

Meeting 1: Project Introduction

Thursday, May 2nd, 2024

Brainstorming Sessions

MassHealth Member Advisory Committee (MAC)



Welcome! 😊

- 1 Welcome and Introductions**
- 2 Brainstorming Sessions Overview**
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- 4 BREAK**
- 5 Group Discussion**
- 6 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.
- 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
- 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

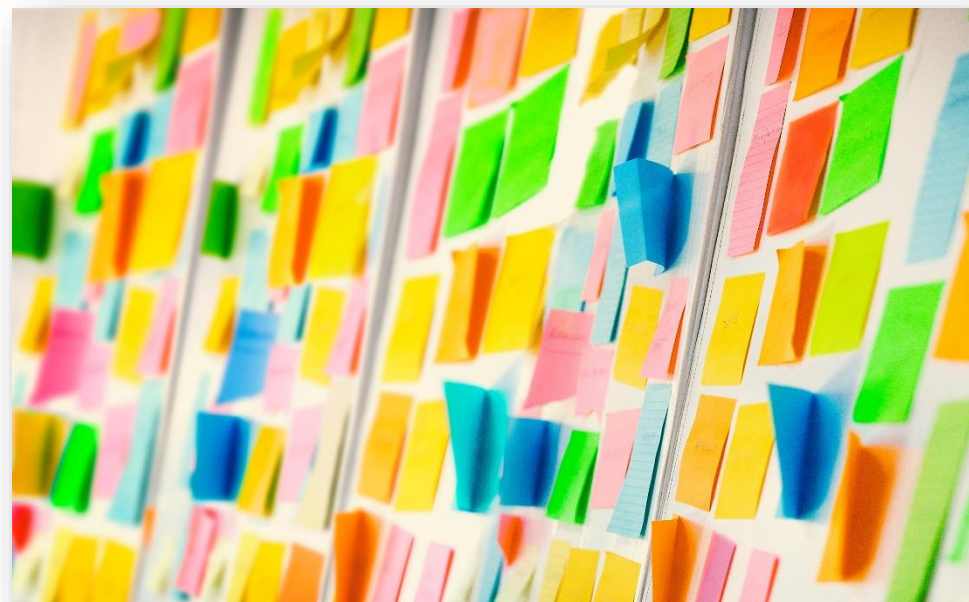
MassHealth MAC Formation



- 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

Our Goal for Brainstorming: Meaningful Outreach



- About 4 meetings, 90 minutes, (May 2024)
- Identify strategies so MAC materials reach historically marginalized populations in the Commonwealth
- We want you to bring diverse lenses and your unique life experiences to meetings
- Collective Insight team will facilitate in partnership with MassHealth staff

Overview

Our Focus Areas for Discussion



Collective Insight, LLC

- Identify communities commonly left out of outreach and ways to effectively reach communities to share MAC Application
- Identifying common pitfalls and share lessons learned
- Map existing community assets
- Develop an Outreach Plan

Meeting Calendar

Meeting Focus	Meeting Date
Meeting 1 Project Introduction & Initial Brainstorming	Thursday, May 2 nd 9:30-11am or 4-5:30pm
Meeting 2 Mapping our Assets/ Partnerships	Thursday, May 9 th 9:30-11am or 4-5:30pm
Meeting 3 Review and Refine Outreach Plan	Thursday, May 23 rd 9:30-11am or 4-5:30pm
Meeting 4 Celebrate Progress with Other Brainstorming Participants, Share Insights, & Review Next Steps	Wednesday, May 29 th 12-2pm

5 MINUTE BREAK 😊

Initial Brainstorming

What experiences and perspectives are needed for a meaningful MAC?

Initial Brainstorming

Common outreach pitfalls and lessons learned you would like to share?

Initial Brainstorming

Partnerships for Success?

What We're Learning

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?

Thank you!

See you on May 9th!

Post Meeting Survey

- 4 questions

