. Members suggested renaming the Provider Relations call center because this title is a deterrent for member use.
- Resignations:
 - Darren Fiest resigned for personal reasons. His seat is now open.
- Member feedback summary
 - The MMEC reviewed the member feedback for Medical Services and MMEC best practices. [See the full report.](#)
- One Big Beautiful Bill Act (OBBBA) Impacts
 - Members were introduced to the new [Stay Enrolled webpage](#) with information preparing North Dakotans for changes to ND assistance programs caused by federal and state law-making.
 - Members request flyers for community partner use to promote this webpage. Members suggest mailing a notice.
 - This topic is planned to be in the Annual Medicaid Member Newsletter that will be mailed in November 2025.
- Committee Member Compensation
 - Starting August 1, 2025, Medical Services will compensate MMEC committee members at a rate of \$25/half hour. Earnings from compensation must be reported to ND Assistance programs and could impact their eligibility. Members can deny compensation.
- Q&A
 - Why are certain brand vs. generic medications and supplies covered?
 - ND Medicaid will cover the least costly option of medications or supplies when both are equally effective to reduce financial burden.
 - Are members notified if their medical services or supplies are denied coverage?
 - Yes. A notice is mailed.
- Sharing
 - Does Medicaid offer information around having other insurance coverage with ND Medicaid?
 - Information was added to the Medicaid Member Handbook after this was initially suggested.
 - Can we educate members in finding in-network providers also enrolled in ND Medicaid so members aren't unknowingly getting services that they will have to pay for?
 - Yes, we can explore adding this information into the Medicaid Member Handbook.

Next Steps

- Reminder for next meeting
 - November 4, 2025 @ 9:30-11:30am
- Upcoming meetings
 - 2026 schedule to be determined.