



**Med-QUEST Beneficiary Advisory Council (BAC)
BYLAWS**

Effective Date: 07/08/2025

Article I: Name

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

Article III: Purpose

Amplify the voices of Hawai'i's Medicaid members, along with their families and caregivers, to share their thoughts, ideas, and insights on what it means to improve and sustain well-being and how obtaining healthcare can help them embrace health and wellness.

Article IV: Mission

Empower Hawai'i's Medicaid members to improve and sustain their well-being by providing a forum to make recommendations on how to develop, promote, and administer innovative and high-quality healthcare programs with Aloha!

Article V: 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.

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.

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.

Article VI: 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.

Public Access

- Meeting attendance will be limited to members only.
- BAC bylaws, meeting schedules, agendas, and minutes will be posted on the Med-QUEST website.
- Meeting minutes may include 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.