

OPEN MEETING MINUTES

Name of Governmental Body: Medicaid Member Experience Council (MMEC)		Attending: Rosie, Emma, Lori, Andy, Brook, Nikki	
Date: 2/4/2026	Time Started: 6:00p.m.	Time Ended: 7:30 p.m.	
Location: Virtual Zoom Meeting		Presiding Officer: x	
Minutes			

Members absent:

Others present: Amanda Dreyer, Gladly Martens, Allie Merfeld, Cheryl Jatzak-Glenn, Gina Anderson, 3 members of the public joined.

Welcome and Introductions

- Roll was called through introductions/icebreaker. Six members were present, constituting a quorum.
- The agenda was reviewed, and conflict of interest was discussed with the group.
 - One ambassador works for LGBTQ community
 - One works for CMS partnership for quality measurement
 - We could wait until we narrow down what we will be working on before deciding what conflict of interest there is.
 - Conflict of interest can be brought up throughout the meeting, not just at the beginning.

Reviewed list of Priority topics

- Prior Authorization: Maintenance medications, durable medical equipment
- Dental: Access challenges due to fewer providers accepting Medicaid
- FoodShare: Supporting communities during disruptions, strengthening linkages between Medicaid and other resources
- Communicating about politicized issues: Ensuring accurate, clear information (e.g., vaccines, gender affirming care)
- Education about Medicaid Eligibility: Reaching people where they are
- Medical Transport: Issues with reliability, scheduling, and interactions with drivers
- Enrollment Issues for Self-Employed Individuals: Documenting wages
- AI and Medicaid: Misinformation, awareness of when it's used

Open discussion

- We know someone with Medicaid but theirs is different from mine. Providers say they take Medicaid, but then says "oh, we don't take your Medicaid."
 - This could be worked on under Education topic
- Started prior authorization in July 2025 for her wheelchair and just received it in January 2026. Many hoops to go through, specifically for durable medical equipment.
- Positive feedback from folks in our disability program: the MTM (medical transport app) updated and no longer requires patients to input location name and phone number to schedule an appointment. Appointments can be scheduled with just the time and address. This saves a ton of time for patients, especially when scheduling a series of appointments, because they don't have to input a bunch of extraneous information (especially phone number, which most patients don't have on hand and have to look up and isn't used by drivers). A quote I was given permission to share: "I'm in shock - I feel empowered to be able to manage things without wasting so much time."

And if the ADHD course happens, I can add a same day trip much faster (when I will also inevitably be running late)."

- Feel strongly that dental care access is much needed.
- Looking for the topic where we can help the most people.
- Leaning towards Medical Transport since this impacts a lot of Medicaid members.
- Patients receiving denial of care letters by their HMOs thinking they are going to owe huge bills is another issue
 - This could be worked on under Education topic
- Prior Authorization impacts mostly people with disability and people with English as a 2nd language.

Audience questions

- How do you find out where to dispute your issue?

Discussed agenda for upcoming MAC meeting agenda

- MMEC comfortable with sharing updates on special projects

Wrap Up

We will send out the notes from this meeting and the 2026 priority brainstorm.

2026 Medicaid Member Experience Council meetings: Other dates TBD

Prepared by: Gladys Martens on 2/4/2026.

These minutes were reviewed and approved by the governmental body on: