

# Brainstorming Sessions

**MassHealth Member Advisory Committee (MAC)**



**Welcome! 😊**

# Agenda

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|---|--|
| 1 | <b>Welcome and Introductions</b>       |
| 2 | <b>Brainstorming Sessions Overview</b> |
| 3 | <b>BREAK</b>                           |
| 4 | <b>Group Discussion</b>                |
| 5 | <b>Wrap Up and Closing</b>             |

# Meeting Guidelines

- Provide the information and support needed for all to engage.
- Ensure space for all to contribute.
- Avoid jargon and acronyms (or spell them out first).
- Recognize all opinions matter and there are no right or wrong answers.
- Actively listen and limit outside distractions.
- Arrive on time and keep cameras on as much as possible.
- Provide space for breaks and take breaks when needed.
- Share your thoughts while also leaving time for others' ideas.
- Adhere to meeting agendas and try to stay on topic.
- Protect everyone's personal information and shared experiences.



**Meet the Group!**

# Tell Us About Yourself!

- 1 Name
- 2 Pronouns
- 3 What Are You Most Thankful For?

# Meeting Logistics

- Note Taking Practice
- Meeting Etiquette
- Zoom Tutorial
- Any Questions?





# Overview

## What is a Member Advisory Committee?



- Advisory committee formed by the state Medicaid office after a formal selection process
- Consists of Medicaid beneficiaries with a wide range of Medicaid experiences
- Partners with Medicaid state agency staff to improve members' access to and experience with Medicaid
- Goal is to ultimately improve health care



# Overview

## MassHealth MAC Formation



- To improve quality and access to care for MassHealth members
- Desire to understand MassHealth member experiences with the program
- Address inequities
- Eliminate disparities in health and healthcare
- Core value of the agency

# Overview

## What are Brainstorming Sessions?



- Informal short-term meetings to guide development of the MAC
- Consists of diverse Massachusetts residents who expressed interest in getting involved with development of the MAC
- To engage Massachusetts communities in sharing their ideas for the development of the MAC based on their own unique life experiences

# Overview

## What are We Doing Together?



- About 5-6 meetings, 60-120 minutes through the months of April and May 2024
- Consists of respondents who expressed interest in creating and reviewing materials and who have lived experience related to MassHealth as well as facilitators from Collective Insight and MassHealth staff
- To learn about best practices to ensure that MAC materials that are accessible, understandable, culturally-relevant, person-centered

# Overview

## You Will Be Working On:



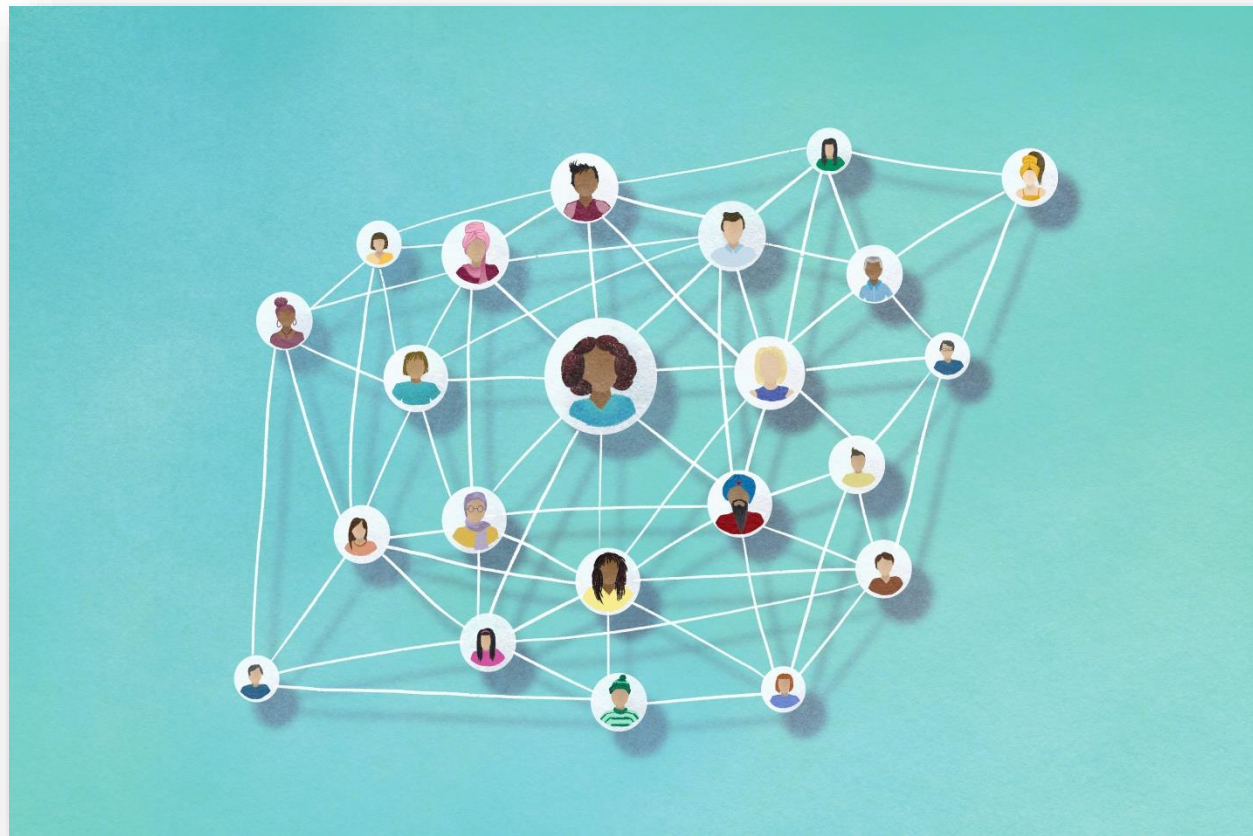
- Accessible, understandable, and culturally relevant materials
- MAC Approach (such as ideas for number/location/time of meetings; frequency of meeting; accommodations)
- MAC Outreach Materials
- MAC Outreach Materials Messaging

# Meeting Calendar

Meeting Focus	Meeting Date and Time
<b>Meeting 1</b> Introduction, MAC Purpose and Considerations	Friday, April 26 <sup>th</sup> 11:00-1:00pm
<b>Meeting 2</b> MAC Approach	Wednesday, May 1 <sup>st</sup> 12:00-2:00pm
<b>Meeting 3</b> Outreach Materials	Wednesday, May 8 <sup>th</sup> 12:00-2:00pm
<b>Meeting 4</b> MAC Outreach Planning	Wednesday, May 15 <sup>th</sup> 12:00-2:00pm
<b>Meeting 5</b> Bringing It All Together	Wednesday, May 22 <sup>nd</sup> 12:00-2:00pm
<b>Meeting 6</b> Recap and Next Steps	Wednesday, May 29 <sup>th</sup> 12:00-2:00pm



# Meeting Calendar

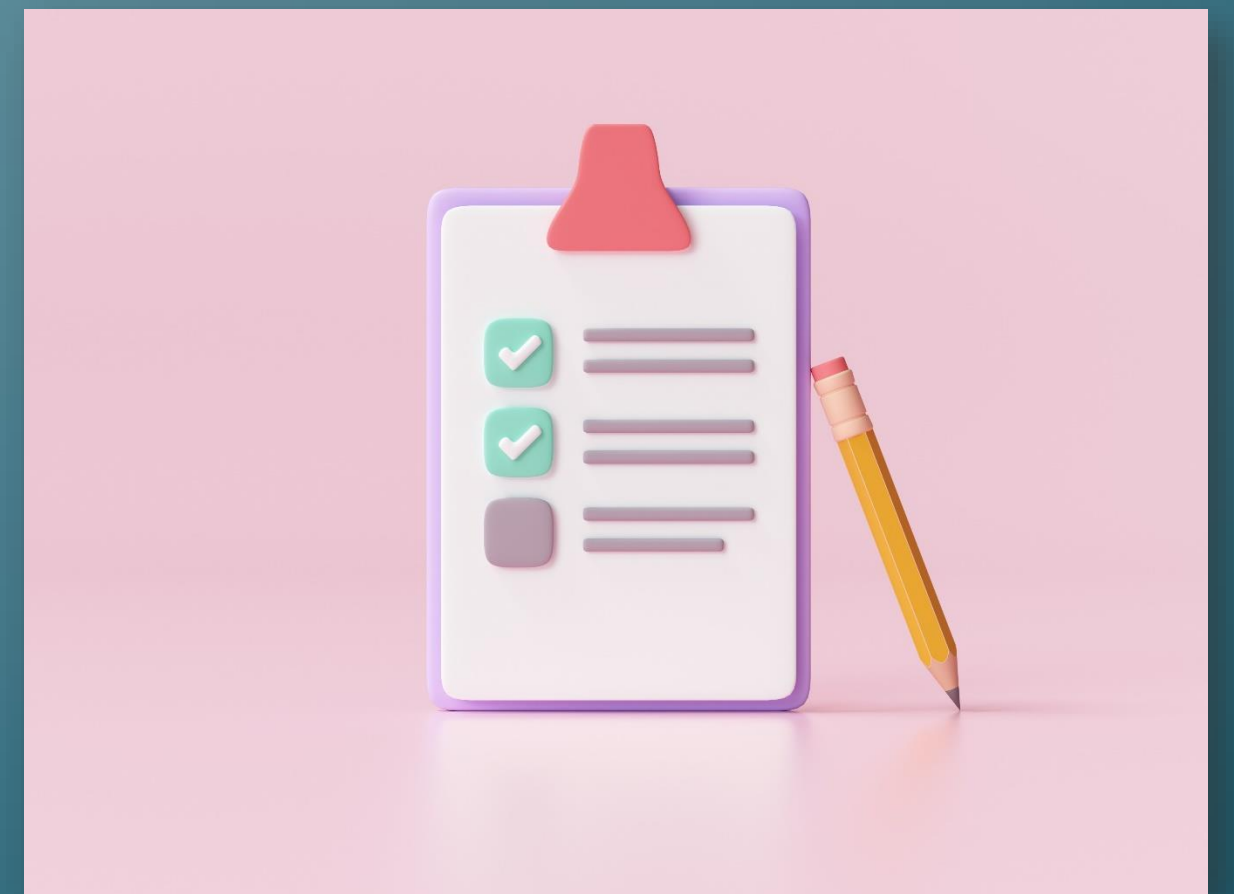


## Insight on Meeting 6

- Celebrate our progress
- Discuss additional insights
- Hear about next steps

# Think About a Time You Applied for Something...

- What do you remember about the process?
- What was challenging?
- What would have made it easier?





**5 MINUTE BREAK 😊**

# Group Discussion

What is important to know about a MAC to apply?

What is important to learn about members who apply?

How do we make the process accessible to all communities?

# Wrap Up and Closing

- Summary of Key Learnings
- Expectations for Next Meeting
- Questions?

# What are you thankful for?

A word cloud visualization of responses to the question 'What are you thankful for?'. The words are arranged in a non-uniform, organic shape, with 'family' being the largest and most central word. Other prominent words include 'cat', 'communities', and 'macproject'. Smaller words like 'caregiver', 'community-partnerships', 'interdependent-communities', 'thankful', and 'socks' are also visible. The colors of the words vary, including shades of purple, blue, orange, and brown.

family  
caregiver  
community-partnerships  
cat  
interdependent-communities  
thankful  
communities  
macproject  
socks

**Thank you!**

**See you on May 1<sup>st</sup>!**

# Post Meeting Survey

- 4 questions

