Bylaws of the MassHealth Member Advisory Committee (MAC)

Contents

I. Overview 2
II. Purpose 2
III. Core Values and Operating Principles 2
IV. MAC Membership 3
V. MAC Member and Participant Responsibilities 4
A. Members 4
VI. MAC Meetings 5
VII. Decision Making 5
VIII. Supports for MAC Members 6
IX. MAC Representation on the MassHealth Program Advisory Committee (MPAC) 7
X. Media and Lobbying 8
XI. Process for Reviewing and Amending Bylaws 8
MAC Bylaws Glossary 9

I. Overview

MassHealth's mission is to improve the health outcomes of its diverse members and their families. MassHealth does 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 established the Member Advisory Committee (MAC) in 2025 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.

II. Purpose

The purpose of the MAC is to provide advice to MassHealth to improve member experience, quality of services, and access to care for MassHealth members.

The MAC also satisfies the requirement for MassHealth to have a Beneficiary Advisory Council (BAC) under 42 CFR 431.12(e).

III. Core Values and Operating Principles

The MAC is a safe and welcoming space where MAC members can engage with MassHealth staff and one another to share their ideas and experiences.

Participation as a MAC member will not impact receipt of the member's MassHealth benefits or services.

A. Meeting Guidelines

MAC Members will work with MassHealth to develop MAC Meeting Guidelines. These Guidelines will provide the framework for members and MassHealth to engage together in meaningful and respectful ways.

- MAC members will review the Meeting Guidelines at the start of each MAC meeting to ensure they continue to meet the group's needs.
- Individual MAC members or MassHealth staff may request that the group review or revise the Meeting Guidelines at any time.
- Anyone who is invited by the MAC to present at or attend a MAC meeting must also follow the Meeting Guidelines.

Meeting Guidelines will be posted on the MAC website at: MassHealth Member Advisory Committee | Mass.gov.

IV. MAC Membership

The MAC will be made up of approximately 15 members. The size of the MAC may vary at MassHealth's discretion.

MAC members are intended to reflect the many different communities MassHealth serves.

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 employees are not eligible to be members of the MAC.

A. MAC Member Application Process

MassHealth will periodically select new members for the MAC by issuing a Notice of Opportunity (NOO). The MAC application process will be described in the NOO.

Eligible individuals who wish to apply to be a member of the MAC must fill out and submit the MAC application by any specified deadline and in accordance with the MAC application process as outlined in the NOO.

The NOO, the MAC application and any other related application materials will be posted on the MAC webpage (in addition to COMMBUYS as may be required).

Applying to and serving on the MAC is voluntary. Whether or not an individual submits or does not submit a MAC application will not have any effect on their MassHealth benefits, eligibility, or services.

B. MAC Member Selection Process

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

C. MAC Member Terms of Service

MAC members are expected to serve on the MAC for a period of three 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.

D. MAC Member Resignation or Replacement

MAC members may choose to resign from their position at any time by writing a letter or email to MassHealth stating their intention to resign.

MassHealth may also ask MAC members to step down from their position if they are not able to meet their obligations or do not comply with MAC Meeting Guidelines or Bylaws. This includes irregular meeting attendance or having an actual or perceived conflict of interest.

V. MAC Member and Participant Responsibilities

MAC meetings will be attended by MAC members, MassHealth staff (and any designee of MassHealth who may be providing administrative or other supports), and any other individuals as may be invited by MAC members and MassHealth to attend or present. Responsibilities are outlined as follows:

A. Members

- Be open to sharing their experiences
- Provide feedback or share ideas on MassHealth programs and policies
- Respond timely to surveys, votes and other requests for engagement or information from MassHealth
- Review and follow processes as outlined in these Bylaws and the Member Handbook
- Ask questions when needing help or clarification

B. MassHealth (or its designee)

- Share MAC input within MassHealth and report back to the MAC
- Prepare for and facilitate meeting agendas guided by MAC priorities
- Follow through with next steps from MAC meetings
- Provide education and resources to help members understand MassHealth programs and policies
- Take notes during meetings to share with the MAC
- Support technology use by MAC members and provide administrative support
- Coordinate and support accommodations and stipends, including translation and interpreter needs

C. All Participants

- Prepare for and attend all meetings
- Be present and not distracted at all meetings, to the extent possible
- Contribute to a safe and welcoming space
- Promote clear communication
- Listen to and be respectful of others, even if you don't agree with their ideas or opinions
- Follow MAC Meeting Guidelines and Bylaws

VI. MAC Meetings

MAC meetings will take place approximately every other month (approximately 6 times per year) and will generally be held virtually. MAC members may be invited to attend occasional meetings in person, but members will always have the option to attend by phone or video conference.

MAC meetings are not open to the public. However, the MAC and MassHealth, at their discretion, may invite other individuals to present to the group or attend, as may be appropriate and approved in advance by MassHealth.

A. Meeting Notes

MassHealth or its designee will take detailed notes during each meeting. Meeting notes will be used to summarize discussions, reflect key takeaways and to record any activities or votes taken. Meeting notes will not include the names of individual MAC members.

MAC members will be given an opportunity to review the notes after each meeting to confirm accuracy and suggest edits. MassHealth will share meeting notes with MAC members electronically via email (or in alternative formats as members may need). MassHealth will incorporate edits and updates as appropriate.

After members have an opportunity for review, MassHealth will post the final MAC notes from each meeting on the MAC website (generally within 30 days of the meeting date).

B. Conflict of Interest Policy

MAC members have the opportunity to declare any conflicts of interest at the beginning of each meeting.

VII. Decision Making

The MAC is an advisory body – its purpose is to provide advice to MassHealth to improve quality and access to care for MassHealth members.

While final decisions on whether and how to change programs and policies are up to MassHealth, MassHealth is committed to promoting transparency and accountability on the priorities, ideas, and experiences shared by MAC members. MassHealth will maintain ongoing documentation of requested action items and recommendations along with corresponding follow-up.

When MassHealth asks for, or MAC members offer, advice or recommendations in specific areas, the full spectrum of discussion points will be shared within MassHealth, rather than just a singular recommendation.

A. Voting

If the MAC needs to make a formal group decision or recommendation, a group vote will be taken as needed. A vote may occur during a meeting or virtually. All votes will be taken anonymously, but MAC members may be asked to confirm that they have voted.

When possible, MAC members will be provided with at least one week advance notice of an upcoming vote at a meeting.

If voting takes place outside of a meeting using a virtual format, MAC members will be given at least two weeks to cast their vote.

The presence of a simple majority (50% of total membership plus one), whether virtual or in person will constitute the minimum number of voting members who must be present at a properly called meeting in order to conduct business in the name of the group (also referred to as a "quorum").

A simple majority (50% of members present plus one) need to vote in favor of an elected position, decision or recommendation for it to pass.

In the event that a quorum is not established, MAC members may still meet, but no votes can occur.

VIII. Supports for MAC Members

A. Stipends and Recognition for MAC Members

Stipends and travel reimbursements will be available for MAC members.

Stipends will be provided at a maximum of $75 per official MAC meeting. This includes up to $50 per meeting and an additional $25 to cover any pre-meeting preparation. Preparation work may include, but is not limited to, preparing and reviewing meeting materials, participating in MAC education and orientation activities, and working on planning activities as needed.

Please note receipt of this stipend may impact eligibility for public benefits. Stipends are considered taxable income, and this stipend is countable income for MassHealth eligibility purposes.

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

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

B. Accommodations and Support Needs

MassHealth (or its designee) will work with individual MAC members to identify and address any reasonable accommodation requests and other support needs to help ensure every MAC member can fully participate in meetings and related MAC activities to the extent possible.

Accommodations and supports may include, but are not limited to:

- Language interpretation (including American Sign Language (ASL))
- Translation of materials
- Closed captioning
- Help using technology or the internet

C. Transportation

Travel to and from meetings that take place in-person will be reimbursed at the federal mileage rate, available at: Standard mileage rates | Internal Revenue Service The federal mileage rate may change annually. MAC members may also be reimbursed for the cost of tolls and parking.

IX. MAC Representation on the MassHealth Program Advisory Committee (MPAC)

The MassHealth Program Advisory Committee (MPAC) is a separate committee convened by MassHealth comprised of different stakeholders who advise MassHealth on policy development and the effective administration of the MassHealth program. The MPAC also satisfies the requirements for MassHealth to have a Medicaid Advisory Committee pursuant to 42 CFR 431.12.

Pursuant to 42 CFR 431.12(d)(1), approximately 25% of MPAC members must be from the MAC. For example, if the MPAC has 12 members, 3 of the 12 must be from the MAC.

The MPAC must submit an annual report that includes a section on MAC activities, discussion topics, recommendations, and MassHealth's response.

At least annually, the MAC will vote to elect the appropriate number of individuals from its membership to serve as MAC representatives to the MPAC. MAC representatives on the MPAC will serve for approximately one year. The MAC may determine the process for MAC members who want to be considered as candidates for MPAC representative. For example, requiring that interested candidates submit information about why they want to represent the MAC on the MPAC prior to the vote.

MAC members who are not elected as MPAC representatives may separately decide to attend MPAC meetings as members of the general public.

More information about the MPAC may be found at MassHealth Program Advisory Committee (MPAC) | Mass.gov.

A. Responsibilities of MAC Representatives on the MPAC

Members who are elected to serve as representatives on the MPAC must:

- Prepare for and attend quarterly MPAC meetings in addition to MAC meetings
- Share timely MAC updates with the MPAC and MPAC updates with the MAC
- Seek input from MAC members to inform relevant MPAC discussions and decisions
- Help inform the MAC section of the annual MPAC report

B. Available Supports

MassHealth will provide support with meeting preparation and engagement to any MAC members who are elected to serve as MPAC representatives. This support will be provided in the same manner and at the same levels in which supports are available for MAC participation, including providing accommodations, stipends, and transportation supports, as outlined in Section VIII of these Bylaws.

X. Media and Lobbying

MAC members are prohibited from speaking publicly—including with the media or legislators—as representatives of the MAC and/or MassHealth unless explicitly permitted by MassHealth in writing. Nothing in this section restricts MAC members from making public comments on their personal opinions in their individual capacities.

XI. Process for Reviewing and Amending Bylaws

Amendments to the bylaws will be developed in collaboration with MassHealth. Amendments must be approved by a simple majority with a quorum of membership present (50% of total membership plus one).

MAC members or MassHealth staff may propose changes to the Bylaws at any time. All proposed Amendments must be provided to MAC participants in writing (or alternative formats as may be requested) for consideration at least one week in advance of a vote.

Bylaws and subsequent amendments must be voted on and approved by the MAC, and separately approved by MassHealth to take effect.

MAC Bylaws Glossary

Term	Definition
42 CFR 431.12(e) CFR=Code of Federal Regulations	A federal regulation requiring state Medicaid agencies to create and support a Beneficiary Advisory Council (BAC). In Massachusetts, the MAC is considered to be MassHealth's "BAC."
Bylaws	Written rules that lay out the basics of MAC operations. The Bylaws ensure consistent and fair practices for the MAC's activities by documenting key processes.
COMMBUYS	The official online procurement platform that must be used by the Commonwealth of Massachusetts to post public notices, requests for contractors, and stakeholder advisory group and funding opportunities. Individuals and organizations can use COMMBUYS to find and respond to opportunities from state agencies, including MassHealth. You can access COMMBUYS here: COMMBUYS - /view/login/login.xhtml.
Conflict of Interest	A situation in which a person's personal interests—such as financial, family, or professional relationships—could affect, or appear to affect, their ability to make fair and unbiased decisions as a MAC member.
Individual Capacity	A member's personal role, separate from their official role on the MAC, in which they may express personal opinions publicly.

Lobbying	The act of trying to influence government decisions or laws by talking to lawmakers or public officials, as defined in Massachusetts state law. MAC members may not engage in lobbying on behalf of the MAC or MassHealth without written permission from MassHealth.
MPAC (MassHealth Program Advisory Committee)	A group of MassHealth-serving stakeholders selected to advise the MassHealth program on policy development and the effective administration of the MassHealth program. Some MAC members are also part of the MPAC. The MPAC satisfies the federal requirement for state Medicaid programs to have a Medicaid Advisory Committee. More information about the MPAC can be found here: MassHealth Program Advisory Committee (MPAC) | Mass.gov
Notice of Opportunity (NOO)	A formal announcement issued by an organization, such as MassHealth, to inform the public of an open application period to apply to be part of an advisory group or other opportunity. The MAC NOO outlines the purpose of the MAC, eligibility criteria, application instructions, and deadlines for individuals interested in applying.
Parking Lot	A list or space used during meetings to set aside topics or questions that come up but aren't part of the current agenda. These items are saved to be discussed later, so the meeting stays focused and on time.

Quorum, also referred to as a Simple Majority.	The minimum number of MAC members who must be present for a vote to be valid. Without a quorum, the MAC cannot conduct official votes. For the MAC, a simple majority (50% of members present plus one) is a quorum. For example, if the MAC has 17 members, 9 members would need to be present (or participate virtually) for a vote to be considered a simple majority and quorum.
Term	The fixed period of time for which a person is selected to serve as a MAC member. The term for MAC members is 3 years.