



Med-QUEST Beneficiary Advisory Council (BAC) BYLAWS

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.

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.

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 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.

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.