



# MassHealth Member Advisory Committee (MAC) Frequently Asked Questions

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## What are the benefits of joining the MAC?

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If you have MassHealth experience and want to be involved in making positive change, this is for you! Applicants who are chosen to join the MAC members will:

- be able to share their priorities, ideas, and experiences directly with MassHealth;
- have the opportunity to advise MassHealth on policy development and program implementation;
- work with each other and MassHealth staff to improve quality and access to care for MassHealth members; and
- As described below, MAC members will receive a stipend if they choose.

MAC members who successfully complete their two-year term will also receive a certificate of appreciation in recognition of their service to the Commonwealth.

## Will MAC members get paid, and if so, will that impact my benefits?

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MassHealth values the expertise that MAC members will bring in their advisory capacity, as well as the expected time commitment. Stipends and travel reimbursements will be available for applicants who are selected as MAC members.

Stipends will be \$50 per meeting. Members may also receive an additional \$25 for pre-meeting preparation as applicable, including preparing and reviewing meeting materials, participating in MAC education and orientation activities, and working on planning activities when applicable.

**Please note:** receipt of this stipend may impact your eligibility for public benefits. Stipends are considered taxable income and this stipend is countable income for MassHealth eligibility purposes. You can call MassHealth directly to find out whether this income will impact your MassHealth eligibility.

Alternatively, MAC members can also choose not to receive a stipend or may request that the amount of the stipend be reduced.

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### **Will the MAC be only MassHealth members?**

While we expect most MAC members to be current or former MassHealth members (that is, members who have had MassHealth within the last five years), some MAC members may be guardians or family caregivers of MassHealth members. MassHealth staff will also participate in the MAC by listening, providing support, and facilitating engagement.

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### **What do you mean by “family caregiver”?**

We use this term to mean any person who provides care and support to a loved one who is a MassHealth member. A family caregiver may be a parent, guardian, friend, or family member of a MassHealth member. A family caregiver could be caring for a child, spouse, parent, grandparent, grandchild, aunt, uncle, friend, or neighbor. Family caregivers may provide members with support in many ways.

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### **How do I know if I am eligible to apply to be a MAC member?**

You are eligible to apply to be a MAC member if you:

- currently have MassHealth, or
- have had MassHealth within the last five years, or
- are a guardian or family caregiver of a MassHealth member.

It does not matter what type of MassHealth you have or had, what programs or services you use, or whether you are enrolled in a MassHealth health plan.

**Please note:** MassHealth employees are not eligible for MAC membership.

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### **If I am already on my health plan or provider’s advisory council, can I still be on the MAC?**

Yes, you can still be on the MAC if you also participate in your health plan or provider’s consumer advisory group. These groups may also be referred to as Patient and Family Advisory Councils (PFACs).

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### **If I am already on a MassHealth-run advisory group, can I still be on the MAC?**

Yes, you can still be on the MAC if you also participate in a MassHealth-run advisory group. However, in evaluating Applications, MassHealth may give preference to applicants who do not currently participate in any other MassHealth-run advisory group.

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### **What will MAC members work on?**

MAC members will advise MassHealth on policy development and program implementation. MAC members will work with MassHealth to develop agendas and select topics to discuss.

Examples of topics could include:

- access to care
- quality of services

- member experience
- communication between MassHealth, members, and providers
- eligibility, enrollment, and renewal processes
- cultural competency and language access
- health equity and health disparities
- feedback on particular program areas or communications
- other topics that MAC members or MassHealth may wish to discuss.

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**Will I need to attend meetings in person? If so, where will they be held?**

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MAC members will have the choice to join meetings in-person, by phone, or by computer (such as Zoom). MAC members can decide how they prefer to join meetings.

For in-person meetings, travel will be reimbursed at \$0.67 per mile (updated annually) plus the cost of tolls and parking. If requested, options for pre-paid transportation will be explored.

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**What if I do not have a computer or internet access?**

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MAC members who do not have a computer or internet access may choose to join MAC meetings in person or by phone.

For in-person meetings, travel will be reimbursed at \$0.67 per mile (updated annually), plus reimbursement for the cost of tolls and parking. If requested, options for pre-paid transportation will be explored.

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**How much time would I need to give to the MAC?**

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The MAC is expected to meet approximately six times per year (about every other month), and members will be required to attend all meetings to the extent possible.

Most meetings will be about two hours and may require some additional preparation time between meetings.

MAC members are expected to serve a term of two years.

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**What type of supports will be available to MAC members?**

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MAC members will be able to request reasonable accommodations that make their participation possible. Examples may include language interpretation (including American Sign Language (ASL)), optional relevant education activities, material translation, closed captioning, Communication Access Real-Time Translation (CART), or help using technology or the internet. All MAC members will be asked to share their accommodation needs as soon as possible so they can be addressed.

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**Will there be any opportunities for MAC members to learn more about MassHealth programs and policies that may be discussed at meetings?**

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MassHealth will work with MAC members to identify any areas of education that would be helpful for members to learn more about to ensure meaningful engagement. All MAC members will receive an orientation to prepare for MAC participation.

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**Will my MassHealth benefits or services be impacted if I share negative experiences or feedback?**

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**No.** MassHealth will work with MAC members to develop guidelines for participation, and the guidelines will be posted on the MAC website. These guidelines will help create a safe and inclusive space for members to share their diverse range of experiences and ideas, whether positive or negative. The information you share in the MAC application or as a MAC member will not influence your eligibility for MassHealth benefits or services.

## **How will MassHealth interact with MAC members?**

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A member of the MassHealth leadership team will attend each MAC meeting. MassHealth will also work with MAC members to promote transparency and create clear lines of communication. MassHealth will ensure MAC members understand how their input was communicated to the appropriate MassHealth program teams and any resulting impacts. Minutes from each MAC meeting will be posted on the MAC website.

In addition, select MAC members will have an opportunity to serve on the MassHealth Medical Care Advisory Committee (MCAC) to provide updates on MAC activities. Please note the name of the MCAC will change in the coming months. The purpose of the MCAC is to advise the Executive Office of Health and Human Services (EOHHS) on policy development and the administration of the Medicaid program. More information about the MCAC can be found at: [Medical Care Advisory Committee \(MCAC\) reports to the legislature | Mass.gov](https://www.mass.gov/lists/medical-care-advisory-committee-mcac-reports-to-the-legislature) (<https://www.mass.gov/lists/medical-care-advisory-committee-mcac-reports-to-the-legislature>).

The MCAC is also required to complete and publish an annual report, which must include information and updates on MAC activities.

## **Will the MAC really lead to change?**

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MassHealth believes that MassHealth members and their families are experts on their own experiences. By sharing their ideas and experiences, MassHealth members and their families have the power to make a difference. While MassHealth will make final decisions on how to change programs and policies, MassHealth is committed to promoting transparency and accountability on the priorities, ideas, and experiences shared by MAC members. This will require everyone to take time to learn, share, be flexible, be respectful, and be patient.

## **Will the information in my MAC application be protected?**

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This MAC Application may be subject to public disclosure as required by law. If your application is requested as part of a public records request, MassHealth will remove your name and any information we think can reasonably be used to identify you. MassHealth may disclose de-identified information. “De-identified” means removing all information that can reasonably be used to identify you.

The MassHealth Notice of Privacy Practices describes how MassHealth can use and disclose your information. You can find the Notice of Privacy Practices at <https://www.mass.gov/lists/hipaa-forms-for-masshealth-members#masshealth---notice-of-privacy-practices->.