

# DMAS MEDICAID BENEFICIARY ADVISORY COUNCIL (BAC)

Bylaws, Policies, and Procedures



# Section I - General Provisions

**Purpose:** It is the purpose of the Council to provide the Director with recommendations that will enhance the experience of Virginia's Medicaid members and facilitate timely access to high quality medical care delivered in a cost-efficient manner that meets their needs regardless of race/ethnicity, primary language, geography, age, or other socioeconomic factors. The Council will provide the Director with feedback on current and emerging issues within Virginia's Medicaid program. The goal is to obtain the insight and recommendations of Virginia's Medicaid members and to strive for an even healthier Virginia.

The Council will work cooperatively to advise the Director on the policies, procedures, and operation of Virginia Medicaid programs from the perspective of the Medicaid member. The Council will advise the Director in the following areas:

- Operation and administration of programs provided through Medicaid
- The application and renewal processes
- Outreach and consumer engagement strategies and resources
- Medical, behavioral health, and substance abuse services
- Quality and cost efficient care; and
- Affordability.

The Council shall strive to make recommendations to the Director that are creative and innovative to meet the needs of Virginia's Medicaid population.

**Composition:** The Council members, all of whom will be current or former Medicaid members or authorized representatives of current or former Medicaid members, consists of at least eleven (11) residents of the Commonwealth. The DMAS Director may increase or decrease the size of the Council at their discretion. The DMAS Director or the Director's designee shall appoint members of the Council.

The DMAS Director or the Director's designee shall fill any vacancy on the Council of any unexpired term. The DMAS Director or their designee shall be the executive officer of the Council, but shall not be a voting member thereof.

The BAC implementation team shall help facilitate and oversee the day-to-day planning and implementation of the Council unless otherwise directed by the DMAS Director.

**Term of Office:** Council members will serve a one (1) year term. No member shall be eligible to serve on the Council for more than two full consecutive terms.

Should any Council member be unable to fulfill his/their term on the Council, that member shall provide written notice to the DMAS BAC email at least 30 days prior to resignation.

**Compensation:** Council members shall serve without compensation. However, the Department shall pay such reasonable costs or reimbursements as shall be necessary for the work of the Council. Such reasonable costs shall include, but not be limited to travel, meals, and accommodations. Such payments or reimbursements shall be consistent with the governing authorities of the Commonwealth of Virginia. DMAS shall pay the operating expenses of the Council.

**Annual Report:** With technical assistance from DMAS staff, the Council shall submit an annual written report to the DMAS Director. This report shall be due before the first meeting of the following year.

**Official Papers:** All official records of the Council shall be kept on file at the Department. All files shall be maintained for five years.

## Section II - Council Meetings

**Regular Meetings:** The Director shall convene Council quarterly meetings at such times, manner (whether in-person and/or virtually, consistent with the governing authorities of the Commonwealth of Virginia), and place in Richmond, Virginia, as the Director or their designee shall determine.

**Special Meetings:** The Director may convene Council meetings at such other times and places as the Director or their designee determines to be necessary and appropriate.

**Meeting notice:** Written and/or e-mail notice of all regular meetings shall be sent to the Council members at least ten (10) business days in advance of the time and place of the meeting. Each member will file with the DMAS Director and the DMAS designee via the BAC email inbox: the physical address, e-mail address, and telephone number to which such meeting notice is to be sent.

Notice of all regular meetings will be announced in advance by publication on Virginia Regulatory Town Hall (<http://townhall.virginia.gov/>) and the DMAS website ([www.DMAS.Virginia.Gov](http://www.DMAS.Virginia.Gov)). A proposed agenda, if available, may be posted as well. The Director shall designate an administrator for the Council who will work with DMAS staff and Council members on meeting logistics. It shall be the responsibility of this individual to give notice of the location, date, and time of Council meetings prior to each meeting.

**Quorum:** Seven (7) members of the Council shall constitute a quorum. All decisions of the Council require approval by a majority of the assembled quorum. If a quorum is not established, Council members may still meet, but not take any votes on any issue.

**Council Member Attendance:** If a Council member misses two consecutive regularly scheduled meetings in one year, his/their membership may be terminated.

## Section III - Council Values and Principles

**BAC Pact:** The Council members developed and reviewed the following “BAC Pact”:

### How We Interact Together

- We are welcoming to one another in our authentic state.
- We prioritize time to get to know each other during meetings and promote a healing environment.
- We commit to respecting and collaborating with one another and suspending judgment. It is important to us that all BAC member voices are heard.
- We share our personal experiences and perspectives, but we consider the experiences of other members as well.
- We approach challenges with solution- focused energy.
- We want to be hard on the problem, not each other.
- We respect the time and energy each member takes to invest in providing feedback to the DMAS Director.

### How We Get Things Done

- We are mindful of acronyms and commit to spelling them out in conversation and in writing.
- We are mindful of time, but flexible and intentional when the schedule may need to change. It is important to us that only one person speaks at a time. All those participating are mindful of each other’s time and will make good and respectful use it while gathered.
- 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 to see the action! It is important to us to have a timely follow-up when feedback is given. Change it up!
- We prefer to vary our activities, topics, and lunch selections when possible.

**Other Values:** In support of the Director's goal of better health care for all Virginians, the Council shall also observe these values to guide its discussions, decision-making, and recommendations:

- The Council 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.
- Council members will, while listening to the inspirational stories and cares and concerns of their fellow citizens, work to establish and promote bonds of trust with the Director, administrative staff and with each other with open and transparent communication.
- While the Council will have thoughtful ideas and approaches to solving or addressing various issues, the Council shall remain flexible in recognizing that members of the public or other organizations may propose problem solving ideas or approaches as well.
- To ensure that there is a full opportunity to identify and address issues concerning the Medicaid member, Council members shall ensure that the discussions and deliberations are focused on the Council member's experiences and perspectives as a Medicaid member or authorized representative of a Medicaid member, and not that of advocacy for an organization or group.
- To promote openness, and to allow for as full a discussion as possible, Council members will meet, communicate, or discuss matters relating to the Council's business only during a BAC meeting scheduled by DMAS.
- Individual members of the Council are free to make comments to the media, individual legislators, local boards of health members, legislative Councils, etc. However, Council Members shall be certain to identify or distinguish their personal comments from the position of the Council and/or the Director.
- Since the Council does not possess legal powers, all recommendations for action must be submitted to the Director for their consideration.

## Section IV - Public Participation

**Public Participation:** This Council is serving in an advisory capacity to the DMAS Director. Citizens may attend and participate in open Council meetings. The Director, in order to ensure an orderly meeting, may establish rules for persons attending and participating in Council meetings.

**Presentations to the Council:** At the discretion of the Director or their designee, opportunities may be provided for individuals or citizens to appear on the agenda of a meeting of the Council. Requests to appear before the Council shall be made in writing at least ten (10) business days before a scheduled meeting of the Council in order that they may be included on the agenda. The Director or their designee on the Council may waive the ten-day period. The request must include the subject to be discussed and the name of the speaker. In honoring such requests, presentations will be limited to two (2) minutes, unless the Director or their designee grants an extension. In total, the public participation period (statements and presentations) of each meeting shall be for a total of up 15 minutes and shall be at the reasonable discretion of the Director or their designee.

## Section V - Revision and Compliance

**Amendments:** These Policies and Procedures of the Council may be amended at any regular meeting of the Council by a majority vote if the proposed amendment was submitted in writing at the previous regular meeting of the Council and is included in the notice of the meeting at which a vote is to be taken.

**Review:** These Policies and Procedures shall be reviewed at least once every year.

**Effective Date:** These Policies and Procedures shall go into effect immediately upon approval by the Director or their designee. The policies and procedures will be presented to the Council at the next scheduled meeting for a vote.

