

## West Virginia Bureau for Medical Services Beneficiary Advisory Council Purpose, Policies and Procedures

### Purpose of the West Virginia Beneficiary Advisory Council (BAC)

The purpose of the BAC is for those with lived Medicaid and/or Children's Health Insurance Program (WVCHIP) experience to provide the Bureau for Medical Services (BMS) (West Virginia Medicaid and CHIP agency) with recommendations that will enhance the experience of West Virginia Medicaid and/or WVCHIP members. Please note that throughout the remainder of this document, references to Medicaid include CHIP as well, as WVCHIP is under the BMS administration.

West Virginia BAC members will provide feedback to BMS on topics including, but not limited to:

- The operation and administration of West Virginia healthcare programs.
- The application and renewal processes of programs, outreach and consumer engagement strategies.
- Access to and coverage of medical, behavioral health, and substance use disorder services.
- The affordability, quality, and efficiency of care.

The BAC intends to provide a unique way to amplify the perspective, experiences, and voices of members and caregivers/guardians in the topic areas mentioned above and more.

### BAC Values and Principles

Once the group is established, the BMS will encourage and help facilitate the BAC creating the group's charter and associated bylaws. This process will help ensure BAC participants have primary input on the group's guiding principles, operating agreements, and expectations.

BMS would like to note that, at a minimum, BAC members will be expected to understand and agree to the following shared principles as participants of the group:

- Members should be respectful of each other, BMS staff, and all presenters.
- The BAC values diversity in its membership body, and in the people served through West Virginia Medicaid and WVCHIP.
- Members should attend (in person or remote) and actively participate in all meetings. If a member cannot attend, they should contact the BMS as soon as possible.
- Verbal and written feedback should be respectful if agreeing or disagreeing with a decision or opinion.
- The West Virginia BAC strives to be an open and welcoming environment to facilitate feedback.
- Individuals are free to make comments to the media, legislators, and local community organizations; however, these opinions must be communicated as their own, not as the official position of the Commissioner or the BMS.

### Participation

The BAC is composed fully of individuals with lived experience as a current or former member, or as a family member, caregiver, and/or guardian of a member.



The State is required to create a process for recruitment and selection of members and publish this information on the State's website. Please refer to the BMS BAC webpage to access this document.

Certain BAC members will also serve on the Medical Services Fund Advisory Council (MSFAC) to create a crossover between the two West Virginia advisory group bodies and share bi-directional feedback.

BAC members who attend the MSFAC meetings may rotate, and the same BAC members do not need to attend MSFAC meetings. The goal is having BAC representation at the MSFAC meetings while not burdening BAC member(s) with additional meeting participation and commitment.

## **BMS Representation and Meeting Responsibilities**

There will be BMS Leadership representation at each BAC meeting.

BMS Leadership and/or staff members may be in attendance depending on the topics for presentation and/or discussion. Leadership is in attendance to listen to BAC members feedback, questions, and ideas, and to help facilitate conversation during (not to run) the meeting.

## **Term of Office**

BAC members shall serve a term of 5 years. A term may not be followed immediately by a consecutive term for the same member. Terms will be appointed and held on a rotating and continuous basis.

## **Compensation**

West Virginia will reimburse BAC members for the costs of transportation and parking as applicable incurred to attend BAC meetings in-person.

## **Meeting Frequency**

BAC meetings will occur quarterly and prior to the MSFAC meeting. Each of the meetings will also be available virtually via Google Meet or by phone dial in option should members be unable to attend meetings in person in Charleston.

The BMS will provide key information and meeting materials to BAC members at least one week in advance of meetings to help ensure BAC members are prepared to meaningfully participate.

## **Special Meetings**

The BMS Commissioner or Deputy Commissioner(s) may convene special BAC meetings outside of the quarterly cadence at such other times and places as determined necessary and appropriate. The BAC may also request and convene a special meeting with BMS leadership if applicable.

## **Meeting Notice**

The BMS point of contact for the BAC will work with BMS staff and others as applicable on meeting coordination. This person will be responsible for giving notice of the time, date, and location of meetings to members prior to the meeting. Meeting dates must be publicly posted at least 30 days in advance.

Each BAC member will share their contact information and preferred method of contact with BMS. A meeting reminder with date and time, as well as meeting materials, will be provided through that preferred method of contact at least five business days (one week) in advance of the meeting.



Notice of all regular BAC meetings will be posted on the BMS website in advance. A proposed agenda will be posted as well.

### **Quorum**

A general majority of the BAC participants in attendance at meetings constitutes a quorum. If the quorum is not met, the meeting may still be held, but no voting shall take place.

### **BAC Member Attendance**

BAC members are expected to attend meetings, in either the virtual or in-person format. If a BAC member does not attend two out of the four quarterly meetings, a discussion on the individual's membership status will occur, including if there are any barriers to the individual's attendance and if it is better to open the position to another individual.

BMS reserves the right to terminate someone's involvement in the BAC due to lack of attendance or disorderly conduct in meetings.

### **Consent for Release of Information**

BAC members who choose for their names to be included in a membership list and meeting minutes (that are posted publicly) will sign a release consenting to their name being included on the public BMS webpage.

### **Public Participation**

The BAC may decide if they wish to make BAC meetings open to the public. This is different from the other advisory group, the MSFAC, which must allow certain public meetings.

### **Administrative Policies**

All official records of the BAC meetings shall be kept on file at BMS. All files shall be maintained for five years.