# Beneficiary Advisory Council (BAC)

September 10, 2026
4:00-6:00 pm
Hybrid — Sanders Building, Room 306, Helena, MT; and Zoom

## RECORDING NOTICE

This meeting was not recorded. Use of AI note-taking, transcription, or summarization tools is discouraged until formal state policy is established. The official record is maintained by the BAC Secretary and state support staff in the form of formal minutes and supplemental documentation, posted on the Beneficiary Advisory Council webpage.

## ATTENDANCE

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| **Members Present** | Colin Corbett; Devin Meineke; Elizabeth Cummings; Isaac Baldry; Jarrett Allan Clark (Jerry); Kaitlin Wilkinson; Shannon Koenig; Theron LaFountain |
| **Not in Attendance** | Amy J. Caliendo; Laurie Thom |
| **Excused** | Armanda Garcia; Diana Hawbaker-Tavary; Kay Lynn Eadie; Sarah Riddle |
| **Public Members** | NA |
| **DPHHS Staff** | Savannah Olsen; Carla Rime |

## CALL TO ORDER AND WELCOME

Chairperson Theron LaFountain called the meeting to order at 4:00 p.m. The Chair reviewed the agenda, meeting goals, and the Council's shared values: all voices are heard; respect is judgment-free; assume good intentions; and have compassion for ourselves and one another. Housekeeping items, accessibility reminders, and the "parking lot" procedure for off-topic items were reviewed. A round of introductions followed.

## VOTING

- Approval of past minutes: Member motioned, seconded, all in favor.
- Discussion on bylaws: Selected a continuity officer. Agreed to use "Member" in minutes in place of individual names.
- Member motioned, seconded, approved. State staff will send a cleaned version to the group after the meeting, and the finalized bylaws will be posted to the BAC webpage.

## PRIORITIES AND FORMAL RECOMMENDATIONS TO THE STATE

Group discussed moving the Medicaid service model to top priority. Member reported that a representative informed them the State will be changing its service model for the top 10% to allow those members to direct numbers to call. State staff in attendance were not aware of this change and will research the matter. The member will provide the information they received to state staff.

Member portal: it would be helpful for members to know whether they are in traditional or expansion Medicaid. Members discussed how the online spend-down through the portal worked and was helpful. Member discussed experience submitting their application and noted that using the chat box was an improvement compared with their experience several months ago.

Top priorities

- Customer service engagement.
- Communication.
- Combine themes into areas so the group can work on multiple things at the same time.

## DISCUSSION/IDEAS FOR RECOMMENDATIONS

- Member took classes through Social Security to learn the system and understand how to apply; a similar approach may be helpful for Medicaid members.
- Investing in a family partnership model.
- Help with the process for how to make recommendations.

The second list from the survey is more actionable — use this for the follow-up survey. Group will vote again on the second list and expand upon those items with more detail in workgroups. After October, the large BAC group will move from monthly meetings to quarterly meetings. Workgroups will conduct business between quarterly meetings and report back to the large group. This structure will help determine formal recommendations. The group will pick 2–3 targets. Workgroups will research and determine what is needed for recommendations, then formally create them and document them as formal recommendations. State staff will confirm what information the executive team would want included in recommendations.

MAC meeting update: the MAC will go over the HEART waiver; still waiting on formal appointments from the Governor's Office. Based on the conversation, state staff suggested creating a cheat sheet of the different waivers at MT DPHHS for the group.

Members discussed whether they would provide public comment as individuals or whether the BAC would provide comment during the legislative session. State staff

think that public comment as a group may be outside the scope of the BAC but will look into it. Noted that the legislature may have interest in what the BAC is doing and that DPHHS leaders provide updates during interim committees. The only expectation is if an RFI comes through; state staff will help navigate that information and the need for the group.

## ACTION ITEMS

| # | Action item | Owner |
|---|---|---|
| 1 | Send a cleaned version of the approved bylaws to the group and post the finalized bylaws to the BAC webpage. | State staff (Savannah Olsen) |
| 2 | Research the reported change to the Medicaid service model for the top 10% (allowing those members to direct numbers to call), since staff in attendance were not aware of it. | State staff and Member that brought this forward |
| 3 | Re-vote on the second (more actionable) list from the survey and use it for the follow-up survey. Pick 2–3 targets for the workgroups to focus on. | All members |
| 4 | Transition the large BAC group from monthly to quarterly meetings after October, with workgroups conducting business between meetings and reporting back. | State staff (Savannah Olsen) |
| 5 | Research and determine what is needed for each recommendation, then formally create and document them for formal recommendation to the state. | Workgroups |
| 6 | Confirm what information the executive team would want included in formal recommendations. | State staff (Savannah Olsen) |
| 7 | Create a “cheat sheet” of the different waivers at MT DPHHS for the BAC. | State staff |
| 8 | Look into whether the BAC can provide public comment as a group during the legislative session (scope question). | State staff (Savannah Olsen) |
| 9 | Help the group navigate any RFI that comes through from the legislature. | State staff |

| # | Action item | Owner |
|---|---|---|
| 10 | Hold the next BAC meeting on October 15, 2026, 4:00–6:00 p.m. | BAC |

## NEXT MEETING

Date: Thursday, October 15, 2026
Time: 4:00-6:00 pm
Location: Hybrid - 111 N. Sanders, Helena MT 59601 & https://mt-gov.zoom.us/meeting/register/doou7o9cQj6IZ3ND4RyvoQ