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DEPT. OF HEALTH AND HUMAN SERVICES



Jim Pillen, Governor

**Beneficiary Advisory Committee
DRAFT Meeting Minutes
Thursday, November 20, 2025**

The Beneficiary Advisory Committee (BAC) met on Thursday, November 20, 2025, from 12:30 to 2:30 p.m. CST at the Charles H. Gere Branch Public Library in Lincoln, Nebraska. The meeting was hybrid which allowed members to join in-person and virtually. A call-in option was also available.

Meeting slides: <https://dhhs.ne.gov/Pages/Documents/BAC%20Meeting%20Slides%2011-20-25.pdf>

BAC members in attendance: Amber Corbin, Alissa Kern, Allison Sothan, Arvoni Johnson, Franck Toe, Lori Wachter, Mary Phillips, Renae Wacker, Vanessa Chavez-Jurado

Department of Health and Human Services (DHHS) employees in attendance: Bailey Reigle, Celia Wightman, Jacob Kawamoto, Jeremy Brunssen

Members of the public in attendance: Kelsey Arends (Nebraska Appleseed)

BAC members not in attendance: Erica Spears

I. Opening, Introductions, and Announcements

- The Open Meetings Act was made available for attendees.
- Celia welcomed the meeting attendees and ran through the roll call.

Announcements

- MLTC added time stamps to the agenda so that they can keep themselves on track and to allow for time at the end of the meeting for public comment.
- Heritage Health Open Enrollment started on November 11th and runs through December 15th. In this time period, Medicaid members are able to switch to a different Managed Care Organization (MCO) health plan. Members may email DHHS.MACandBAC@nebraska.gov with any questions regarding this process.
- Per the [Access Final Rule](#), Medicaid and Long-Term Care (MLTC) is required to draft and publish an annual report about the Medicaid Advisory Committee (MAC) and the BAC to their webpage by July 7, 2026.
 - MLTC will bring drafts of the report to upcoming meetings so members can review as drafting occurs.
- Recommendation Form

- MLTC has created a recommendation form that members can fill out at any time. The form is a place for members to bring up topics of interest, questions, and recommendations.
- The form will allow MLTC to track incoming responses and ensure that member's questions are answered.
- Members have the option to request the topic be brought up at the next BAC meeting and/or for MLTC to respond to them directly.
- The form can be found [here](#).

II. Review and Approval of September 18, 2025, Draft Minutes

The committee unanimously voted to approve the minutes.

III. BAC Leadership Selection

BAC members who wanted to run for a leadership position had the opportunity to give a brief speech. BAC members voted for BAC chairperson, vice chairperson, and BAC representative for the MAC. The committee elected the following members for each position:

- Mary Phillips: BAC chairperson
- Amber Corbin: BAC vice chairperson
- Renae Wacker: BAC representative

IV. Member Term Lengths

MLTC used a randomizer website to select which BAC members will serve a 2-year term and which will serve a 3-year term:

- 3 years
 - Amber
 - Franck
 - Alissa
 - Arvoni
 - Allison
- 2 years
 - Lori
 - Erica
 - Renae
 - Vanessa
 - Mary

V. Committee Goal Setting

Committee Bylaws

MLTC shared the following outline for the BAC bylaws:

ARTICLE I. NAME AND LOCATION

ARTICLE II. LEGAL AUTHORITY

ARTICLE III. PURPOSE

ARTICLE IV. COMMITTEE STRUCTURE

ARTICLE V. OFFICERS AND EXECUTIVE COMMITTEE

ARTICLE VI. RESPONSIBILITIES

ARTICLE VII. MEETINGS

ARTICLE VIII. REPORTS AND RECOMMENDATIONS

ARTICLE IX. RECORDS AND MINUTES

ARTICLE X. CONFLICT OF INTEREST

ARTICLE XI. OPEN MEETINGS LAW

ARTICLE XII. AMENDMENTS

MLTC also shared the following draft for the 'Purpose' section of the bylaws:

- (a) to lift up voices of Medicaid members and their representatives
- (b) to provide an opportunity for people with Medicaid experience to share their stories and recommendations with each other and Nebraska Medicaid and Long-Term Care
- (c) to analyze and recommend changes in programs, and review services provided to recipients;
- (d) to identify opinions and needs regarding services;
- (e) to provide a two-way channel of communication among the group members and Nebraska Medicaid
- (f) to review health plan marketing materials, including but not limited to member handbooks and member information letters and notices;
- (g) to review or act in accordance with any other applicable law or directive.

BAC members shared that they would like to see the following items incorporated into the purpose:

- Bridge the gap with others in the community with lived experience
- Increasing awareness in community
- Build relationships with other organizations
- Represent beneficiary voice and perspective on the MAC

MLTC will draft additions to the purposes and share them with BAC members prior to the next meeting.

- Question: MLTC asked members if they would prefer to have a full meeting cycle to review the bylaws (sent ahead of the January meeting and vote at March meeting), or if they would prefer 30-days' notice (sent 30 days ahead of the January meeting and vote in January).
- Answer: Members are okay with 30-day's notice before the January meeting. They can vote to approve at the January meeting if there are no concerns. If there are revisions they can vote at the March meeting.

Committee Priorities

To determine the committee's top priorities for the coming year, MLTC shared the following list of topics compiled from previous BAC meetings during the "Strengths, Opportunities, and Barriers" discussions from the July and September meetings:

- Application process and communication

- Beneficiary knowledge/education of available services
- Access to dental services
- Access to language assistance
- Notices and notifications
- Medicaid website and resources
- Transportation
- Community Outreach and Collaboration

BAC members chose the following items as their top priorities:

- Community Outreach and Collaboration
- Beneficiary knowledge
 - Transportation
 - Dental services
- Medicaid website and resources
 - Language access
 - Notices and notifications

BAC members agreed to come prepared with some examples and ideas regarding the topics above for the January meeting.

Additional ideas for future meetings and goals:

- Resource mapping
 - Useful resource: <https://www.findhelp.org/>
- Member advocacy for navigating benefits – similar to SHIP (State Health Insurance Assistance Program) for Medicare
- Inviting members of the public who are Medicaid beneficiaries to come share their personal lived experience and perspective
- Members enjoy educational presentations from subject matter experts on different program areas

Communication

Members shared that they would like to have a shared resource containing member contact information.

- Members agreed that their preferred form of communication is email.
- MLTC will collect members' preferred email and distribute to the BAC.

BAC webpage:

- The committee also discussed the possibility of posting either members' emails to the public [BAC webpage](#) or directing the public to email a shared inbox with questions and MLTC will distribute questions to the group.
- The committee discussed adding bios to the member section of the webpage.

VI. Open Discussion / Public Comment

BAC members and a member of the public discussed non-emergency medical and non-emergency non-medical transportation for Medicaid beneficiaries.

- Lack of non-medical paratransit access in Lincoln
- One member shared that United Healthcare offers 25 non-medical rides per year as a value-add service
- Some people are frustrated with providers not being able to transport AD waiver beneficiaries
- A member of the public shared that individuals can find transportation resources on the Public Service Commission's transportation webpage:
<https://psc.nebraska.gov/transportation>

VII. Confirm the Next Meeting Time and Location

MLTC confirmed that the next meeting will be held on Thursday, January 15, 2025, from 12:30 p.m. to 2:30 p.m. in Omaha, Nebraska with the exact location to be announced. There **will** be a virtual option for this meeting.

VIII. Adjournment

The meeting was adjourned by the committee at 2:39