

BACKGROUND

In 2022, DHCS began working on the initial phase of establishing the Medi-Cal Member Advisory Committee (MMAC). The Department of Health Care Services (DHCS) recognizes the value of including Medi-Cal members as active participants. Medi-Cal members come from diverse demographic and lived experiences that are currently underrepresented at the provider, plan, and state government levels. Incorporating member perspectives is a crucial step toward advancing health equity and aligns with DHCS' core goal within the [DHCS Comprehensive Quality Strategy](#).

Purpose

The MMAC provides a dedicated space for Medi-Cal members to provide input directly to DHCS' Director and leadership. It also bolsters member representation in DHCS' stakeholder engagement efforts.

Partners

DHCS has partnered with [Everyday Impact Consulting](#) (EIC) to coordinate, facilitate, and manage the MMAC.

The [California Health Care Foundation](#), [Lucile Packard Foundation for Children's Health](#), and [California Pan-Ethnic Health Network](#), among others, have provided invaluable support to bring the MMAC together. [Design Recommendations report](#) and [Findings from the Medi-Cal MCP Survey](#) can provide more details about development steps.

Membership

The MMAC consists entirely of Medi-Cal members and family caregivers. The MMAC will typically have around 20 members and will meet four times per year. The first meeting occurred on May 16, 2023.

MMAC Meetings Calendar

See below for a full list MMAC meetings, future meetings will be scheduled beyond 2025.

Year	Month/Date
2023	May 16, August 8, and October 10
2024	January 9, May 14, September 10, and December 10
2025	February 11

Stipend Process

As a part of participation, all MMAC members will receive an equal monetary stipend. The stipend amount, form, and payment schedule will be provided to all members.

MMAC MEMBER ROLES, RESPONSIBILITIES, AND EXPECTATIONS

Each The MMAC member is expected to:

- » Provide recommendations based on direct experience with the Medi-Cal program and regarding priority Medi-Cal issues—including the development of policies and programs.
- » Serve as a leader of the community in the MMAC meetings to identify and shape areas to improve enrollment procedures, quality, and access to care in the Medi-Cal program, among other issues.
- » Provide feedback that will help to inform recommendations to DHCS from the perspective of current Medi-Cal members.
- » Review background materials in preparation for robust meeting discussions and dialogue.
- » Participate fully and authentically as part of the MMAC process.

FACILITATION GROUND RULES AND PRINCIPLES

Discussion-Based Facilitation that Fosters Trust-Building

We believe in the importance of MMAC members to share their lived experiences, connect, and build trust with one another. Therefore, our meetings will focus on conversations and discussions, and keep presentations and report outs at a minimum. At the very beginning, we will include wellness check ins and grounding exercises and activities.

Using Art as a Tool for Methodological Insight

DHCS and EIC recognize the importance of using creative methods to facilitate and bring the community together, including having artists, writers, and healing circles as a part of meetings. Creative tools like art and writing, when used well, open conversations in powerful and unexpected ways. Art has, on many occasions, moved facilitated conversations forward, especially in challenging situations when participants represent diverse sectors, industries, values, worldviews, and cultures with varying languages.

Technical and Ongoing One-on-One Support

To make sure that all MMAC members feel supported and valued throughout the entire process, the consultant will have one-on-one check-ins with each member and make sure the team is available to help answer any questions or troubleshoot anything that comes up in between meetings. The consultant team will communicate with members through email, phone, or text messaging, and will make the additional effort to actively listen and provide the support needed to help the MMAC members be successful and included.

COMMUNITY AGREEMENTS AND NORMS

The community agreements and norms below were derived and adapted from adrienne maree brown's book, *Emergent Strategy*. Additionally, they incorporate agreements created by EIC and other community partners:

- We acknowledge and respect differing views, opinions, and experiences.
- This is an honest, brave, and kind space.
- It's okay to not understand or know everything. We will ask for what we need to feel good about being here, support each other, and learn together as we go.
- We choose collaboration.
- What happens here, stays here. What's learned here, leaves here.