



Beneficiary Advisory Council (BAC) Presentation

March 4, 2026

OUR AGENDA FOR TODAY

March 4, 2026

1

Meeting Cadence and Renaming the BAC

Determine the length of BAC meetings and develop new name for the council.

2

BAC Bylaws Review

Review bylaws and provide feedback.

3

Med-QUEST Online Enrollment

Overview of the online enrollment process.

4

BAC Participation on the MAC

Request for members interested in joining the MAC.

5

Next Steps

Upcoming Agenda Items and Wrap-Up.

Meeting Guidelines

During the Meeting

- This meeting is being **recorded** for internal minutes only and **will not be shared or posted**.
- Please remain **muted** until acknowledged by the host.
- Please raise your **virtual hand** to speak.
- Phone participants not on Teams dial ***5** to raise your **virtual hand**.
- When called on, you may share **your name** and **turn on your camera**, if comfortable.

Questions and Comments

- Members are encouraged to ask questions and share feedback throughout the meeting.





Meeting Cadences & Renaming the BAC

Determine the length of BAC meetings and develop a
new name for the council

BAC Meeting Cadence

- **Please share your preference for the lengths of our meetings!**

- 2-hour meeting blocks, with the intention to meet for only 1.5 hours

OR

- 1.5-hour meeting blocks, with the potential of running overtime



Renaming the BAC

- Why This Matters
 - Reflects the council's purpose and the voices it represents.
 - Strengthens understanding of the council's role and impact.
- Questions to Consider
 - What message should it send to others?
 - What key themes or words should be included?
- Please share and discuss any names that come to mind!





BAC Bylaws Review

Review bylaws and provide feedback

BAC Bylaws Review

- **What are bylaws?**

- The written rules that guide how the BAC operates, including member roles and how the council carries out its responsibilities.

- **Why are bylaws important?**

- Bylaws help ensure transparency, structure, and accountability.

- **What is the purpose of today's review?**

- To identify updates or changes needed based on your feedback.



BAC Bylaws Review

- **Article I: Name**

- *The name of this committee shall be the Med-QUEST Beneficiary Advisory Council (BAC).

- **Article II: Purpose**

- *Encouraging a council of Med-QUEST members and their caregivers to talk story with Med-QUEST about their lived experience with their healthcare coverage and access. This feedback will help Med-QUEST ensure member healthcare reflects the needs of the community.



BAC Bylaws Review

■ Article III: Mission

- *We invite Med-QUEST members and their caregivers to come talk story with us and share their experiences with healthcare coverage and access. Your mana‘o (thoughts and insights) will help Med-QUEST make sure that the care we provide truly reflects the needs and values of our Hawai‘i community.

■ Article IV: Membership

■ Composition

- The BAC shall be comprised of Med-QUEST members (current or former) and/or their representatives. Representatives may include legal guardians or caregivers.
- The council will aim for diverse representation that ensures members represent the demographic, geographic, and programmatic characteristics of the Med-QUEST population.



BAC Bylaws Review

■ Terms

- *BAC members will serve a minimum term of 24 months and maximum of 48 months.*BAC members may reapply for membership after a one-year break following their term.

■ Selection

- BAC members will be selected through an application process overseen by Med-QUEST. Selection criteria will include but is not limited to representation of various member groups.



BAC Bylaws Review

■ Responsibilities

- Attend all meetings (in person or virtually)
- Actively participate in discussions and advise the state regarding their experience with the Med-QUEST program in relation to:
 - Additions and changes to services
 - Coordination of Care
 - Quality of Services
 - Eligibility, enrollment, and renewal processes
 - Member and provider communication from Med-QUEST or MCOs
 - Cultural competency, language access, and health equity
 - Access to services
 - Other issues that impact the provision or outcomes of health and medical care services
- Consider and advocate for the interests of the Med-QUEST member population.



BAC Bylaws Review

- **Article V: Meetings**

- **Frequency**

- The BAC will meet at least once per quarter. Additional meetings may be scheduled, as necessary. At least once a quarter, BAC meetings must occur prior to MAC meetings.

- **Quorum**

- A quorum shall consist of at least 50% of the council membership.

- **Meeting Format**

- Meetings will be held virtually unless otherwise determined by Med-QUEST. Telephone dial-in options will be available at every meeting.



BAC Bylaws Review

■ Public Access

- Meeting attendance will be limited to members and Med-QUEST facilitators only.
- BAC bylaws, meeting schedules, agendas, and minutes will be posted on the Med-QUEST website.
- Meeting minutes may include the names of BAC members who consent to having their names included within the attendance.

■ Meetings

- Meeting minutes will be published on the Med-QUEST website within 30 days after the meeting.





Med-QUEST Online Enrollment

Overview of the online enrollment process

Med-QUEST Online Enrollment

- Did you know you have a Med-QUEST online account?
- Have you ever used your online account?
- Did you know you can complete a Med-QUEST application or renewal online?
- Have you ever completed an application or renewal online before?
- Did you experience any difficulty or barriers? If so, what were they?

We want to better understand your experience and find ways to make the process easier.



Med-QUEST Online Enrollment

- Together we will walk through the process of:
 - Creating an online account
 - Logging into the account
 - Opening an application or renewal
 - Submitting required information
- As we go through the process, we want your feedback:
 - Is it clear and easy to follow?
 - What works well?
 - What could be improved?





BAC Participation on the MAC

Request for members interested in joining the MAC

BAC Participation on the MAC

- Medicaid Advisory Committee (MAC)
 - Is a group of Medicaid stakeholders including health plans, community organizations, providers, Hawai'i state agencies, and BAC members.
 - Meets quarterly after the BAC meeting and focuses on how services are run.
- Opportunity for BAC Members
 - Serve as a BAC representative on the MAC .
 - Share lived experience.
 - Help improve Med-Quest services.

As we discussed at orientation, we're looking for BAC members who would like to join the MAC. Is there anyone here who is also interested in participating on the MAC?





Next Steps

Upcoming meetings

Next Steps

We'd love to shape our next agenda around your interests!

- As we begin planning for our next BAC meeting, are there any topics you'd like to discuss?



Next Steps

- BAC members interested in joining the MAC will receive a meeting invitation for **Thursday, March 12th, 5:00-7:00 pm.**
- The 2nd quarter BAC meeting date is set for **May 20th.**
 - An email invitation will be sent by email.





MAHALO!

BAC TEAM

Beneficiary Advisory Council