

Beneficiary Advisory Council

December 18th, 2025



DEPARTMENT OF
PUBLIC HEALTH &
HUMAN SERVICES



Purpose

To elevate the voices of Medicaid members



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PUBLIC HEALTH &
HUMAN SERVICES

Purpose

- 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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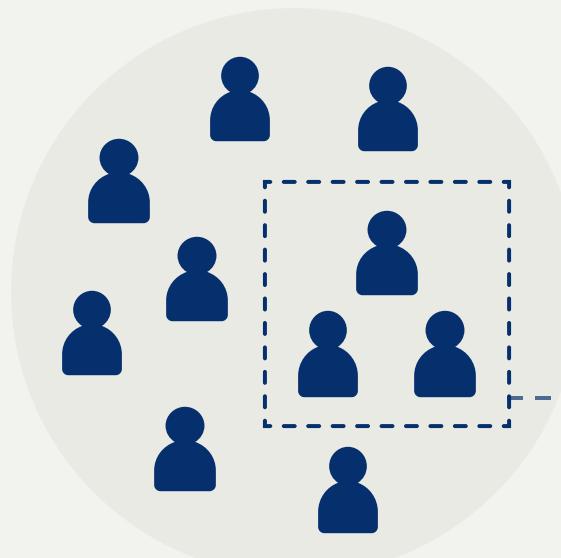
Beneficiary Advisory Council (BAC)

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

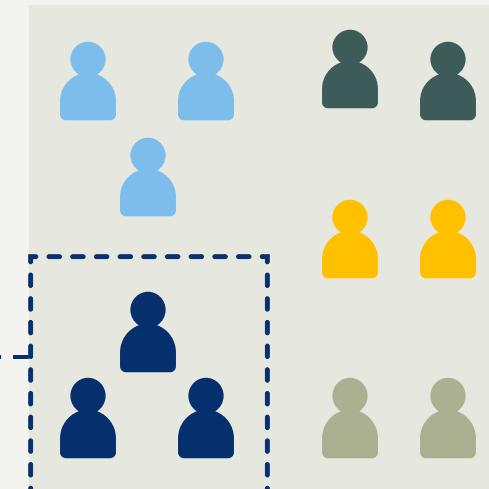
Family members of enrollees

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



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.



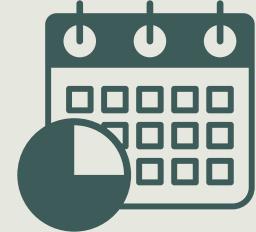
The BAC and MAC must offer a variety of meeting participation options.

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



At least two MAC meetings per year must be public.

Meetings must include dedicated time for public comment.



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
 - (406)444-8072



Questions?



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