

MEDI-CAL MEMBER ADVISORY COMMITTEE

Bylaws

December 3, 2025

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INTRODUCTION

Why the MMAC Was Created and What the CMS Access Rule Means

The Department of Health Care Services (DHCS) wants Medi-Cal members to help shape their own health care. Hearing from members helps make care more fair for everyone.

In 2023, DHCS started the Medi-Cal Member Advisory Committee (MMAC). This group meets the federal rule required by the Centers for Medicare and Medicaid Services (CMS) that states must have a member advisory group. That rule is called [Title 42 CFR 431.12](#).

These rules (called bylaws) explain how MMAC works. They cover how meetings are run and how members help.

Even though MMAC does not have to follow a law, called the Bagley Keene Open Meeting Act about public meetings, DHCS will still make meetings open and easy to follow.

MMAC gives Medi-Cal members and caregivers a place to speak up. Members can share their stories and help improve Medi-Cal.

What are the Bylaws?

Bylaws are rules that explain how MMAC works and are required for the committee. They help both DHCS and members understand how to run meetings and be part of the group. These rules make things clear and help everyone know what to do.

Keeping the Public Informed

DHCS wants to make sure the public can easily find and understand what MMAC is doing. Here's what they will share on their website:

1. Meeting dates, locations, times, and format (in-person, virtual, or hybrid) for upcoming MMAC meetings will be posted on the DHCS website.
2. The agenda for each scheduled MMAC meeting will be posted on the DHCS website ahead of time.
3. Meeting minutes from each MMAC meeting will be posted on the DHCS website less than thirty (30) days after the meeting. These summaries will include important topics and suggestions that were discussed.

4. Information about how to join the MMAC will be on the DHCS website. This will include details about when to apply, who can apply, and how committee members are chosen.
5. All materials that are shared must be easy for everyone to follow. Help with language, like translations and interpretation, will be provided if asked, so that everyone, including those who speak limited English, can take part meaningfully.

MEMBERSHIP GUIDELINES

Membership Composition

1. The MMAC will have more than ten (10), but no more than twenty (20) members.
2. Members must be either current Medi-Cal members, their paid or nonpaid caregivers, and family members.
3. Members should represent the racial, ethnic, and geographic diversity of the Medi-Cal program. They should also bring different life experiences and include people who are not often part of decision-making in health plans, provider groups, or state government.

Membership Term

1. Each MMAC member will serve for at least two (2) years. They may choose to serve one (1) more year after that.
2. Members cannot serve back-to-back terms. They can return after taking a break.
3. In the first year, not all members will serve the same amount of time. About half will serve full terms, and the rest will serve at least one (1) year.

MMAC Member Participation on the Medi-Cal Voices and Vision Council

1. CMS requires that a percentage of MMAC members participate in the Medi-Cal Voices and Vision Council (Voices and Vision Council). At least 20 percent of Voices and Vision Council members must also be MMAC members by July 9, 2026. Twenty-five (25) percent of Voices and Vision Council members will also be MMAC members by July 9, 2027.
2. In the first year, three (3) committee members of the MMAC will be part of the Voices and Vision Council. After that, the set rules for how many members should

participate will be followed. DHCS' MMAC staff liaisons will talk with members to learn more about when or if they are available to serve.

MMAC members may serve on the Voices and Vision Council, up to two (2) years, optional one (1) more year.

Role of Members

The MMAC helps make sure Medi-Cal members have a voice in how DHCS runs the Medi-Cal program.

The committee does not make final decisions, but members give important advice.

The responsibilities of the MMAC members are to:

1. Share ideas based on their experiences as Medi-Cal members.
2. Give advice on how to make the Medi-Cal program better including around enrollment procedures, care quality, and access to care.
3. Suggest topics to talk about at MMAC and Voices and Vision Council meetings. Topics may include: a) additions and changes to services; coordination of care; quality of services; eligibility, enrollment, and renewal processes; member and provider communications by State Medicaid agency and Medicaid MCOs, PIHPs, PAHPs, PCCM entities or PCCMs as defined in § 438.2; b) making sure care is respectful of different cultures, language help, fairness in health care, and reducing unfair treatment; c) access to services; and d) other issues that impact the provision or outcomes of health and medical care services in the Medi-Cal program.
4. Committee members who are also on the Voices and Vision Council will share helpful ideas and updates from that meetings with the MMAC.
5. Read background materials before meetings to be ready to join the conversation.
6. Take part fully and honestly in the MMAC process.
7. Tell the group at the start of each meeting of any conflicts of interest. This means anything personal, work-related, or financial that could affect their opinions or advice.

Committee Member Selection

1. DHCS will make the member application available on its website.
2. When there is an opening, DHCS will share information about that opening and look for people to apply.
3. Applications will be read by DHCS staff to identify potential candidates.

4. Applicants who make it through the first round of review will be contacted for interviews.
5. The Director of DHCS will choose MMAC members.
6. DHCS will keep the membership list private, unless MMAC members choose otherwise, whether they want their names made public on the DHCS website.

Compensation and Support for Participation

To make sure everyone can take part fairly and for a long time, we will offer payment or help with reasonable costs. This can include things like travel expenses (like getting there, staying overnight, or meals); payments to recognize your time and skills; help with language translation or interpreting; and support for using technology or getting online for remote participation.

DHCS shall work with MMAC members to identify how receiving payment could affect their public benefits, including Medi-Cal.

ATTENDANCE AND ABSENCES

Attendance

1. If a member of the MMAC misses three regular meetings in one year, they will lose their position, and the staff liaison should inform necessary parties to begin recruiting to fill the vacancy.
2. Not all absences are allowed; however, an MMAC member may request a leave of absence as outlined in these Bylaws. A member who cannot attend a meeting should let the staff liaison designated by the Office of Communications for DHCS at least 48 hours (two days) before the next meeting.
3. Members should email absences to: MMAC@dhcs.ca.gov.

Leave of Absence

If something important is happening in your life, please let us know.

The purpose of a leave of absence is to support MMAC members when life gets busy or hard. We want to hear from you and will work with you. If you need time away, we will make sure you still have your membership seat when you're ready to come back, as long as it is within six months.

1. A member of the MMAC can ask for a leave of absence lasting up to six months. They must write a request to the Director of DHCS, explaining why they need the leave. The Director can approve it if they choose. While the member is on leave, their term will be extended by the same amount of time. The request can be given to the staff liaison, who will help make sure it gets reviewed.

Resignations

Any member desiring to resign from the MMAC shall submit their resignation in writing to the Director and the staff liaison.

Removal

1. A committee member may be asked to leave if they do not attend three regular meetings in any calendar year.
2. A member may be asked to leave if their behavior makes it hard for the committee to do its work.
3. Members will be advised in writing by email or letter by the staff liaison.

CHAIRPERSON ELECTION AND ROLE

Chairperson Election

The Chairperson will be chosen from among the MMAC members by a majority vote (more than half of the voters).

The steps for holding the election are below:

1. Before the meeting, when the election will take place, DHCS will let committee members know and invite those want to run for Chairperson to share their interest.
2. During the MMAC meeting when the election will take place, each candidate will be given 1-2 minutes to quickly share why they want to serve as Chairperson.
3. After the meeting, MMAC members will vote in privacy by a specified deadline through a private online form. Voting will not take place during the meeting. Votes must be turned in within 2 days of the meeting.
4. Each committee member can vote once, and the nominee who has the most votes shall be elected as chairperson.
5. DHCS will let all MMAC members know of the election results and confirm the new Chairperson within 5 business days of the election period's end. Before the

meeting, when the election will take place, DHCS will let committee members know and invite those who want to run for Chairperson to share their interest.

6. During the MMAC meeting, when the election will take place, each candidate will be given 1-2 minutes to quickly share why they want to serve as Chairperson.
7. After the meeting, MMAC members will vote in privacy by a specified deadline through a private online form. Voting will not take place during the meeting. Votes must be turned in within 2 days of the meeting.
8. Each committee member can vote once, and the nominee who has the most votes shall be elected as chairperson.
9. DHCS will let all MMAC members know of the election results and confirm the new Chairperson within 5 business days of the election period's end.

Chairperson Role

The role of the Chairperson is to guide the committee, in partnership with DHCS team, in the following areas:

1. Provide advice to the staff liaison about agenda items, to support co-design of the agenda.
2. The Chairperson will share information about open seats on the MMAC and help spread the word through their networks. This helps the DHCS Director choose from a strong group of candidates.
3. Help in other ways that the committee members or DHCS may need.
4. The person should be a member of the committee for at least one year before to they are elected as chairperson.
5. Chairperson shall serve a two-year term with an option to serve an additional one-year term.

MEETINGS

Frequency and Format

1. The MMAC's regular meetings shall be held at least quarterly (four times a year).
2. All meetings shall be joined by at least one member of DHCS' executive staff.
3. Meetings may be held all in person, all virtually, or through a hybrid in-person and virtual option.
4. The meeting times and locations may change for any meeting and will be decided on by DHCS who will check with MMAC members to understand what

they would like best. DHCS will make sure that meeting formats are chosen to make sure the most members can join, including scheduling evening meetings. A teleconference dial-in option must always be available.

No Public Meeting Requirements

1. Meetings do not have to be public.
2. MMAC members will be given the option to include their names in the membership list and minutes, otherwise that information will remain private.
3. Meetings and materials shall be provided to members in a way that supports their language and ADA requirements.

STAFF SUPPORT AND RESPONSIBILITIES

Role of DHCS Staff Liaison

The MMAC shall have a staff liaison chosen by the DHCS Office of Communications. The staff liaison shall work with everyone to:

1. Make sure to collect and organize all the materials given to the MMAC. Keep everything in order so that members can find what they need easily.
2. Maintain a main place for meeting materials and documents about the meeting.
3. Collect detailed meeting summaries that show discussion topics, advice, and key action items.
4. Make sure to create and send out meeting agendas and packets at least two weeks before each meeting. This will give committee members enough time to look them over and prepare for the discussion.
5. Serve as the main point of contact for MMAC members, helping with scheduling, looking at member questions, and supporting participation needs.
6. Help find language assistance or ADA accommodations as needed to ensure all members can fully participate in MMAC activities.
7. Arrange compensation, travel arrangements, and reimbursement for MMAC members, as appropriate, to support equitable participation

Annual Report

In collaboration with DHCS, finalize an annual report of MMAC and Voices and Vision Council activities, topics, recommendations, and DHCS' responses to recommendations, due July 9, 2026, and every year thereafter.

Adoption

This document has been developed by the California Department of Health Care Services and shall serve as the Bylaws of the MMAC. The Bylaws shall go into effect on December 3, 2025.