

Medicaid Member Engagement Committee Meeting (MMEC) Minutes

July 9, 2024

Welcome & Icebreaker

- Meeting called to order: 9:30am
- Meeting adjourned: 11:30am
- Welcome
- Roll Call
 - Members present:
 - Allison Wanner
 - Kara Hanson
 - Heather Skadsem
 - Eldor Scheid
 - Jacqueline Frost-Hodney
 - Jon Fettig
 - Also in attendance:
 - Jen Sheppard (Member Liaison)
 - Mandy Dendy (Policy Director)
 - Monique Runnels (Tribal Liaison)
 - Jared Ferguson (Medicaid Expansion Administrator)
 - Monica Haugen (Behavioral Health 1915(i) Administrator)
 - Bobbi Holzworth (Medicaid Data Administrator)
 - Members absent:
 - Victoria Alexander
- Meet & Greet
- Icebreaker

Guest Speaker

- [BCBS-Blue Cross Blue Shield](#) Medicaid Expansion: Jared Ferguson
 - High-level overview of the Medicaid Expansion program
- Behavioral Health: Monica Haugen
 - High-level overview of the 1915(i) Behavioral Health Supports and Services program

Discussion

- Last Meetings Follow-ups
 - Medicare vs. Medicaid
 - Reviewed prepared slides giving a brief overview of how Medicare and Medicaid work.
 - Self Service Portal (SSP): Tabs don't look like they can open but can. Make this more obvious.
 - There has been a recent testing of the SSP by various users to see how we can make the SSP more user-friendly.
 - The testing results have been received and next steps are to form a plan to address concerns.

- The concern for the tabs has been noted and will be considered in the plan to address SSP testing results.
 - CMS Final Rule Review
 - Membership terms:
 - CMS final rule states MMEC members cannot serve consecutive terms.
 - How long should each MMEC term be?
 - Majority of MMEC members agreed on two-year terms.
 - MMEC requests research on other states' practices.
 - Member Liaison will research this before next meeting.
 - How many nonconsecutive terms should MMEC members be able to serve?
 - MMEC members recommend between 2-4 terms.
 - MMEC is required to hold one in-person meeting plus one hybrid meeting option per year.
 - Where should this meeting take place?
 - Bismarck unless a more central location can be identified based on current members.
 - Medicaid Medical Advisory Council (MMAC) attendance and reporting out.
 - Seven MMAC seats will open by February of 2025 and five are required for MMEC members.
 - MMEC members will rotate to attend quarterly MMAC meetings.
 - MMAC is required to hold one in-person meeting plus one hybrid meeting option per year.
 - How long should MMEC member terms be on the MMAC?
 - MMEC recommended the term lengths should reflect MMEC term lengths.
 - Interest in serving on MMAC was shown by:
 - Jacqueline Frost-Hodney
 - Eldor Scheid
 - Allison Wanner
 - Medicaid renewal information must be moved to a permanent location on our webpage
 - What information will we display?
 - Descriptive language that tells what a renewal is and how often it happens.
 - Make information stand out on webpage using contrast, color, etc.
 - Reduce amount of information being displayed on a single page.
 - Where will this information be located?
 - Add a new card on the member webpage that leads to a page that offers information about managing your Medicaid coverage.
 - Reviewed other states' approaches:
 - [Pennsylvania](#)'s button at top of website.
 - [Virginia](#)'s section for updating contact info.
 - [Arkansas](#)'s warnings at top of website.
 - Q&A
 - What are we doing to address the provider shortage in ND?
 - Outside of ND Medicaid, state licensing boards are looking at provider scopes of practice, licensure requirements, and reciprocity.
 - ND Medicaid can reimburse lower-level certifications in behavioral health such as mental health technicians and peer supports, which broadens the provider pool and results in greater access to care for our members. Community health workers are also coming into Medicaid.

- We look to partner and support efforts to increase the healthcare workforce across North Dakota.
- Open Discussion
 - Concern was shared for lower reimbursement for dentists.
 - Concern was shared for lower reimbursement and difficulty billing for speech therapists.
 - Website critique
 - There is too much content per page.
 - The main drop-down menu is overwhelming.
 - The website is challenging to navigate.
 - Concern was shared for out-of-state referrals being denied.
 - Members believe there is not a provider within ND that can offer the treatment needed and do not understand their denial.
 - MMEC members request a defined escalation process and/or specialized staff to handle these issues.
 - MMEC members recommend assigning a staff member to avoid being assisted by a different person every time.
 - Concern was shared for referrals for treatment being made by providers but then deemed not medically necessary by ND Medicaid
 - Members recommend having an assigned staff member who can explain the how's and why's of the referral and denial processes per case.

Next Steps

- Reminder for next meeting
 - September 10, 2024 @ 9:30-11:320am
- Upcoming meetings
 - September 10, 2024
 - November 5, 2024