

MEDICAID EXPANSION (ME) MEMBER ADVISORY COMMITTEE CHARTER

Purpose

The purpose of the committee is to gather feedback on members' health care and health plan experience. The findings from this committee will be used to shape and advance quality of care and well-being for members.

The committee will address the following topics:

- Member perception of personal health
- Member experience with their providers
- Health plan rating
- Social determinants of health/disparities
- Cultural barriers
- Wellness resources
- Performance improvement projects (PIPs)

Membership

The committee will be made up of eight active ME members with differing demographics. This is to reflect our diverse community.

Applications will be reviewed as needed based on membership. All applicants will be notified if they have or have not been selected to participate. If not selected, applications may be kept for one year for future consideration.

Blue Cross Blue Shield of North Dakota (BCBSND) will ask members to attend quarterly meetings for a one-year term. The member's Medicaid Expansion membership must remain active to participate. BCBSND will provide an incentive to members for each meeting they attend.

BCBSND requires members to attend at least three of the four quarterly meetings.

Meetings

- Meetings will be held each quarter via a virtual Teams meeting.
- Members can access meetings by an internet connection or by phone with a call-in number.
- BCBSND will send meeting invites at least 15 days before a meeting.
- The full schedule of meetings will be defined and posted to the committee website by the end of January.
- BCBSND will determine meeting agendas and post to the committee website three days before each meeting.



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BCBSND Committee Stakeholders

- Committee Chair
 - Chelsey Matter, Executive Director of Government Programs
- Facilitator
 - Kimberly Busch, Customer Experience Team
 - Lauren Graftaas, Customer Experience Team
- Advisory Chairs
 - Erin Burd, Medicaid Operations Team
 - Kimberly Busch, Customer Experience Team
 - Lauren Graftaas, Customer Experience Team
 - Rhonda Ubben, Communications Team
 - Cindy Haugrud, Quality Management Team
 - JoVal Wettlaufer, Wellness Team