

# Beneficiary Advisory Council

December 18th, 2025



DEPARTMENT OF  
**PUBLIC HEALTH &  
HUMAN SERVICES**

# Purpose

*To elevate the voices of Medicaid members*



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HUMAN SERVICES

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- This advisory group will offer insights to inform Medicaid policy and program design by creating a channel for enrollees to provide feedback to states and a space for states to ask questions, listen, and learn.
- The BAC will provide insights on topics related to program operations and the needs of Medicaid members, including:
  - Additions and changes to covered services
  - Coordination of Care
  - Quality of Services
  - Eligibility, Enrollment, and Renewal Processes
  - Enrollee and Provider Communications
  - Access to Services
  - Cultural competency, language access, and health equity
  - Other issues impacting health/medical services



# Membership



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# Membership

- 12–15-member Advisory Council
- General members of the BAC shall be appointed for a term of three years
  - Members may not serve consecutive terms but may be re-selected for future non-consecutive terms after one year of not serving on the BAC.
- Initial terms as a new Advisory Council
  - Two members shall serve an initial one-year term
  - Three to four members shall serve an initial two-year term
  - Three to four members shall serve an initial three-year term
    - After completion of these initial staggered terms, all subsequent appointments shall follow the standard three-year term, unless otherwise specified by officer role.



# Officer Positions

- **Chairperson** – Four years
  - Provides overall leadership and ensures effective direction of the BAC.
- **Vice-Chairperson** – Four years / (2 years initial term)
  - Assists the Chairperson, presides in their absence, and supports leadership transitions.
- **Secretary** – Four years / (2 years initial term)
  - Oversees meeting documentation, records, and official correspondence of the Council.
- **Historian/Continuity Officer** – Four years
  - Preserves institutional memory and ensures lessons, recommendations, and progress are maintained through member transitions and turnover.
- **Equity and Access Officer** – Four years
  - Ensures that Council processes, decisions, and recommendations reflect diverse voices, equitable practices, and inclusive participation.



# BAC & MAC

*To elevate the voices of Medicaid members*

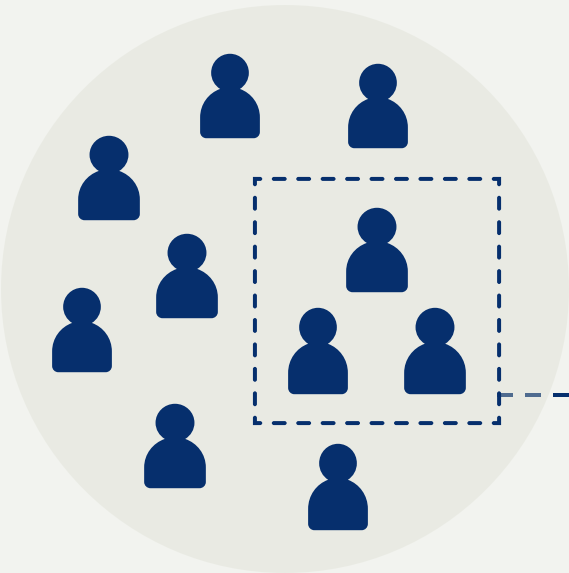


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# Beneficiary Advisory Council (BAC)

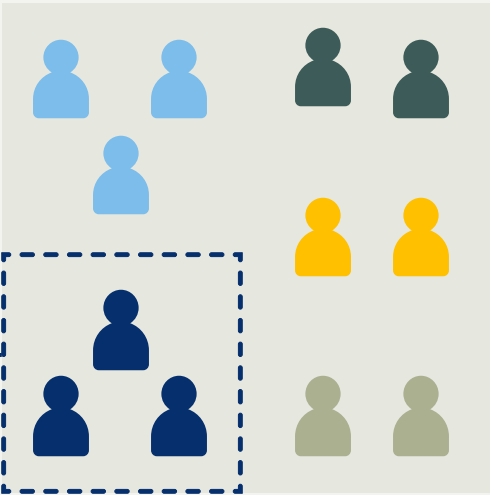
The BAC is a dedicated forum for **people with lived experience** of the Medicaid program. BAC members must include:

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



# Medicaid Advisory Committee (MAC)

The MAC is a **diverse group of Medicaid stakeholders** with a wide range of perspectives and experiences. The MAC includes BAC members and at least one representative from each of these categories:



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

**By July 10, 2027, 25% of MAC members must be from the BAC\***



# MAC & BAC

- As a BAC member you can ask to join the Medicaid Advisory Committee (MAC)
- The MAC meets quarterly, and if you're selected to join, attendance is required
- BAC members who are also part of the MAC will attend a total of eight (8) meetings a year
  - 4 BAC & 4 MAC



# Meeting Requirements



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## MEETING REQUIREMENTS



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**The BAC must meet separately and in advance of MAC meetings.**

This helps ensure that the perspective of those with lived experience informs the broader discussions.



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**The BAC and MAC must offer a variety of meeting participation options.**

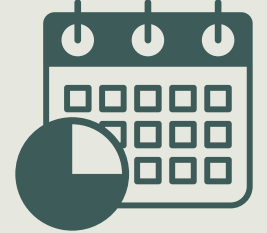
Can be in-person, virtual, or hybrid, but telephone dial-in is always required.



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**At least two MAC meetings per year must be public.**

Meetings must include dedicated time for public comment.



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**The BAC and MAC must each meet once per quarter.**

Meetings may be held off cycle as necessary.

# General Structure of Meetings

- General Agenda Structure
  - Welcome & Agenda Review
  - Group Expectations
  - Special Topic
  - Medicaid Topic
  - Q&A
  - Scheduling
  - Closing
- BAC will plan the agenda for each meeting in collaboration DPHHS staff. These topics will generally relate to program operation and Medicaid member needs, such as:
  - New or changing Medicaid services
  - Quality of Medicaid services
  - Access to Medicaid services
  - Eligibility, enrollment, and renewal processes
  - How Medicaid communicates with members
  - How to make Medicaid more helpful for diverse cultures
  - Accessibility needs and ways to ensure individuals receive services
  - Problems in Medicaid operations or policies that negatively impact members, including small populations



# Meeting Support

- The BAC is your group, and the DPHHS team is here to support you. DPHHS will provide support so each attendee feels welcomed and can fully participate, including:
  - Help with meeting logistics. We will help the BAC choose meeting dates, times, and locations
  - Help with meeting materials and will post the agenda before each meeting
  - Take attendance, meeting notes, and share copies after each meeting.
  - Provide virtual meeting and phone dial-in logistics, as well as collaboration tools like surveys and whiteboards for brainstorming and decision-making. Closed captioning is available for all virtual meetings.
  - Provide accommodations and translation as needed. Advisory members should let DPHHS know what they need at least two weeks in advance so they can prepare the needed resources.



# Next Steps & Resources



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# Next Steps

- Application remains open: Beneficiary Advisory Council
- In January, Applicants will be notified of the selection process
- Application will remain open to allow ongoing recruitment
- If not selected for the initial Advisory Committee, your application will remain in the pool for 1 year to ensure a robust pool of applicants to select from
- The first meeting for BAC will occur in Quarter 1 of 2026



# Resources

- Federal CMS Access Rules Text: [Federal Register :: Medicaid Program; Ensuring Access to Medicaid Services](#)
- State of Montana BAC Website: [Beneficiary Advisory Council](#)
- Montana DPHHS Website: [Home](#)
- Contact information for Questions
  - [Savannah.olsen@mt.gov](mailto:Savannah.olsen@mt.gov)
  - (406)444-8072





# Questions?



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