

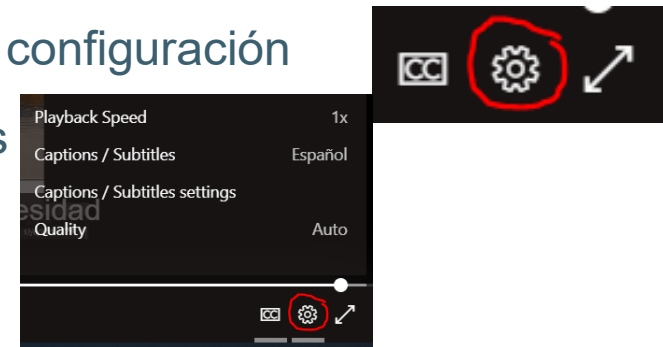
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NC Medicaid Advisory Committee and Beneficiary Advisory Council

Getting Input to Improve NC Medicaid

Nov. 18, 2024



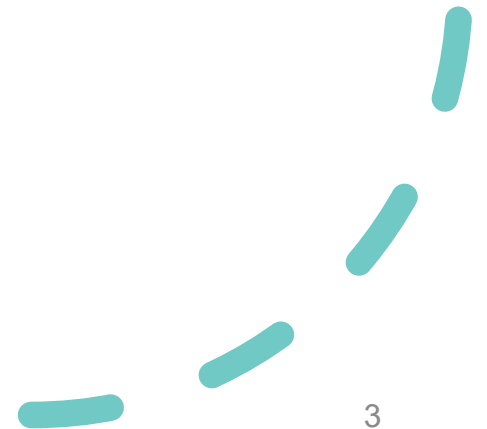
NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits





**LaQuana
Palmer**

**Deputy Director
Communications & Engagement
NC Medicaid**



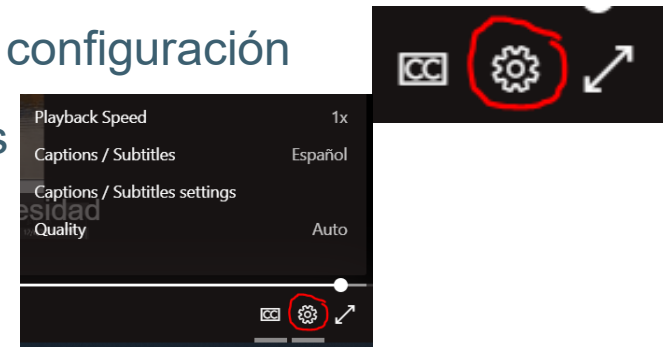
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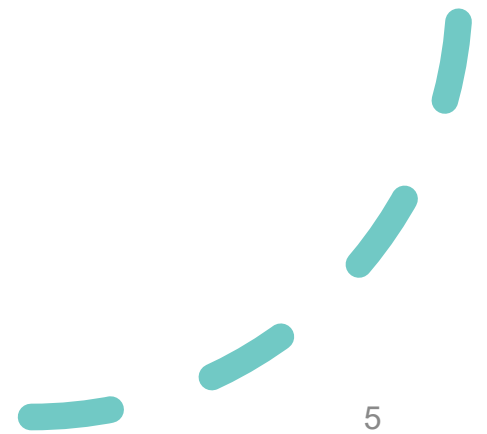


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**Kathy
Batton**

**Communications Manager
Communications & Engagement
NC Medicaid**



Getting input to improve NC Medicaid

In April 2024, CMS released its final rule, “Ensuring Access to Medicaid Services.”

- The new rule requires State Medicaid agencies to create a Beneficiary Advisory Council (BAC) and Medicaid Advisory Committee (MAC) by July 2025.*
- The MAC/BAC are designed to center the lived experience of beneficiaries, their families and caregivers.
- The MAC/BAC will provide a more formalized structure for beneficiaries and interested parties to provide feedback to the state about Medicaid.
- The MAC will replace the current Medical Care Advisory Committee (MCAC) that advises the NC Medicaid on health and medical care services.

** Some requirements will be phased-in over a longer period.*

Getting input to improve NC Medicaid

The MAC/BAC will provide insights to NC Medicaid on topics related to program operations and the needs of Medicaid beneficiaries, including:



Additions and
Changes to Covered
Services



Coordination
of Care



Quality of
Services



Eligibility, Enrollment
and Renewal
Processes



Beneficiary
and Provider
Communications



Access to
Services



Cultural Competency,
Language Access
and Health Diversity



Other Issues Impacting
Health/Medical
Services



The MAC

Medicaid Advisory Committee (MAC)

What is the MAC?

The MAC will be a diverse group of Medicaid stakeholders with a wide range of perspectives and experiences.

The MAC will include BAC members and at least one representative from each of these categories:

- Clinical providers/administrators
- Participating health plans/state associations
- Other state agencies as ex-officio members
- State, local or community-based organizations

Membership

MAC Membership

- The MAC shall be composed of at least 20 members with members selected from the 14 congressional districts and six additional at-large members.
- The MAC must include a portion of BAC members (10% July 9, 2025; 20% July 10, 2026; 25% July 11, 2027).
- BAC members may rotate on the MAC to alleviate burden of serving on the MAC for individual BAC members.



Beneficiary Advisory Council (BAC)

The BAC

What is the BAC?

The BAC will be a dedicated forum for people with lived experience with NC Medicaid.

BAC members must include:

- Current and/or former Medicaid beneficiaries
- Family members of beneficiaries
- Paid or unpaid caregivers of beneficiaries

The BAC shall be composed of no more than 18 members with members selected from the 14 congressional districts and four additional at-large members.

Membership

The BAC and MAC can be built to meet the unique features of the program.

By July 9, 2025, Medicaid must have bylaws and a recruitment/facilitation processes in place. This includes:

- Member selection criteria (must be selected on a continuous and rotating basis).
- Onboarding.
- Term lengths - members may not serve consecutive terms but can serve multiple non-consecutive terms.
- How members roll on and off – members cannot serve consecutive terms (but can serve non-consecutive terms).
- Compensation.

Existing committees can be adapted to meet requirements of the BAC and MAC, as long as

- The existing committees meet the new requirements.
- The state declares in publicly posted bylaws the group is being used to fulfill the BAC and MAC regulatory requirements.

Meeting Frequency and Format

Meeting Frequency

- Both the BAC and MAC must meet once each quarter with off-cycle meetings held as needed.
- The BAC must meet separately from and before each MAC meeting to ensure BAC members are prepared to participate in the MAC meeting.

Meeting Format

- Must offer rotating meeting participation options, including all in-person, all virtual and hybrid (virtual and in-person) attendance.
- Regardless of the meeting format, a telephone dial-in option must be available.
- Two MAC meetings per year must be open to the public, with dedicated time for public comment.
- The BAC will decide for itself which meetings (if any) are to open to the public.

Outcomes from the MAC/BAC

Must publicly post the MAC and BAC annual report, bylaws, membership lists, member recruitment/selection processes and meeting minutes.

Annual Report Requirements

The MAC, with help from NC Medicaid, must submit an annual report that describes for both the BAC and the MAC:

- Activities
- Topics discussed
- Recommendations
- The state's responses to recommendations

MAC members must be provided an opportunity to review the annual report.

Recruitment

The selection process must be open to the public.

- MAC and BAC members are selected by the Deputy Secretary of Medicaid.
- Interested parties must submit applications for review by Medicaid.
 - In the application, prospective members must describe their interest in the Medicaid program.
 - Must ensure varied representation on the BAC and MAC (e.g., enrollees with different demographics or health care needs, different provider types).

Develop Application

Publish and Recruit

Review Applications

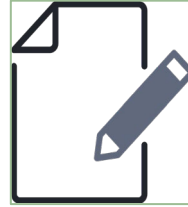
Select Members

How to apply for the MAC or BAC



Online

[MAC/BAC Application](#)



Paper application

[Paper Application](#)



By phone

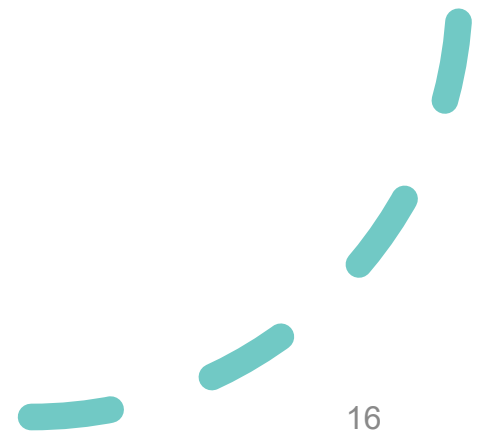
[Email for appointment](#)

For help applying or to schedule a phone application, email Medicaid.NCEngagement@dhhs.nc.gov



**Melanie
Bush**

Deputy Medicaid Director



Questions & Answers

A copy of today's slide deck and recording will be available on our website.

If we couldn't get to your question, feel free to email it to
Medicaid.NCEngagement@dhhs.nc.gov