



ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

Beneficiary Advisory Council
Meet and Greet

Thursday, September 11, 2025
9:30-11:00 am

Welcome to the AHCCCS Beneficiary Advisory Council Meet and Greet

- While you are waiting: test your audio.
- You were automatically muted upon entry.
- Please only join by phone or computer.
- Please use the chat feature for questions and/or comments or raise your hand.

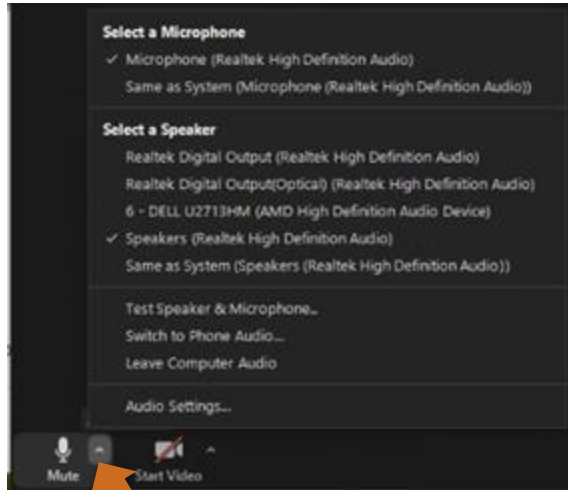
Thank you!



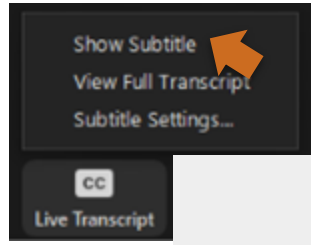
Zoom Webinar Controls

Navigating your bar on the bottom...

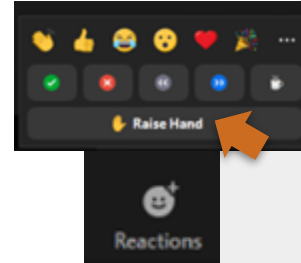
Audio Settings



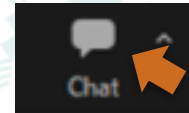
Turn on Closed Captioning



Raise Hand



Chat

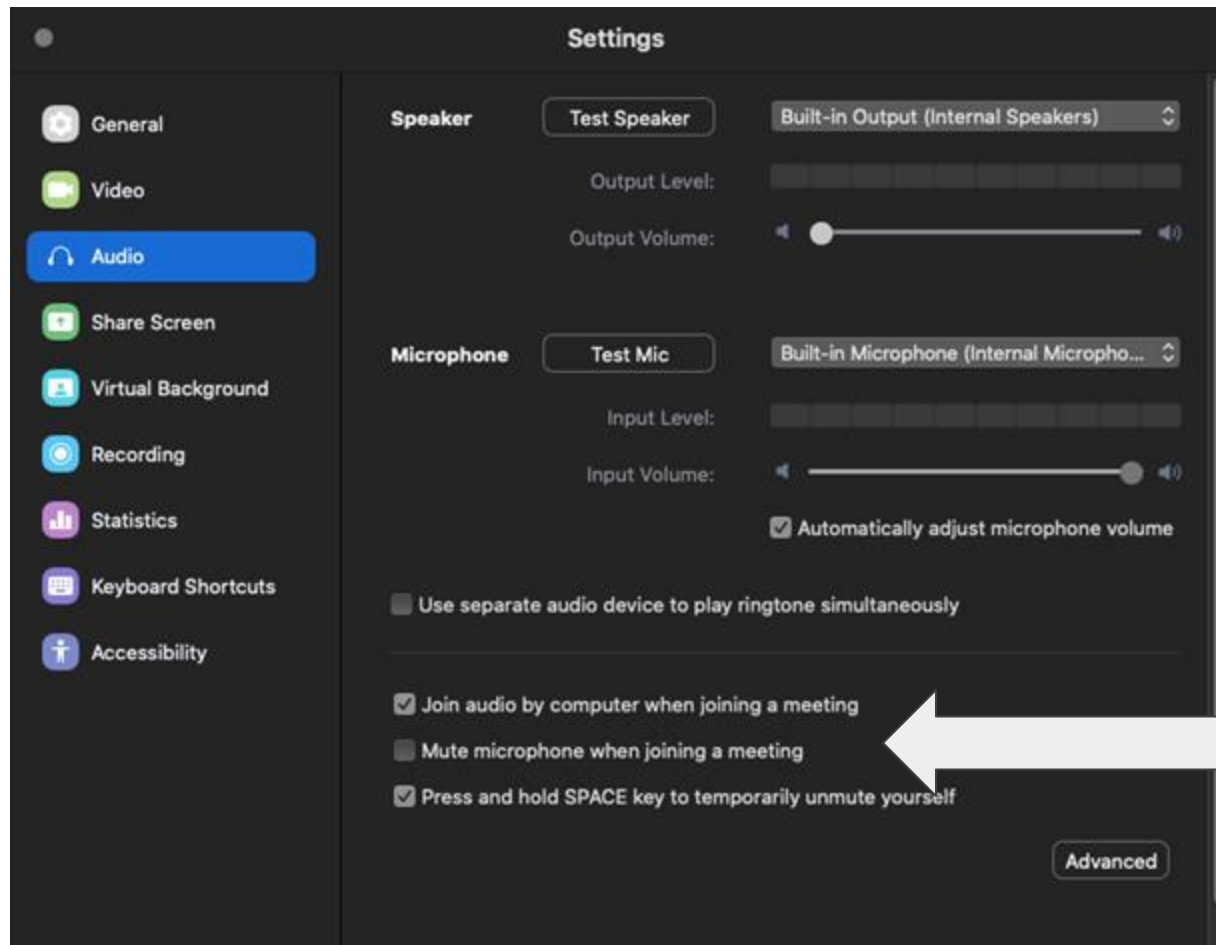


KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand

Audio Settings



The screenshot shows the Zoom application's settings window, specifically the Audio section. On the left is a sidebar with various settings categories: General, Video, Audio (highlighted in blue), Share Screen, Virtual Background, Recording, Statistics, Keyboard Shortcuts, and Accessibility. The main panel is titled 'Settings' and is divided into two sections: 'Speaker' and 'Microphone'. The 'Speaker' section includes a 'Test Speaker' button, a dropdown menu set to 'Built-in Output (Internal Speakers)', an 'Output Level' meter, and an 'Output Volume' slider. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu set to 'Built-in Microphone (Internal Micropho...', an 'Input Level' meter, an 'Input Volume' slider, and a checked checkbox for 'Automatically adjust microphone volume'. Below these sections are three checkboxes: 'Use separate audio device to play ringtone simultaneously' (unchecked), 'Join audio by computer when joining a meeting' (checked), 'Mute microphone when joining a meeting' (unchecked), and 'Press and hold SPACE key to temporarily unmute yourself' (checked). A large white arrow points from the right edge of the frame towards the 'Join audio by computer when joining a meeting' checkbox. At the bottom right of the main panel is an 'Advanced' button.

Settings

Speaker **Test Speaker** Built-in Output (Internal Speakers)

Output Level: [meter]

Output Volume: [slider]

Microphone **Test Mic** Built-in Microphone (Internal Micropho...)

Input Level: [meter]

Input Volume: [slider]

☒ Automatically adjust microphone volume

☐ Use separate audio device to play ringtone simultaneously

☒ Join audio by computer when joining a meeting

☐ Mute microphone when joining a meeting

☒ Press and hold SPACE key to temporarily unmute yourself

Advanced

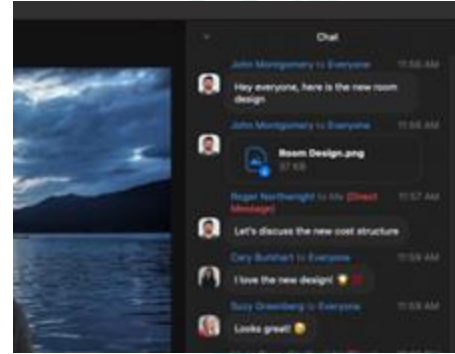
Webinar Tips



Mute your mic when you aren't speaking.



Limit background noise and distractions.



Use chat feature (or Q&A when available) to ask questions or share resources.

This Meeting Is Being Recorded

The recording shall be the sole property of AHCCCS and participation in this meeting indicates your waiver of any and all rights of publicity and privacy.

To respect the confidentiality of the participants and the content discussed, the recording will remain private.

Please disconnect from this meeting if you do not agree to these terms.



Agenda

- Welcome, Introductions, & BAC Agreements
- Beneficiary Advisory Council Purpose & Information
- Open Discussion
- Meeting Adjourn





Welcome, Introductions, and BAC Agreements

Introductions and Getting to Know One Another – BAC and AHCCCS

Introductions:

- Please share your first and last name and what brought you to the BAC.
- Please share a fun fact about yourself.
- When you think of Medicaid, what does that mean to you?



BAC Implementation Team

Name	Division	Fun Fact
Desiree Greene BAC Point of Contact	Division of Public Policy and Strategic Planning	Desiree lived in Seoul, Korea for 2 years and taught English as a Second Language (ESL)
Danielle Ashlock	Division of Health Care Services	Danielle practices archery as a hobby
Avery Hoover	Division of Public Policy and Strategic Planning	Avery grew up in a small town in Canada called Three Hills, and it did in fact have Three Hills
Chy Porter	Division of Behavioral Health & Housing	Chy has two black belts, one in Aiki-Jujutsu and one in Kyokushin Karate
Susan Kennard	Division of Behavioral Health & Housing	Susan was a model as a child for a department store in Arizona

BAC Community Partner

Name	Organization	Fun Fact
Dr. Charnise Moore	AllThrive 365	Dr. Moore has lived in 8 states/US territories and she loves to travel.
Erica Reyes	AllThrive 365	Erica has had 3 chihuahuas at one point named Yoshi, Bowser, and Peach. She is a Super Mario fan.

AllThrive 365, formerly Foundation for Senior Living (FSL) has helped Arizonans thrive through health, housing, and connection programs for the past 50 years.

Draft Community Agreements and Norms

BAC members, please help us in creating our Community Agreements and Norms

- Collaborate on identifying and developing agenda items and other materials
- Attend all meetings
- Share ideas, suggestions, and feedback
- Ask questions and engage
- Spell out acronyms, if used
- Acknowledge and respect differing views, opinions, and experiences
- It's okay to not understand or know everything. BAC members will ask for what they need to feel good about being here, support each other, and learn together as we go
- What happens here, stays here. What's learned here, leaves here





Beneficiary Advisory Council Purpose & Information

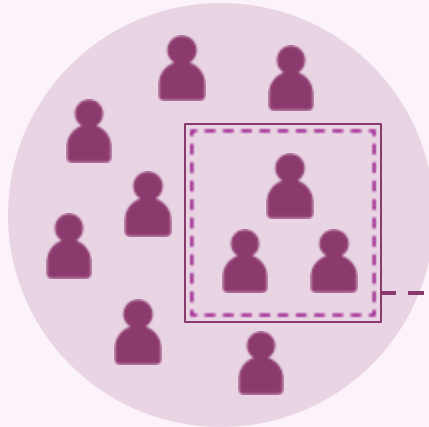
Beneficiary Advisory Council (BAC)

The BAC is a dedicated forum for **people with lived experience** of the Medicaid program. BAC members must include:

Current and/or former
Medicaid enrollees

Family members of
enrollees

Paid or unpaid
caregivers of enrollees



States must publicly post the MAC and BAC annual report, bylaws, membership lists, member recruitment/selection processes, and meeting minutes and **MUST** submit an annual report of all BAC activities.

Medicaid Advisory Committee (MAC)

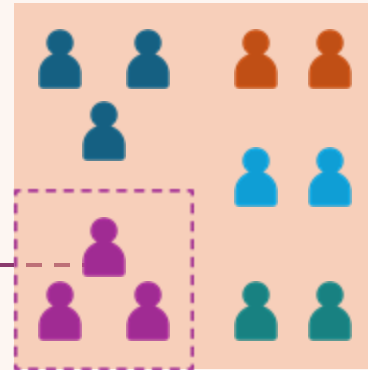
The MAC is a **diverse group of Medicaid stakeholders** with a wide range of perspectives and experiences. The MAC includes BAC members and at least one representative from each of these categories:

Clinical providers/
administrators

Participating plans/
state associations

Other state agencies as
ex officio members

State, local, or community-
based organizations



By July 10, 2027, 25% of MAC members must be from the BAC*

**In the final rule, CMS opted to phase in this requirement, providing that 10% of MAC members must also be members of the BAC for the period July 9, 2025, through July 9, 2026; 20% for the period July 10, 2026, through July 9, 2027; and 25% thereafter.*

Meeting Requirements



The BAC must meet separately and in advance of MAC meetings.

This helps ensure that the perspective of those with lived experience informs the broader discussions.



The BAC and MAC must offer a variety of meeting participation options.

Can be in-person, virtual, or hybrid, but telephone dial-in is always required.



At least two MAC meetings per year must be public.

Meetings must include dedicated time for public comment.



The BAC and MAC must each meet once per quarter.

Meetings may be held off cycle as necessary.

At least one member of the state's executive staff must attend all BAC and MAC meetings.

Beneficiary Advisory Council: Why?

- In 2024, the Centers for Medicare & Medicaid Services (CMS) established a requirement for all state Medicaid agencies to operate a Beneficiary Advisory Council (BAC).
- The BAC creates an opportunity to elevate member, family member and/or caregiver voice in advising AHCCCS directly on policy and program administration.

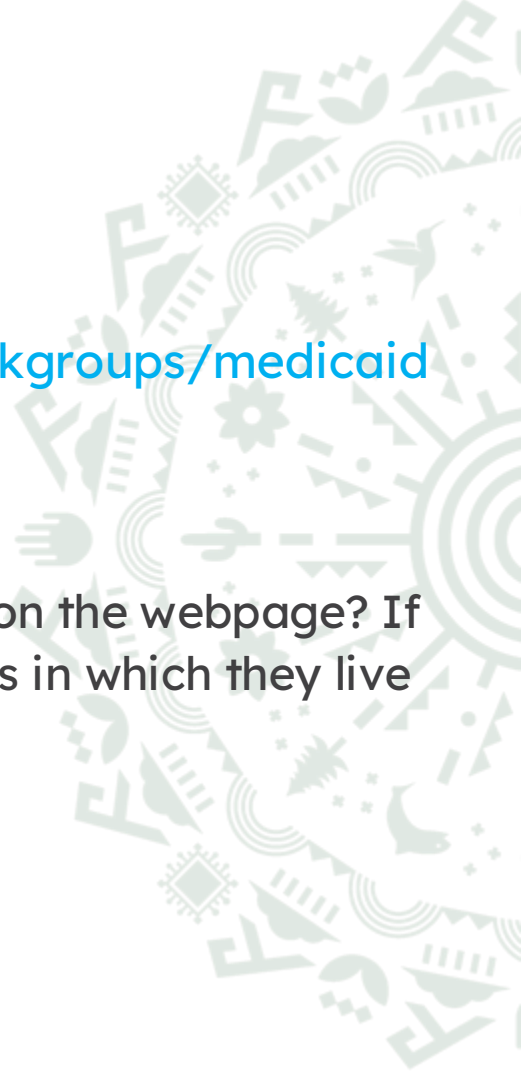


Stipend Process

- All BAC members are eligible to receive a monetary stipend in the amount of \$80 for their participation, per quarterly meeting.
 - BAC members can choose to opt out of receiving the stipend.
- BAC members who opt in to receive the stipend, must fill out an I-9 form (only once) and send to HRD@azahcccs.gov. A stipend email has already been sent out to the BAC members from Josue Bell.
- The stipend payment schedule will be provided to all BAC members soon.

BAC Webpage

- BAC Webpage:
<https://azahcccs.gov/AHCCCS/CommitteesAndWorkgroups/medicaidbeneficiaryadvisorycouncil.html>
- Questions for BAC members:
 - Would you like to have your name or initials listed on the webpage? If not, are you comfortable with us listing the counties in which they live to illustrate representation?





State Medicaid Advisory Committee (SMAC)

State Medicaid Advisory Committee Purpose

- In 2024, the Centers for Medicare & Medicaid Services (CMS) established a requirement for all state Medicaid agencies to operate a Medicaid Advisory Committee (MACs).
- The SMAC includes representation from advocacy groups, providers, Managed Care Organizations (MCOs), other state agencies.

State Medicaid Advisory Committee Process

- SMAC meets quarterly on the second Wednesday of January, April, July, and October each year. The meetings are for two hours from 1-3 pm and always have a virtual component.
 - April and October SMAC meetings are hybrid.
- [Open meeting law](#) for SMAC only.
- At least two BAC members will need to serve on both the SMAC and BAC, per the 10% rule from CMS.
- SMAC webpage lists the names, titles, and orgs of members.

BAC Member SMAC Selection

- We are seeking two interested BACs member who would like to serve also on the SMAC. The meetings are for two hours from 1-3 pm and always have a virtual component.
- This will start on January 7, 2026.
- Please send an email briefly explaining your interest to Desiree at communityengagement@azhccs.gov by 3 pm on Friday, October 10, 2025.
- BAC members serving on the SMAC are eligible for a stipend per meeting.



Diving Into the BAC Governance Documents

What is a Charter and Why It Matters

Before a council begins its work, it's important to establish a clear foundation. A **charter** is a key tool that ensures everyone involved understands the purpose, scope, and structure of the group. It sets the tone for how the work will be carried out and provides a shared understanding from the start.

- A charter defines the **foundation and framework** for a council's efforts
- Clarifies **purpose, expectations, scope, and authority**
- Aligns all members on **roles, responsibilities, and shared goals**
- Serves as a **reference point** throughout the project lifecycle
- Promotes transparency and **stakeholder engagement**

Draft BAC Charter



BENEFICIARY ADVISORY COUNCIL CHARTER

Committee Name:	Beneficiary Advisory Council (BAC)
Type of Committee:	Advisory Committee
Committee Scope:	<p>The BAC is a dedicated forum for people with lived experience of the Medicaid program to provide valuable insights to inform Medicaid policy, program design, and governance documents.</p> <p>BAC members must include:</p> <ul style="list-style-type: none">• Current and/or former Medicaid enrollees• Family members of enrollees• Paid or unpaid caregivers of enrollees
Is this Committee mandated?	Yes
If yes, list the State Statute, CMS, Policy, or other entity:	The BAC operates in accordance with 42 CFR 431.12 (a) , 431.12(b) .
Anticipated end date (for Ad Hoc Committees):	N/A as this is a mandated committee.
Meeting frequency:	Quarterly



What Are Bylaws and Why They Matter

- Bylaws are the internal rules and procedures adopted by a committee or council, to govern its operations.
- Bylaws act as a framework for how a group is run and ensures consistency, accountability, and compliance.
- Bylaws help to establish roles and responsibilities, meeting and quorum requirements, procedures for decision-making/voting, and other related processes.
- Our community partner has drafted the BAC bylaws and we are now seeking your input on finalizing the document.
- Desiree will send the draft version of the BAC bylaws via email and it will be something we work through together at a future meeting.



BAC Meeting Dates

Tentative Meeting Dates for BAC Meetings

Note: BAC meetings will take place one month prior to the SMAC meetings. BAC meetings will be 90 minutes.

What time of day is best to host the BAC meeting? What days of the week are best?

Proposal: 2nd Wednesday of Dec, March, June and Sept between 1-3 pm.

Meeting Dates/Type of Meeting	Time	Hybrid or Virtual
Sept 11, 2025 Meet and Greet	9:30-11 am	Virtual
Sept 24, 2025 First Quarterly BAC Meeting	2:00-3:30 pm	Virtual
Dec 2025 Quarterly BAC Meeting		Virtual
March 2026 Quarterly BAC Meeting		Virtual
June 2026 Quarterly BAC Meeting		Virtual
Sept 2026 Quarterly BAC Meeting		Virtual
Dec 2026 Quarterly BAC Meeting		Virtual



Open Discussion



Thank You!