

MassHealth Member Advisory Committee (MAC)

Notice of Opportunity

MassHealth is pleased to announce the formation of a new MassHealth Member Advisory Committee (MAC). The MAC is intended to be a safe and inclusive space where MAC members can engage with MassHealth staff and one another to share their ideas and experiences.

The MAC will provide advice to MassHealth on topics related to policy development and program implementation to improve quality and access to care for MassHealth members.

MassHealth is seeking approximately 15 individuals to join the MAC. This includes current or former MassHealth members, as well as guardians and family caregivers of MassHealth members. The size of the MAC may vary at MassHealth’s discretion. MassHealth seeks to select a group of MAC members who reflect the rich diversity of the communities MassHealth serves.

If you need a copy of this document or any of the MAC informational or application materials sent to you by mail or email, please contact the procurement coordinator, Shukri Osman, at shukri.osman@mass.gov or (781) 531-4363. You may also request a reasonable accommodation, such as getting the materials in an alternative format. MAC informational and application materials are also provided in Spanish, Haitian Creole, Portuguese, Simplified Chinese, and Vietnamese.

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Background

MassHealth provides comprehensive, affordable health care coverage for over two million low- and moderate-income Massachusetts residents. This includes 40% of all Massachusetts children and 60% of all residents with disabilities. MassHealth's mission is to improve the health outcomes of our diverse members and their families. We do this by providing access to integrated health care services that equitably promote health, well-being, independence, and quality of life. Member engagement is a key part of achieving MassHealth's goals.

MassHealth is committed to working with MassHealth members to better understand their experiences with the MassHealth program, address inequities, and eliminate disparities in health and healthcare.

MassHealth will launch the MAC to provide a space for current and former MassHealth members, guardians and family caregivers to share their priorities, ideas, and experiences to improve quality and access to care for MassHealth members. Additionally, the MAC will satisfy MassHealth's requirement to have a Beneficiary Advisory Committee (BAC) under 42 CFR 435.412.

For more information about the development of the MAC, please visit the MAC website: [MassHealth Member Advisory Committee \(MAC\) | Mass.gov](https://www.mass.gov/info-details/masshealth-member-advisory-committee-mac) (<https://www.mass.gov/info-details/masshealth-member-advisory-committee-mac>).

Upcoming MAC Informational Webinar

MassHealth intends to host an informational webinar about this opportunity to apply for the MAC. The webinar will be held on September 5, 2024 at 11:00 AM and can be accessed by clicking the following link: <https://umassmed.zoom.us/j/95588013297?pwd=US02edDqVB2S7jjH4oBaoHlrpyhXRp.1>

If you need any reasonable accommodations, such as language interpretation (including American Sign Language (ASL)), translation, Communication Access Realtime Translation (CART), or other assistance, please contact the procurement coordinator, Shukri Osman, at shukri.osman@mass.gov or (781) 531-4363 by August 22, 2024 at 5:00 PM.

MAC Purpose

The purpose of the MAC will be to provide advice to MassHealth on topics related to policy development and program implementation to improve quality and access to care for MassHealth members.

MAC members will work with MassHealth to develop MAC agendas and select topics to learn about, discuss, and work on within the committee.

MAC Goals

MassHealth hopes to engage with MAC members to:

- understand their experiences with the MassHealth program,
- learn more about their priorities, and
- work together in developing and implementing programs and policies that ultimately improve quality and access to care.

MAC members and MassHealth will co-develop additional goals for the MAC.

MAC Membership

MassHealth is seeking approximately 15 individuals to join the MAC. The size of the MAC may vary at MassHealth's discretion.

To be eligible to serve on the MAC, an individual must:

- be a current MassHealth member, or
- have been a MassHealth member within the last five years, or
- be a guardian or family caregiver of a MassHealth member.

MassHealth's goal is to select a group of MAC members who, as a whole, reflect the diversity of the communities MassHealth serves. This includes individuals who reflect the diverse ages; cultural, linguistic, community, racial, ethnic, health, disability, sexual orientation and gender identities; experiences; geographical communities; housing statuses; care settings (including facilities, (such as nursing facilities), home, or community-based settings); and participation in MassHealth programs.

To apply, eligible individuals are required to fill out the MAC application and follow the process as outlined below.

PLEASE NOTE: MassHealth employees are not eligible for MAC membership.

Expected Time Commitment for MAC Members

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

Most MAC meetings are expected to be about two hours. Some meetings may require additional preparation time between meetings.

Once selected, MassHealth will work with MAC members to determine the exact dates and times for meetings. MAC members will receive the MAC calendar in advance.

In addition, select MAC members will serve on or otherwise attend meetings of the MassHealth Medical Care Advisory Committee (MCAC). The purpose of the MCAC is to advise the Executive Office of Health and Human Services on matters of concern related to policy development, and matters related to the effective 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>).

Duration of Service for MAC Members

MAC members will be expected to serve on the MAC for a period of two years (also described as a “term”).

Members may not serve for more than one consecutive term (meaning one term following another). Members may be able to serve additional non-consecutive terms in the future.

Attending MAC Meetings

Members may be asked to attend some meetings in person. Members will always have the option to attend by phone or 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 reimbursement for the cost of tolls and parking. If requested, options for pre-paid transportation will be explored.

Supports for MAC Members

MAC members will be able to request reasonable accommodations and access relevant education activities 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 selected MAC members will be asked to share their accommodation needs as soon as possible so they can be addressed.

Stipend for and Recognition of MAC Members

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 receive an additional \$25 for pre-meeting preparation work 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 may choose not to receive a stipend or may request that the amount of the stipend be reduced.

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

Selection Process

MassHealth will convene an Evaluation Committee to evaluate MAC applications based on the evaluation criteria listed below. The Evaluation Committee will recommend MAC members to the Assistant Secretary for MassHealth, or their designee, for final selection.

Evaluation Criteria

MassHealth's goal is to select a MAC membership, who, as a whole, reflect the diversity of the communities MassHealth serves. This includes individuals who will reflect the diverse ages; cultural, linguistic, community, racial, ethnic, health, disability, sexual orientation and gender identities; experiences; geographical communities; housing status; care settings (including facilities (such as nursing facilities), home, or community-based settings); and participation in MassHealth programs.

Once submitted, applications will be evaluated on:

- the strength, clarity, appropriateness, and comprehensiveness of the applicant's responses;
- how well the applicant's experiences and interests support the MAC's goals;
- how well the application demonstrates an understanding of the MAC's purpose; and
- the applicant's qualifications. This includes the applicant's stated interest, strengths, and ability to commit the time needed to prepare for and attend meetings.

EOHHS may also consider individual diversity in selecting a MAC that includes members with a range of experiences with MassHealth, and may give preference to members who do not currently participate in any other MassHealth-run advisory groups.

EOHHS reserves the right to contact applicants during the evaluation process to request written or oral clarification of their submission.

Additional Information About MAC Membership

MassHealth may ask MAC members to step down from their position if they are not able to meet their obligations or do not comply with meeting guidelines as may be developed by MAC members. This includes irregular meeting attendance or having an actual or perceived conflict of interest.

If MassHealth cannot identify qualified individuals to serve as MAC members, it may reopen the procurement to fulfill these requirements. Pursuant to 801 CMR 21.06(6), EOHHS reserves the right, at any time and without penalty, to amend or clarify this Notice, or to change the requirements, scope, budget or schedule. Pursuant to 801 CMR 21.06(7), MassHealth reserves the right, at any time and without penalty, to cancel this Notice and reject all applications.

Opportunity To Send In Questions

If you have any questions about information in these materials, you can email or send them via mail to the procurement coordinator, Shukri Osman, at shukri.osman@mass.gov. (See below for mailing address). You must send in your questions by September 6, 2024 at 5:00 PM.

Questions received after the deadline may not be answered. MassHealth will review questions received before the deadline and prepare written responses to questions which MassHealth determines to be of general interest. Any written response will be posted on COMMBUYS and on the MAC website. Only written responses will be binding on EOHHS.

Privacy and Public Records Notice

Answers are Protected. The MassHealth [Notice of Privacy Practices](#) describes how we 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->. 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, we will remove your name and any information we think can be used to identify you. Please see the MAC FAQs for more information on de-identification.

Your application will not affect your benefits. You do not have to fill out this application to receive MassHealth benefits. Your decision to submit or not submit this application will not have any effect on your MassHealth benefits, eligibility, or services.

Equity Statement

EOHHS does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. Research suggests that qualified women and Black individuals, Indigenous people, and Persons of Color (BIPOC) may self-select out of opportunities if they do not meet 100% of the requirements. EOHHS encourages all individuals who are interested to apply.

MAC Application Submission Instructions

MAC Applications are due no later **than September 27, 2024 at 5:00 PM**. If your application is received after September 27, 2024 at 5:00 PM, it will not be accepted. Please plan accordingly.

You may choose to submit this application by email or mail.

TO SUBMIT BY MAIL, send to:

Shukri Osman, Procurement Coordinator
Office of the General Counsel
Executive Office of Health and Human Services
One Ashburton Place, 11th Floor
Boston, MA 02108

TO SUBMIT BY EMAIL (please note, email can be unsecured), send your completed application to the procurement coordinator, Shukri Osman, at shukri.osman@mass.gov.

If you need help accessing, filling out, or submitting your application, please contact the Procurement Coordinator, Shukri Osman, at shukri.osman@mass.gov or (781) 531-4363. You may also request reasonable accommodations, such as getting the materials in an alternative format. MAC informational and application materials are also provided in Spanish, Haitian Creole, Portuguese, Simplified Chinese, and Vietnamese.