Location: Virginia Department of Medical Assistance Services (DMAS), 600 E. Broad Street, Richmond, VA 23219

| Access Link for WebEx Event	Phone Bridge for Audio ONLY	Access Code for Audio ONLY
https://covaconf.webex.com/covaconf/j.php?MTID=m93f9af7e5a39e6f0787b07de433ccea2	Join by phone +1-517-466-2023 US Toll +1-866-692-4530 US Toll Free Access code: 242 002 63478	Webinar number: 2420 026 3478 Webinar password: XinFt3MnM65 (94638366 from phones and video systems)

The link to view live captions is as follows:
https://www.streamtext.net/player?event=HamiltonRelayRCC-0610-VA4085

Approximate Time

10:00 a.m. **Call to Order & Introductions**
Call to Order
Welcome by DMAS Executive Leadership, Committee Member, ELT, and Speaker Introductions

10:15 a.m. **Vote on April 08, 2024 MAC Minutes**

10:20 a.m. **Presentation** – Navigating Transportation Benefits
15-minute presentation; 15-minute Q&A

10:50 a.m. **Presentation –** Dental Benefit Update & DentaQuest Partnership Resources
- DMAS Dental Benefit Updates; 15-minute presentation
- DentaQuest Outreach and Member Engagement; 15-minute presentation
  15-minute Q&A

11:35 p.m. **Public Comment**
*Those wishing to make a public comment must join via the WebEx link or In-person. Send a message to one of the hosts or place your full name and location in the comments to be recognized during this time. Each speaker will be granted only two (2) minutes to speak.

11:50 a.m. **Closing Remarks and Announcements**

12:00 p.m. **Adjournment**

NOTE: Reasonable accommodations for meeting presentations will be provided upon request for persons with disabilities and limited English proficiency. Please notify the **DMAS Civil Rights Coordinator** at **(804) 482-7269**, or at **civilrightscoordinator@dmas.virginia.gov** at least five (5) business days before the meeting to make arrangement.

Committee Contacts: Natalie Pennywell and Dorothy "Dot" Swann at **mac@dmas.virginia.gov**

Best practices for great online meetings
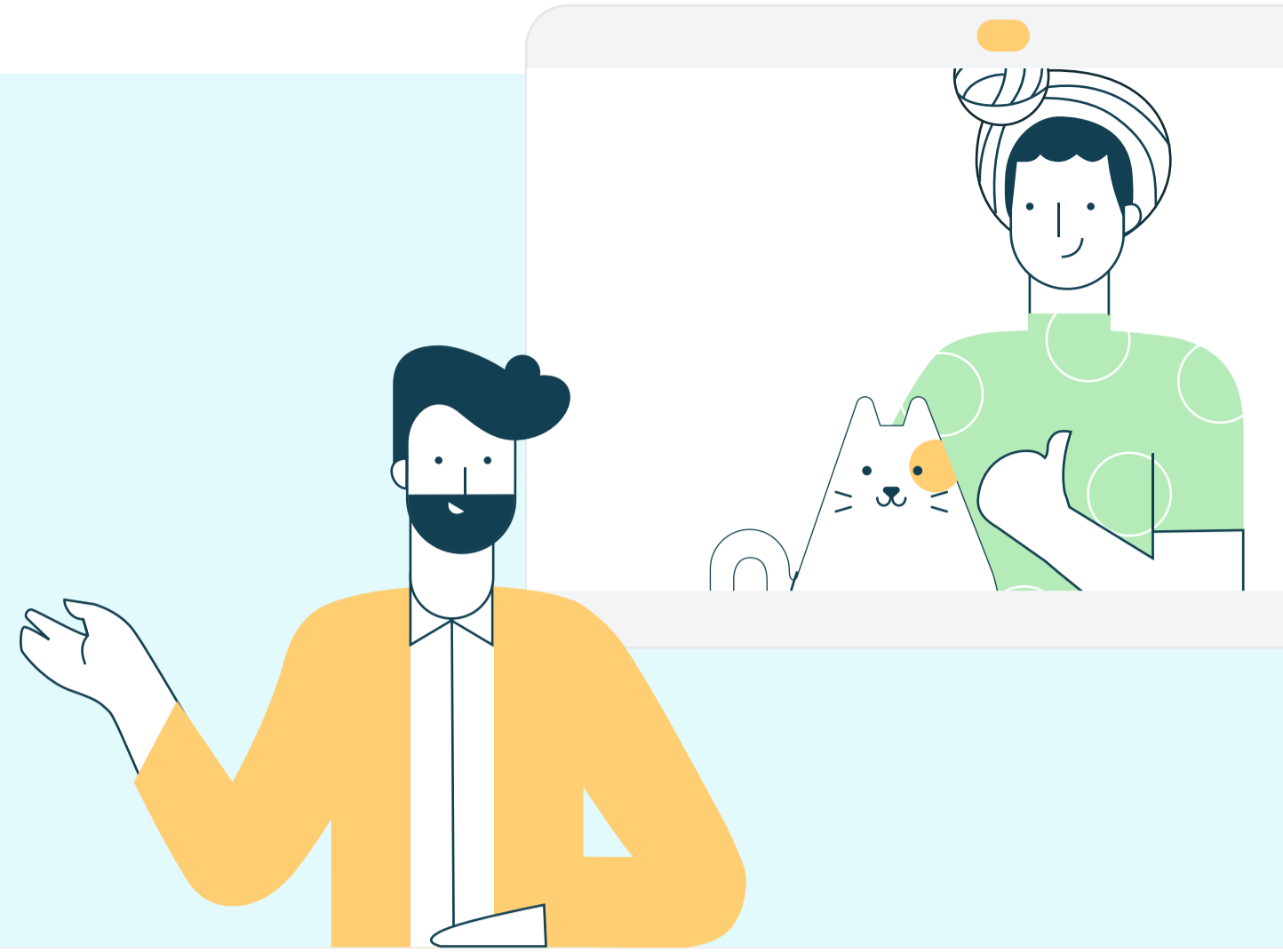
Due to circumstances resulting from COVID-19 (coronavirus disease) a historic number of employees are rapidly transitioning to remote work. Webex meetings have never been more vital for staying connected. For some users, meeting experiences may be impacted due to the strain on regional service providers causing internet and PSTN outages or service degradation. But - there are ways users can prepare.

Here are top tips any user can take to get the best meeting experience in any situation.

Top tips for staying connected with Webex

1 **Download the Webex Meetings application on every device.** On your desktop – the Webex Meeting application is the fastest way to join a meeting. Download Webex at cs.co/get-webex-meetings

For Webex Meetings on IOS and Android download the latest from the app store

2 **Shift your schedule!** Most people join their meetings on the hour, or 30-minute increments. You can get a faster join experience by joining 5 minutes early or even better yet – schedule meetings on the 15th or 45th minute of the hour.

3 **Close background applications.** Even if you're not using them, applications on your device are using precious resources. Before your meeting, close any applications and browser sessions that you are not using for the best experience.

4 **Turn off VPN.** Your employer may have provided you with a VPN (virtual private network) service that allows you to use the company network while working remotely. Often, VPN can limit the bandwidth available to Webex. You can use Webex Meetings outside of VPN for the best experience.

5 **Reduce simultaneous streaming activities.** We all love a binge-worthy TV series! But, if you're joining a meeting and your family is also home, ask them to hold off on that next episode of their favorite show until your meeting is over. Wherever possible, consider downloading shows for off-line watching to save valuable bandwidth during your work hours.

6 **Hardwire your workstation.** Depending on your location and how many people are using the same Wi-Fi around you - you may see slower speeds on Wi-Fi than on a wired ethernet connection to your workstation.

7 **Run a speed test!** Not sure if your Wi-Fi can handle the call? Use the health checker feature at the top righthand corner of your Webex Meetings app (Supported from Webex Meeting version 39.5 for Windows and 39.8 for Mac OS and later). You can also use any internet based speed test to better understand your connection speeds. Learn more at cs.co/health-check

8 **Share content before a call.** Sending files before a meeting or sharing a link to the file rather than sharing your screen saves valuable bandwidth - so you can save your connection for great audio and video experience.

9 **Choose audio over video.** When your connection quality is low, your collaboration experience gets worse. Webex will suggest or automatically lower your resolution and may eventually turn off your video. You can also do this at any time. Learn more at cs.co/slow-connection

10 **Switch to call in audio.** If your internet audio and video experience or call me/call back does not work, you can keep collaborating. Call in using the dial-in numbers in your meeting invitation to join via your cell phone or landline. If the primary phone number that is provided is temporarily unavailable, the invite includes a long list of other global log-in numbers you can try. Learn more at cs.co/dial-in

Bonus pro tip!

11 **Reduce movement and distractions.** Consider muting your line when you aren't talking. Establish good meeting etiquette to enable a great collaborative experience.

→ Find more tips on staying connected at cs.co/stayconnected

WebEx Preparation and Troubleshooting for Medicaid Member Advisory Committee (MAC) Meeting Attendees

Summary (attendant)	
Start meeting	Start your meeting at least 10 minutes before the start time. Click on the link provided by your presenter/host.
Test audio/video	Test your audio equipment to make sure it works. Confirm that you can hear the host.
Backup plan	If your computer microphone does not work, move the audio to a phone line. See WebEx invite information included in the agenda.
Participation / Q&A	- Please keep mute the microphone - Participate using the chat feature to send questions or comments. Be respectful and mindful when sending messages.
Meeting Controls	- Microphone - Camera - Chat
End Meeting	Click on leave meeting.

Frequently Asked Questions (Virtual Meeting Troubleshooting Tips - WebEx)

1. **What is WebEx?**
   It is an online meeting tool that allows you to meet with anyone using your computer and/or telephone. With WebEx, you can connect using audio and video for a face-to-face meeting experience, plus share documents, applications, or online content with your participants.

2. **What browsers are supported with WebEx?**
   Internet Explorer, Firefox (latest) and Chrome (latest).

3. **What mobile devices support WebEx?**
   Any Android, iOS, Windows or Blackberry devices. Please be aware, you will need to be connected to a wireless network with your device, or you may consume data minutes on your mobile service plan. To learn more about joining WebEx from a mobile device, please visit: https://help.webex.com/community/webex-mobile.

4. **How do I make sure I can connect to a WebEx meeting before it starts?**
   Join Cisco's test meeting at https://www.webex.com/test-meeting.html.
   Enter your Name and Email address and click **Join.**

   Click **Settings**
   - Test your speakers
     - Click the **Test** button, if you hear the five WebEx notes, you will be able to hear other people in the meeting.
   - Test your microphone
     - Speak in a normal voice and you should see the level of the mic jump up and down accordingly. If you don't, try moving the **slider** to the right to increase your volume going out. Also, click the **drop-down** menu and if there is a different mic option, choose it and see if that fixes the problem.

5. **How do I log in to WebEx?**
   - To sign into WebEx, click the link provided and register. You might be asked to enter a meeting password. You can find it in your email invitation.
   - Attendants must use the same email address they used to register for the meeting to attend the meeting.

6. **How do you join a meeting?**
   When you join a meeting for the first time, you're prompted to download the installer file to install the WebEx Meetings desktop app on your computer if you don't already have it installed.
   If you can't download the installer, you can still join the meeting using a browser instead. You don't need to install anything, and it launches in your web browser.
   - Join a Meeting Using the Desktop App
   - Join a Meeting From Your Browser
   - Join a Meeting Using the Mobile App
   - Join a Meeting From a Chromebook
   - Test a Meeting on Your Device

7. How do I end a meeting?
   Only a host can end a meeting, while attendees can leave and return to meetings any time before it ends. There are a couple of options for a host or attendee to initiate leaving a meeting (when the host leaves, the Webex meeting will end for everyone).
   - Go to the **File** menu: Attendees can select **Leave Meeting**.

8. How do I learn more about the features available in WebEx?
   Using any Web browser, navigate to https://help.webex.com to access online self-help resources.