

# Brainstorming Sessions

**MassHealth Member Advisory Committee (MAC)**



**Welcome! 😊**

# Agenda

- 1 Welcome and Check In**
- 2 Meetings 1-4 Reflections**
- 3 BREAK**
- 4 Plan for Next Week's Meeting**
- 5 Wrap Up and Closing**

# 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.
- Build trust in increments.
- 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.
- Check in with the group about their understanding of concepts with a show of hands.

# Feedback Provided

## WHAT WE LEARNED

- New considerations for outreach materials to reach diverse communities
- New ideas, like a “flood,” to give MassHealth many options to make the MAC work

## THINGS TO CHANGE

- Nothing specific from the Meeting 4 survey
- Anything to add?

# Checking In

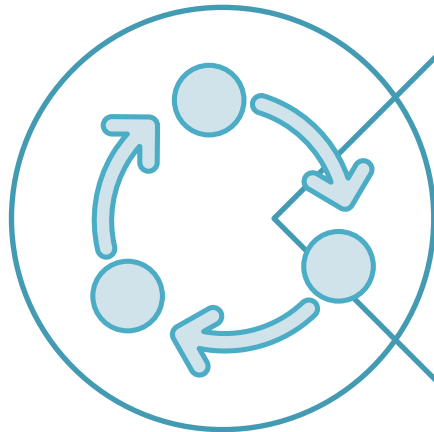


What is one thing you learned  
from participating in  
Brainstorming Sessions?

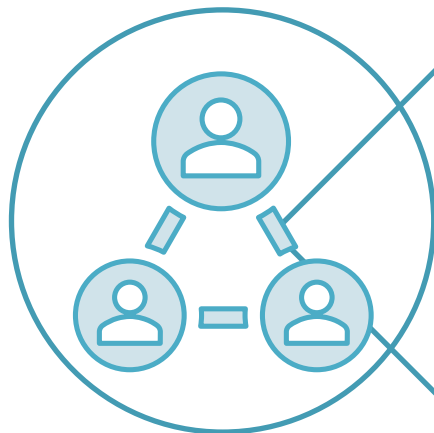
# We Have Talked About



Application  
Experiences




MAC Approach



MAC Outreach

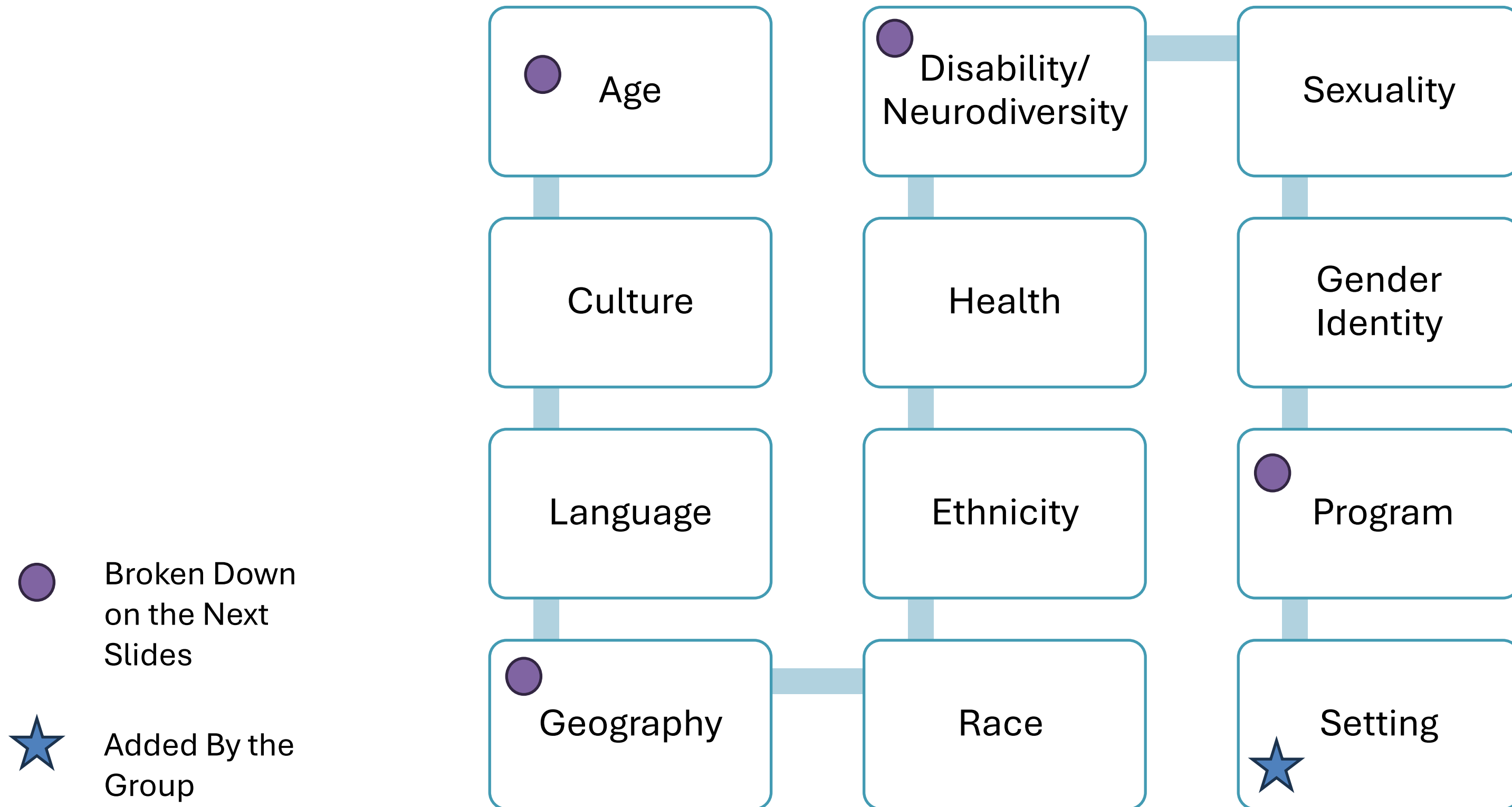
# Overarching Theme



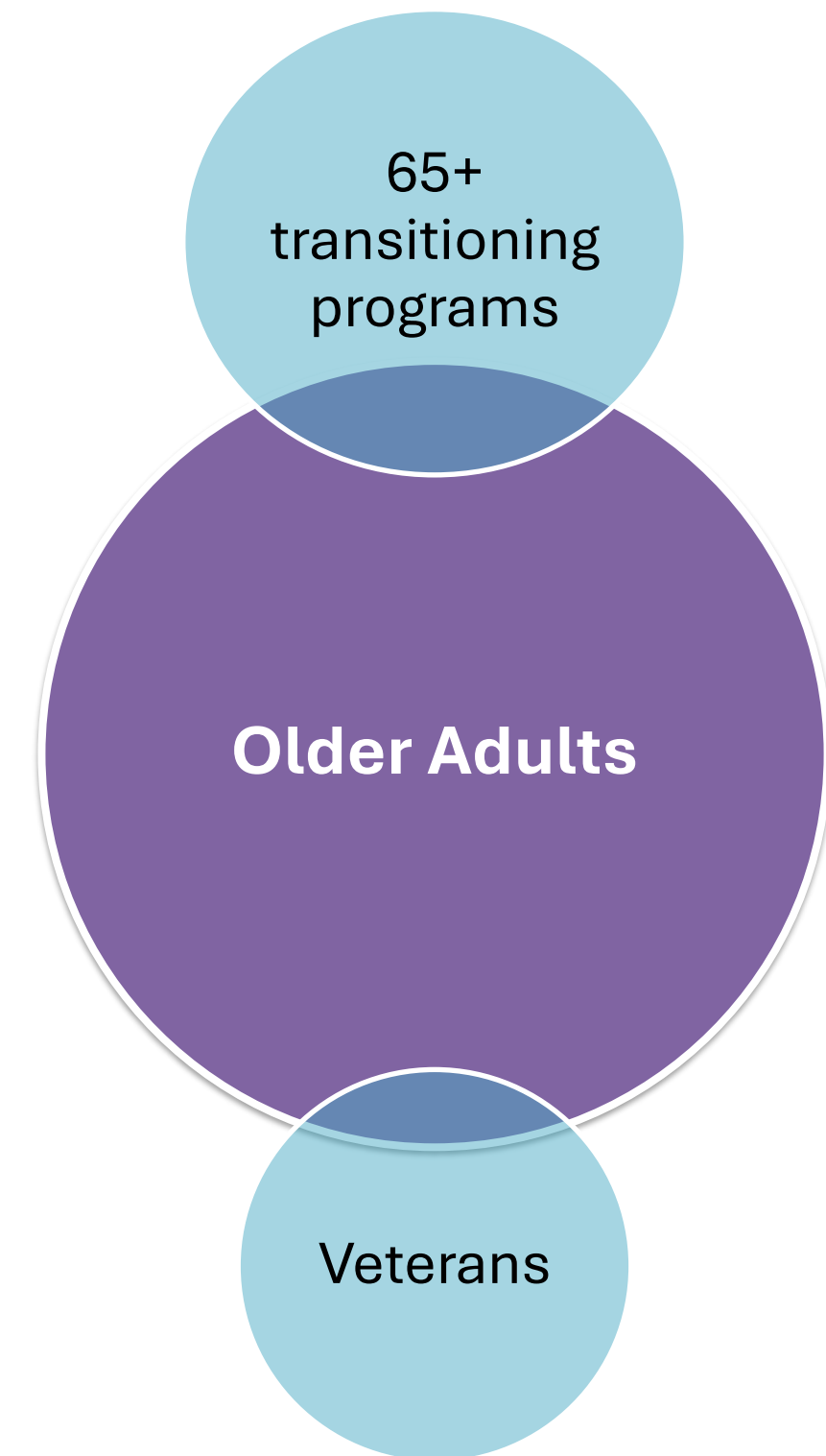
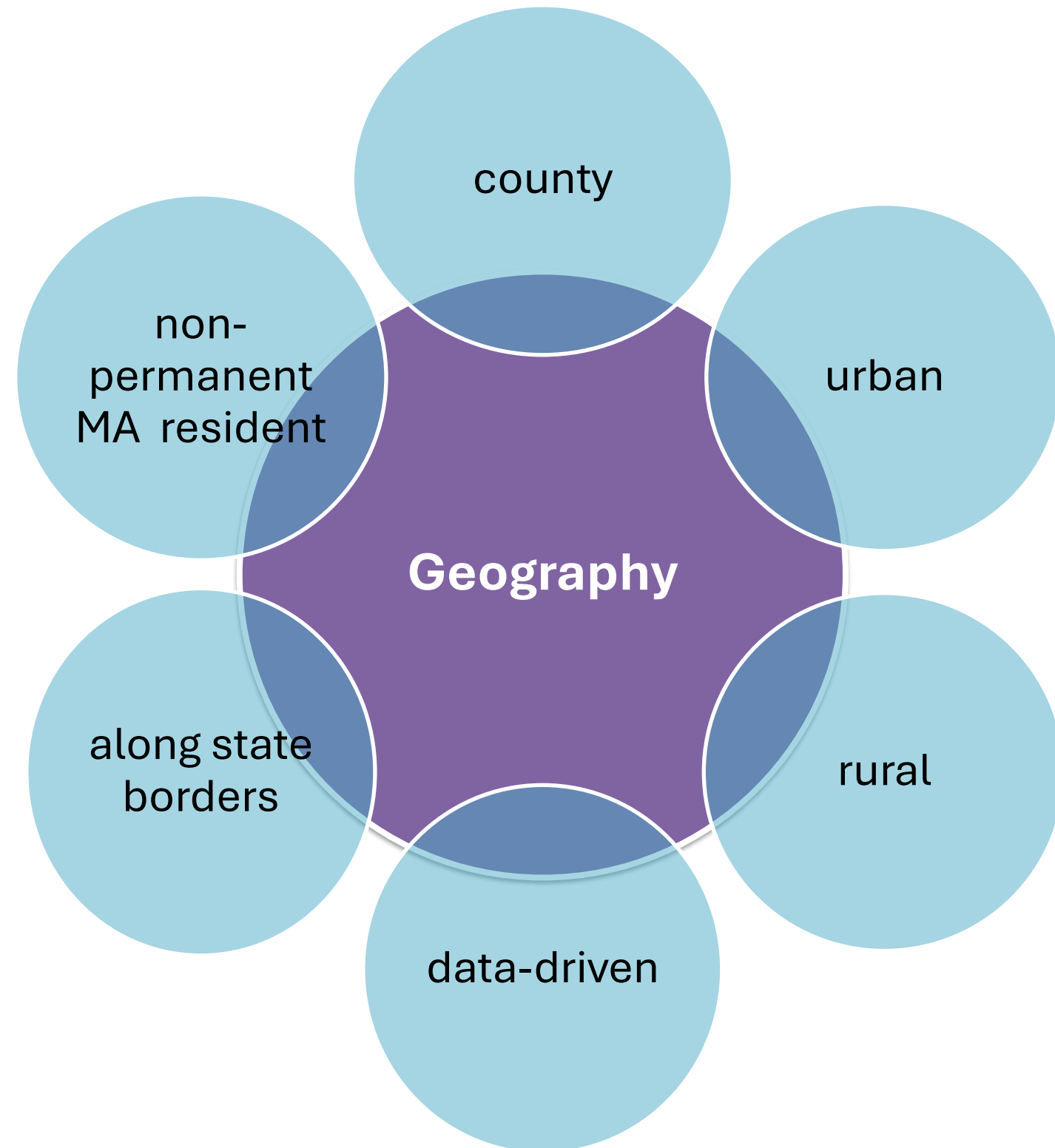
The MAC should  
represent diverse  
experiences and  
recognize  
intersectionality.



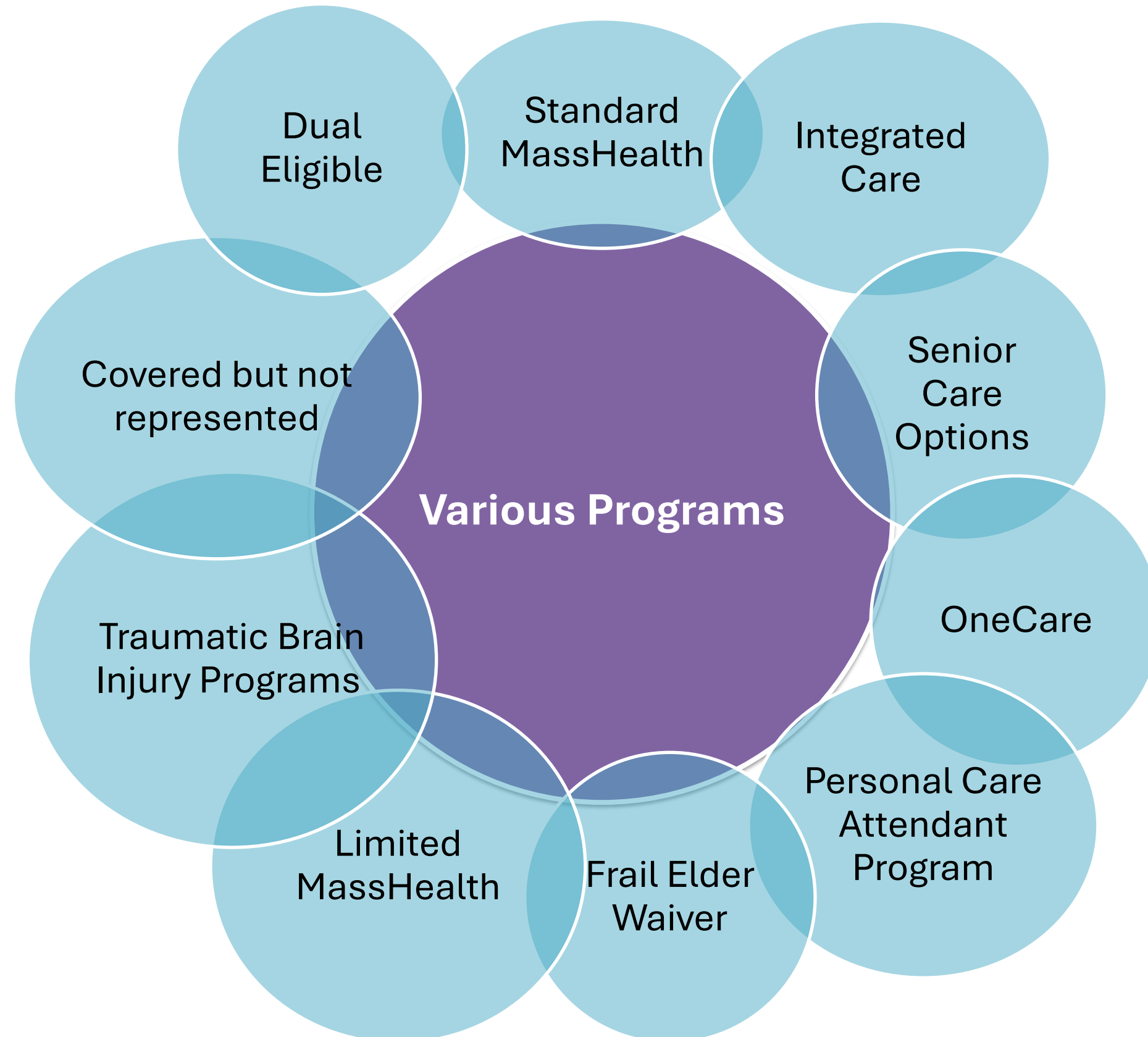
# Intersection of Identities



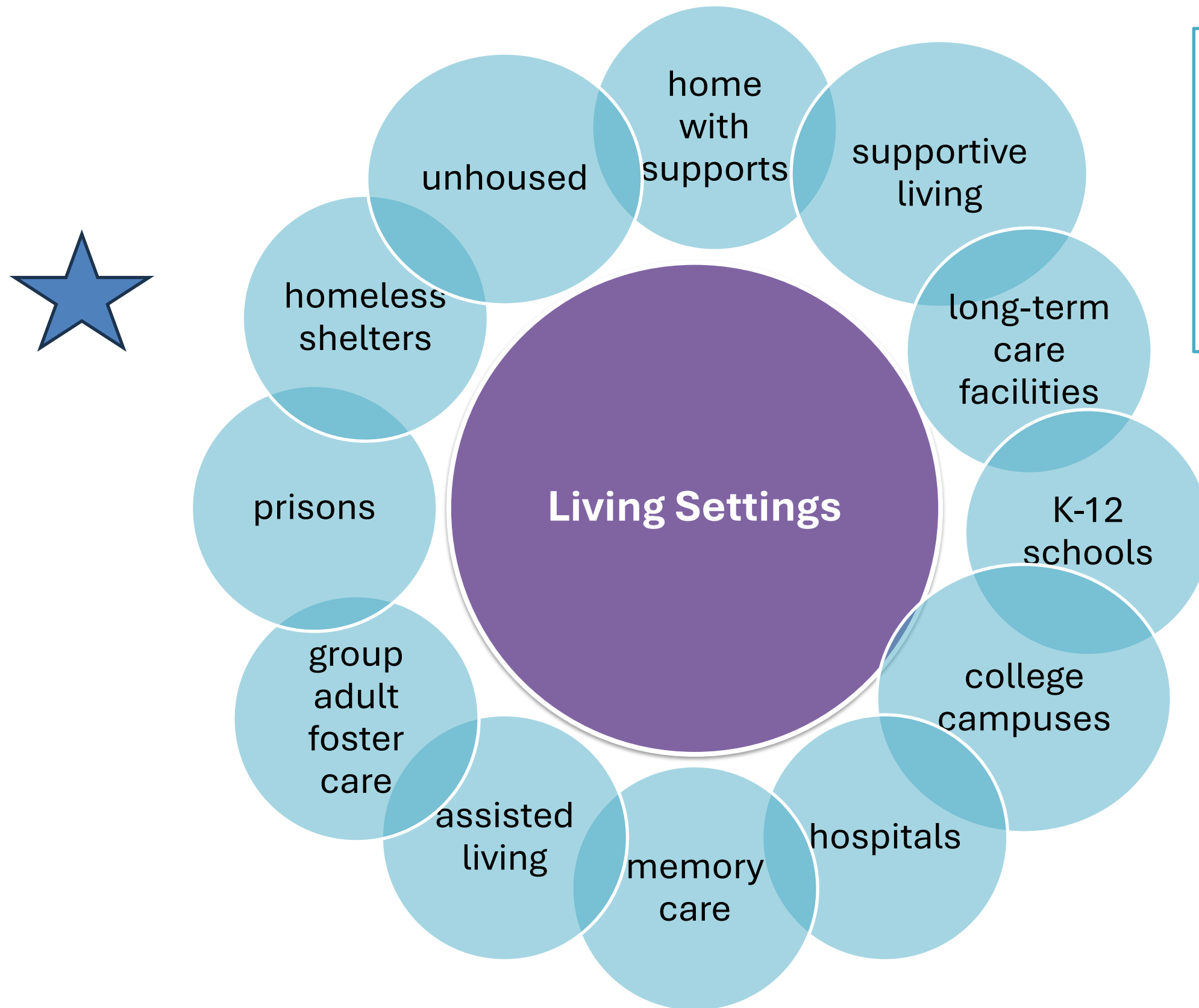
# Breaking It Down



# Breaking It Down



# Group Additions



Is there anything you still feel like we missed?

Who else should be considered for the MAC?

# MAC Approach

Any other thoughts?

## MAC Members

10-15 members

Range of term limits

Renewal process

Represents geographic diversity of  
MassHealth members

Intersecting identities

## MAC Meetings

Shorter meetings, meet more often and  
vice versa

Hybrid with two facilitators

Person-centered onboarding and training

Financial and non-financial incentives

Accommodations

# MAC Outreach

**Messaging**

**Accessibility**

**Partnerships for  
Success**

**Strategies**

Anything to add?

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## MESSAGING

Emphasize the opportunity to make a change

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Include logistics about the MAC

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Explain that accommodations will be available

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Describe the MAC's role in the context of health care

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Show a commitment to change at MassHealth

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Anything to add?

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## **ACCESSIBILITY**

Highlight the availability of translation and interpretation services among other accommodations

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Use many methods for engaging

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Describe compensation options

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Use clear communication

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Practice plain language

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Anything to add?

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## STRATEGIES

Many Methods

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Digital (video, television, ads)

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Physical (flyers, QR codes, word of mouth)

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Meet Communities Where They Are (events, festivals, parks)

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Ongoing Communication

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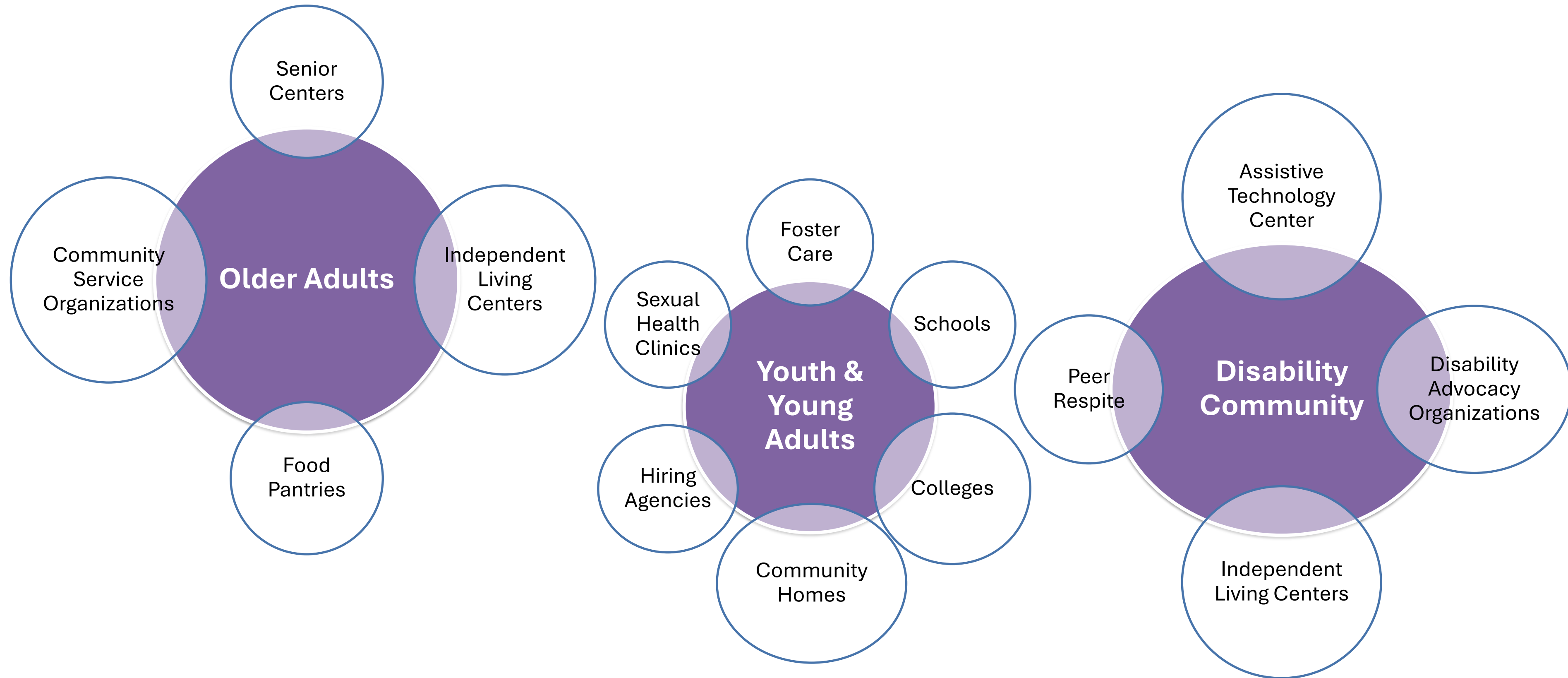
Low Tech

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# Partnerships For Success



# Mapping the Partnerships



**LET'S BREAK 😊**



# Plan for Next Meeting

Purpose of Meeting 6 is to bring Brainstorming groups together to:

- Hear about what we have learned
- Celebrate progress
- Discuss next steps



# Plan for Next Meeting

**Key Points this Group  
Wants to Make?**

# Plan for Next Meeting

**Ideas for How?**  
**Ideas for Who?**

**Thank you!**

**See you on May 29<sup>th</sup>**



# Post Meeting Survey

- 4 questions

