

Beneficiary Advisory Council (BAC)

New Member Orientation
2026

We Are Glad You Are Here



Thank you!

We appreciate you!

Why Am I Here?

Purpose of the BAC:

- To give Medicaid members a voice
- To bring together Medicaid members and/or their representatives to share their Medicaid experiences and observations
- Encourage members to offer recommendations for consideration by DMAS Director, leadership team, and BAC staff
- Learn about Medicaid programs and latest happenings at DMAS
- Acknowledge past successes while working toward future improvements
- Federal requirement 42 CFR § 431.12

History of the BAC

2018 –
Medicaid Member Advisory Committee
(MAC) Established



July 2024 –
CMS creates Beneficiary
Advisory Council (BAC)



September 2025 –
First BAC meeting



April 2019 – First
MAC meeting



2024-2025
DMAS's MAC
becomes its BAC



2026 –
BAC's work continues



What Opportunities Exist for BAC to Drive Improvement?

Based Upon 42 CFR § 431.12(g)(1-8), Members are Tasked with the Following:

Participants must have the opportunity to advise the director of the single State Agency for the Medicaid program on matters related to policy development and matters related to the effective administration of the Medicaid program.

At a minimum, members must determine, in collaboration with the State, which topics to provide advice on related to:

- ☐ Additions and changes to services
- ☐ Coordination of care
- ☐ Quality of services

- ☐ Eligibility, enrollment, and renewal processes
- ☐ Beneficiary and provider communications by State Medicaid Agency and Medicaid MCOs, PIHPs, PAHPs, PCCM entities or PCCMs as defined in §438.2
- ☐ Cultural competency, language access, health equity, and disparities and biases in the Medicaid program
- ☐ Access to services
- ☐ Other issues that impact the provision or outcomes of health and medical care services in the Medicaid program as determined by the BAC or state.

BAC Membership

Who attends BAC meetings?

DMAS Staff

- Medicaid Director
- Deputy Director(s)
- Leadership Staff
- BAC Team

Medicaid Members

To ensure diverse representation, we strive to include members from a wide range of backgrounds, experiences, and perspectives.

How Long is My Term of Service?

- Council members serve a two (2) year term, unless found in violation of BAC policies.
- Members can re-apply to serve another term, after a two (2) year absence.
- Members (when not participating on the council) can still attend as a member of the public in open council meetings.

Will I Be Compensated for My Service?

- Members shall serve **without** compensation.
- However, DMAS will pay such reasonable costs or reimbursements according to state/BAC policy as shall be necessary for the work of the Council.
- Such costs include (but not limited to) travel, meals per Diem, accommodations. Such reimbursements shall be consistent with the governing authorities of the State of Virginia.
- Members will be required to provide parking receipts.
- Members will be required to sign a Travel Reimbursement Form.
- Members who receive reimbursement, will be required to **sign** a W-9 form.

Is There an Attendance Requirement?

- Yes, members are required to attend all meetings
 - If members miss two (2) consecutive regularly scheduled meetings in one year, their membership may be terminated.
- Meetings are held **four (4)** times per year.
 - Two (2) meetings are conducted virtually (entirely electronic/remote)
 - Two (2) meetings are conducted in a hybrid format (in-person with a virtual option to remotely participate)
 - In-person meetings are held at DMAS headquarters
 - Virtual/remote participation option discussed on next slide
 - Meetings will be hosted in an alternating pattern of virtual and hybrid (in-person and virtual) formats

Remote meeting participation

- Virginia law allows members of a public body to remotely participate in an in-person meeting in certain circumstances
 - Member's temporary or permanent disability or condition preventing attendance
 - Member's caregiving responsibility for a family member or person with a disability
 - Member's personal residence is more than 60 miles from meeting location
 - Personal matter, identified with specificity (limited)
- Requests to participate remotely must be submitted in writing to BAC staff to keep on file, per state law
- Remote Meeting Policy subject to vote once a year