

Virginia Medicaid Member Advisory Committee (“MAC”)

August 9, 2021

10am – 12pm



WebEx

DMAS Mission & Values

To improve the health and well-being of Virginians through access to high-quality health care coverage



Service

We are committed to serving all who are touched by our system with caring, integrity, and respect.



Collaboration

We value professional, respectful cooperation to achieve a common goal. We recognize diverse perspectives where everyone's input is welcome.



Trust

We are continuously building a culture that is honest, supportive, and fosters integrity.



Adaptability

We work together to anticipate and embrace change to meet Virginia's health care needs.



Problem Solving

We promote problem-solving processes and respond to challenges with a forward-thinking approach. We readily meet opportunities to improve and value processes that welcome many perspectives.

The MAC Pact

MAC member expectations for interactions and strategies for accomplishing goals together

How We Interact Together	How We Get Things Done
<ul style="list-style-type: none">• We are welcoming to one another.• We prioritize time to get to know each other during meetings and promote a healing environment.• We commit to respecting one another, suspending judgment, and collaboration.• It is important to us that all MAC member voices are heard.• We share our personal experience and perspective, but we are also considering the experience of other members as well.• We approach challenges with solution-focused energy.• We want to be hard on the problem, not each other.	<ul style="list-style-type: none">• We are mindful of acronyms and commit to spelling them out in conversation and in writing.• We are mindful of time, yet flexible and intentional when the schedule may need to change.• It is important to us that only one person speaks at a time.• We enjoy collaborating with a designated facilitator to keep the meeting on course.• We will maintain a parking lot of items for future discussion.• We want see the action! It is important to us to have timely follow up when feedback is given.• Change it up! We prefer to vary our activities when possible.

The MAC Pact will be reviewed at each MAC meeting and is subject to edits and revisions at any time as desired by the MAC

Committee Policies and Procedures

The Adopted Committee Policies and Procedures Have Guidelines for Committee Discussions:

- The Committee shall give thoughtful consideration to the health and support needs of diverse people, including but not limited to: parents, women, children, seniors, persons of color, persons with disabilities, persons of diverse sexual orientation, persons with limited English proficiency, communities experiencing health inequities, and residents in rural areas served by DMAS.
- To ensure that there is a full opportunity to identify and address issues concerning the Medicaid enrollee, Committee members shall ensure that the discussions and deliberations are focused on the Committee member's experiences and perspectives as a Medicaid enrollee or authorized representative of a Medicaid enrollee, and not that of advocacy for an organization or group.
- While the Committee will have thoughtful ideas and approaches to solving or addressing various issues, the Committee shall remain flexible in recognizing that members of the public or other organizations may propose problem solving ideas or approaches as well.