

Medicaid Member Engagement Committee Meeting (MMEC) Minutes

March 4, 2025

Welcome & Icebreaker

- Meeting called to order: 11:00 a.m.
- Meeting adjourned: 12:43 p.m.
- Welcome
- Roll Call
 - Members present:
 - Eldor Scheid
 - Kara Hansen
 - Jackie Hodney-Frost
 - Allison Wanner
 - Ashley Roulette
 - Members absent:
 - Victoria Alexander
 - Heather Skadsem
 - Also in attendance
 - Jen Sheppard
- Icebreaker

Discussion

- Past topic follow-ups
 - Out-of-state services advocates
 - Two employees assist members to navigate these services.
 - We have identified that we are needing to better promote this resource.
 - We plan to add this information periodically to E-News.
 - This information has been added to the Medicaid Member Handbook.
 - Website eligibility calculator
 - Other states suggest that most feel this could confuse/mislead applicants.
 - We have a similar eligibility [tool](#) on our [Apply for Help webpage](#).
 - Recommended to place this tool on the [Medicaid Eligibility webpage](#) with explanation of which assistance programs are included.
 - Include disclaimer that this tool only tests and does not guarantee eligibility.
 - Member Engagement webpage review
 - Use the Customer Support Center name in the feature area.
 - The Self-Service Portal (SSP) should clarify whether to use the member's or the guardian's information when creating an account.
 - The MMEC requests explanation for use of client ID numbers instead of ND Medicaid numbers.
 - Member Handbook search bar
 - This work has been approved and is in progress.
 - Simplify the client share billing process

- Steps have been taken including updating provider forms, adjusted Therap processes, created a Provider Education team, gathering dental billing feedback, and implemented a policy feedback process.
 - Add ND Navigator information to member notices
 - Approval was given to add ND Navigator purpose and contact information.
- Reflection on the MMEC's place in the change management process
 - Centers for Health Care Strategies (CHCS) training and recent experiences show that the MMEC recommends change but may not be able to implement change.
 - We should identify which actions this committee can take, and which are best taken by other ND Medicaid stakeholder groups, committees, or units within Medical Services.
- Medicaid Member Handbook review
 - Family Planning Services chapter
 - Recommendations/edits were made for what this chapter should contain.
 - Laboratory, Radiology, and Diagnostics chapter
 - Recommendations/edits were made for what this chapter should contain.
- Community-based organization outreach work
 - We have partnered with the [Justice Well program](#) to host a listening session and survey in May.
 - We will advertise these opportunities in the March and May issues of E-News, social media posts, and on our website.
- Listening session invite
 - May 6, 2025 @ 3:00 p.m. – 4:30 p.m.
 - Our first listening session will be held virtually on May 6, 2025.
 - Reimbursing MMEC members for travel will not be possible until after May.
- Medicaid Medical Advisory Committee
 - Five seats are held for MMEC members
 - Please submit applications to saker@nd.gov
 - One member expressed interest in applying to the MMAC.
- Results from the 2023 Consumer Assessment of Healthcare Provider and Systems (CAHPS) survey
 - This survey captured an 8.1% response rate.
 - This survey reflects: access to health care services, customer service, and experience with applications and coverage ratings.
- Q&A
 - Does our website have a feature where we can hover to get more information without seeing so much information right away?
 - This will be explored.
- Sharing
 - Reduce the amount of content on the main Medicaid webpage and find places for added information. Let this page only offer pages to visit for applicants, members, and providers.
 - Correspondence times are lengthy for denials.
 - The billing process is too complicated for providers.
 - Reimbursement rates are too low for providers.
 - Member notices about coverage changes should be on colored paper or have a callout.
 - Medicaid premium payments are being processed inaccurately, and members are getting conflicting guidance.
 - Calling into the Customer Support Center resulted in immediate disconnection. Have a message that explains call wait times are high and to call back later.

- Recent out-of-state referral experience was pleasant and helpful.

Next Steps

- Reminder for next meeting
 - May 6, 2025 @ 9:30-11:30am
- Upcoming meetings
 - July 8, 2025
 - September 9, 2025
 - November 4, 2025