

# Beneficiary Advisory Council (BAC) Orientation

**Janae Carter**, Medicaid Rules Officer

**Jessica McBride**, Compliance Project Officer

**Joel Ball**, Member Enrollment Oversight Officer

**Rene Moen**, Managed Care Bureau Project  
Manager

**Will Linder**, Medicaid Communications  
Specialist

July 9, 2025



Health and  
Human Services



# Agenda

- ▶ Welcome / Introductions
- ▶ Zoom Meetings 101
- ▶ Meeting Scope and Cadence
- ▶ BAC By-Laws
- ▶ Communication
- ▶ Stipend/Travel Expenses
- ▶ Rotation of BAC and MAC Meetings
- ▶ Meeting Agenda Development
- ▶ HHS Website
- ▶ Next Steps
- ▶ Q&A

# Welcome and Introductions

Janae Carter

# Welcome and Introductions

The **Beneficiary Advisory Council (BAC)** is made up of current and former Medicaid members, along with people who support or work with them.

**This group will give advice to another team called the MAC about:**

- ▶ What it's like to use Medicaid
- ▶ Any problems/concerns they see with Medicaid policy
- ▶ Ideas for making the Medicaid program work better for everyone

# Zoom Meetings 101

Joel Ball and Will Linder



Health and  
Human Services

# Zoom 101

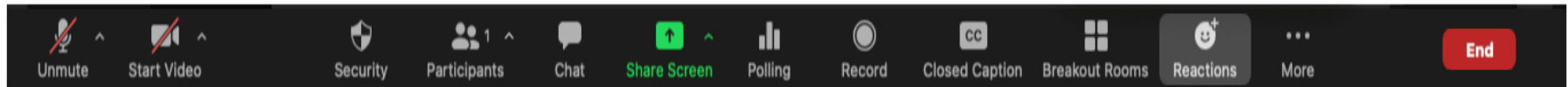
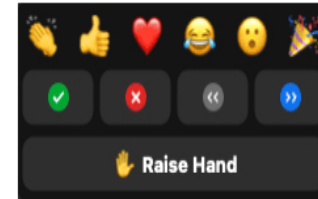
## Start/Stop Video

turns your video on and off.

As a host, **Security** allows you to “lock” the room and control participant functions.

**Chat** opens the meeting’s chat box.

Reactions will show on your thumbnail.



**Mute/Unmute** your audio. To avoid background noise, keep yourself muted unless you’ve been invited to speak.

Click to open the **Participants** window to see a list of participants as well as rename yourself and change your profile picture.

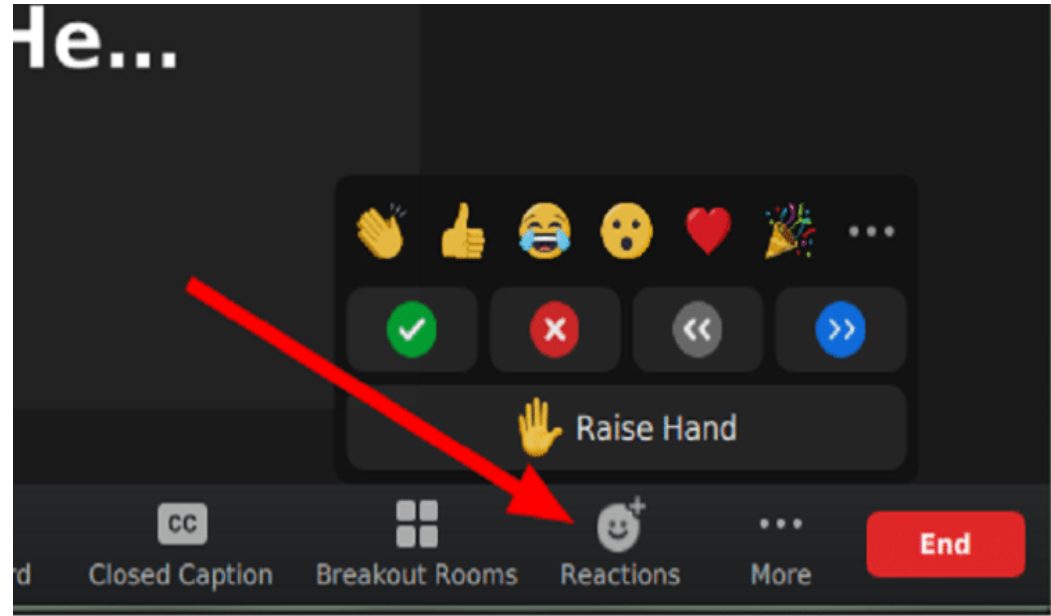
**Share Screen** lets you share your desktop or just one window.

*Tip:* When someone else shares their screen, under “View Options” at the top, select “Exit full screen” so you can see everything in one window.

# Zoom Meeting Icons

If you have a question, please utilize the “Raise Hand” icon, by:

1. Left click on the “Reactions” icon along the bottom, then left click on “Raise Hand” icon
2. Once question is addressed, click on the “Lower Hand” icon



# Zoom

If you want to change your name:

- Access your “Profile”
- Change your name in the Display Name
- Scroll down, click on “Save”

The screenshot shows the Zoom web interface for a user profile. The browser address bar shows 'us04web.zoom.us/profile'. The page has a dark header with navigation links like 'SOLUTIONS', 'PLANS & PRICING', and 'CONTACT SALES'. The main content area is titled 'PERSONAL' and includes a sidebar with 'Profile', 'Meetings', 'Webinars', 'Recordings', and 'Settings'. The 'Profile' section is active, showing a profile picture placeholder with a 'Change' link. The form fields are as follows:

Field	Value
First Name	Jennifer
Last Name	Allen
Display Name	Jennifer Allen
Phone	Select Country/Region (dropdown)   Phone Number (input)
Department	e.g. Product (input)
Job Title	e.g. Product Manager (input)
Company	Company/Organization Name (input)
Location	(input)

A yellow box highlights the 'Jennifer Allen' text in the 'Display Name' field, with a line pointing to it from the right.



# Meeting Scope

Joel Ball

# Meeting Scope

- ▶ Everything discussed in this meeting is confidential
- ▶ We are here to learn from your experience and improve services
- ▶ Coordination of care
- ▶ Quality of services
- ▶ Eligibility, enrollment and renewal processes
- ▶ Access to services
- ▶ Beneficiary and provider communications by State Medicaid agency and Medicaid Managed Care Plans
- ▶ Cultural competency, language access, health equity, and disparities and biases in the Medicaid program
- ▶ Other issues that impact the provision or outcomes of health and medical care services in the Medicaid program as determined by the MAC, BAC, or State.

# Meeting Cadence

Janae Carter



Health and  
Human Services

# Meeting Cadence

- ▶ BAC will meet quarterly in advance of the quarterly MAC meeting.
- ▶ All BAC members will be required to attend a minimum of two MAC meetings per year.
- ▶ Meetings will be held via Zoom with the potential for an in-person option in the future.

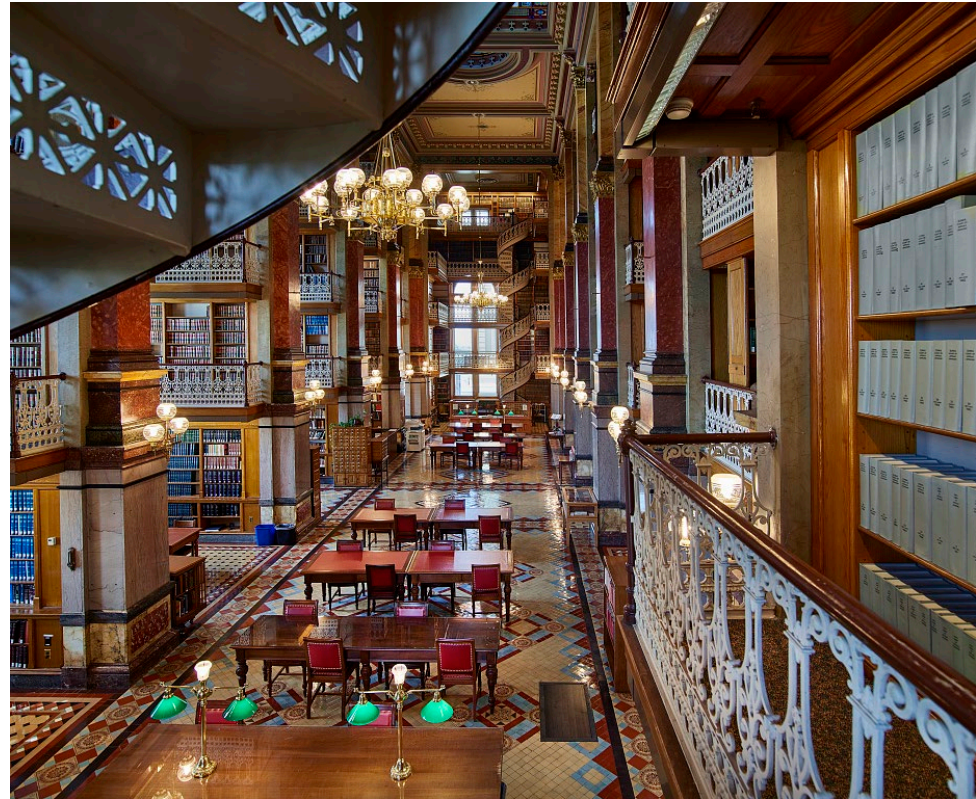


# BAC By-laws

Janae Carter

# By-Laws

- By-laws are rules adopted by an organization to govern its members and regulate its affairs. They are a set of rules established by an organization or community to regulate itself, as allowed by a higher authority. By-laws derive their power from a primary source of legislation or authority and provide a framework for the operation and management of an organization.



# Communication

Janae Carter

# Communication

- ▶ Primarily through email
- ▶ Any questions, comments or concerns can be sent to the dedicated email inbox that is monitored by multiple individuals.
- ▶ Dedicated email inbox:
  - [MedicaidMAC-BAC@hhs.iowa.gov](mailto:MedicaidMAC-BAC@hhs.iowa.gov)



Break Time (5 minutes)

# Stipend and Travel Expenses

Jessica McBride

# Stipend and Travel Expenses

- ▶ Each participant is eligible for a \$50 stipend for participating in each MAC and BAC meeting
- ▶ BAC members need to complete a W-9 form
- ▶ Will be enrolled as a “vendor” with HHS
- ▶ A GAX form will need submitted within 7 days of the meeting end
- ▶ Forms will need emailed to [MedicaidMAC-BAC@hhs.iowa.gov](mailto:MedicaidMAC-BAC@hhs.iowa.gov)
- ▶ A paper check will be issued by HHS

# Meeting Agenda Development

Joel Ball

# Agenda Roadmap

1. Meeting Agendas guide the meeting.
2. Meeting Agendas allow facilitators to prepare in advance.
3. Meeting Agendas Keep the meeting on track (It is easy to get distracted and go off course).
4. Meeting Agendas Encourage Participation.
5. Meeting Agendas Provide Documentation.

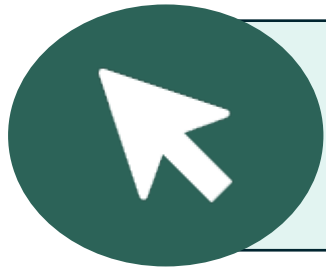
# HHS Website

Rene Moen and Will Linder



Health and  
Human Services

# BAC Website



[hhs.iowa.gov/BAC](https://hhs.iowa.gov/BAC)

The **Beneficiary Advisory Council (BAC)** webpage will consist of:

- Presentations
- Agendas
- Additional Resources for BAC Members

# Next Meetings

BAC:

August 20, 2025

November 19, 2025

MAC:

September 11, 2025

December 11, 2025





# Questions

---

MedicaidMAC-BAC@hhs.iowa.gov



Health and  
Human Services