



# **MEDICAID MEMBER ENGAGEMENT COMMITTEE GUIDELINES**

**December 2023**

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## Purpose

ND Medicaid values member and family participation in improving the Medicaid member experience. The Medicaid Member Engagement Committee (MMEC) is a way for members to share their lived experience, give input, and bring positive change to ND Medicaid.

The MMEC is designed to meet the following objectives:

- Prioritize person and family centeredness, which means we respect and value individual strengths, preferences, and contributions, and work with members, not doing things to or for them.
- Provide opportunities for collaboration between ND Medicaid and members with the goal of improving member experience and the relationship between ND Medicaid and all members.
- Provide a way for ND Medicaid to test if programs, policies, and materials are working as designed and having the desired outcome.

Discussion and recommendations from the MMEC will help guide ND Medicaid and will be shared with the Medicaid Medical Advisory Committee, ND Medicaid Leadership, and ND Department of Health and Human Services Leadership.



## Membership

The MMEC will have 12 members. ND Medicaid seeks to have members with different backgrounds, geographical areas, and with different life experiences and situations represented on the MMEC. ND Medicaid encourages all Medicaid members interested in serving on the MMEC to apply.

## WHO SHOULD APPLY

ND Medicaid encourages current Medicaid members, people who have had Medicaid within the last three (3) years or are caring for a Medicaid member to apply for the MMEC.

Note: Medicaid Expansion members are not eligible to serve on the MMEC, but can share their views on Medicaid Expansion with the [Medicaid Expansion Member Advisory Committee](#).

Medicaid is also different than Medicare. There are many people who have both Medicare and Medicaid, and we will welcome those members if they have experience with Medicaid.

## HOW TO JOIN THE MMEC

People applying to join the MMEC are called applicants. All applicants will apply to the MMEC by submitting an [application](#). If you need help with the application, you can ask the Member Liaison for help by calling 701-328-8666 or emailing [jsheppard@nd.gov](mailto:jsheppard@nd.gov)

## **SELECTING A NEW MEMBER TO BE ON THE MMEC**

ND Medicaid will review applications and interview selected applicants to ensure membership is diverse and represents the ND Medicaid population. Applicants will meet with the Member Liaison for a short interview. The Member Liaison will recommend applicants for the MMEC to the Medicaid Director. The Medicaid Director will appoint members to the MMEC.

## **LEARNING ABOUT THE MMEC**

All new members of the MMEC will meet with the Member Liaison. The Member Liaison will review what to expect at MMEC meetings, show individuals how to use technology to participate in MMEC meetings, and go over recent topics discussed at MMEC meetings.

## **MEMBERSHIP TERMS**

The time a member serves on the MMEC is call a term. To start, ND Medicaid will stagger member term length:

- Six members will be asked to serve for one year. This will allow new members to join and have experienced members serve with them.
- Six members will be asked to serve for two years. This will allow the MMEC to be made of experienced members while welcoming new members.

After the first initial term, all MMEC terms will be 2 years.

Members may serve a second term. If a member wants to serve a second term, they will need to apply and will be evaluated alongside other applications. Members are limited to serving two terms.

## **CHAIRPERSON**

A chairperson may be chosen from current MMEC members and will serve a one-year term. The chairperson will:

- Help the Member Liaison organize and plan meetings,
- Find guests to share information, and
- Run the meeting.

## RESIGNATION AND REMOVAL

Resignation is when a member feels they need to leave the MMEC before their term is ending. If a member cannot be on the MMEC anymore, a seat will be opened.

Members may be removed from their seat on the MMEC for good cause. Examples of good cause are:

- Excessive absences from MMEC meetings.
- Misconduct during MMEC meetings.

## BENEFITS

We value our MMEC members! While you are on the committee:

- Medical Services offers members direct access to our resources and staff while they serve their term. Please contact the Member Liaison to learn more.

MMEC members that fulfill their commitment:

- Will be able to ask for a letter of recommendation from our Member Liaison
- Can use the Member Liaison as a professional reference.

These are helpful when you are applying for a job or other committee-like work.

## RELEASE OF INFORMATION

ND Medicaid may request that members sign a release allowing a picture, the name, and/or basic information about the member to be published on the [www.hhs.nd.gov](http://www.hhs.nd.gov) website.



## Meetings

The MMEC will meet online every other month. Meetings will be held by Teams with an option for individuals to join the meeting by phone. Meetings will last no more than 2 hours.

Additional meetings will be held as needed when requested by committee members.

ND Medicaid will publish a yearly schedule for MMEC meetings. The meeting schedule will be posted on the MMEC website.

## ATTENDANCE

ND Medicaid encourages members to attend every meeting to the best of their ability. ND Medicaid asks each MMEC member to commit to attending at least 4 meetings a year. If a MMEC member misses more than 3 meetings, ND Medicaid may work with the member to determine if they are able to participate or if another Medicaid member should attend the MMEC in their place.

## MEETING MINUTES

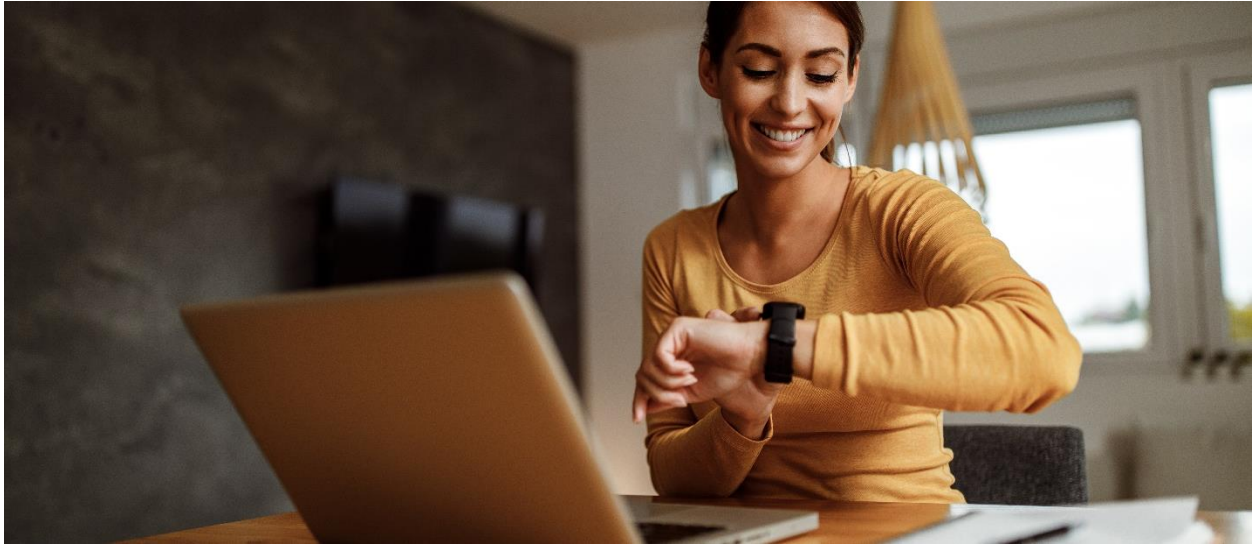
Meeting minutes are notes of what was talked about at a meeting. Minutes will be taken at every meeting. ND Medicaid will summarize topics, suggestions, and follow up on progress. Minutes will be posted on the MMEC website.

## **DISABILITY AND OTHER ACCOMMODATIONS**

ND Medicaid will assist members with accommodations such as American Sign Language (ASL) translation, captioning, and caregiver participation for members with barriers. ND Medicaid encourages members to tell the Member Liaison about any assistance they will need to attend and participate in the MMEC meetings.

ND Medicaid will also make accommodations for written or recorded materials presented at meetings such as translation, captions, descriptions of pictures, etc.





## Member Conduct

ND Medicaid values the feedback of Medicaid members and their families. The MMEC asks members to share their lived experiences with each other and others attending MMEC meetings and give all members a chance to be heard. ND Medicaid asks members of the MMEC to act in good faith with each other and agree to a set of guidelines for how the MMEC will interact with each other. This includes being honest and not doing things that will harm the MMEC. It also includes behavior outside of meetings. Expectations include:

- Members should try to attend and actively participate in all meetings. If members cannot attend a meeting, they are requested to advise the ND Medicaid Member Liaison. After missing a meeting, the member should plan to meet with Member Liaison to go over what happened at the meeting.
- Members agree to be respectful of other MMEC members, ND Medicaid staff, and other presenters. They will listen to each other and seek to understand the other's perspectives, even if they disagree.
- Members agree to make every effort to share their feedback and experience and bring forward any concerns.
- Members agree to refrain from personal attacks, purposefully harming the MMEC, and publicly criticizing or mis-stating information shared by other MMEC members during the meeting.
- Any written communications, including emails, blogs and other social networking media (Ex. Facebook, Instagram), will follow these same guidelines and will maintain a respectful tone even if highlighting different opinions.



## Contacts

### **Member Liaison**

Jen Sheppard

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### **Alternative Contact**

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