



MEDICAID CLIENT VOICE COUNCIL ENGAGE

Volume 7

The Medicaid Client Voice Council seeks to amplify voices and increase feedback from the clients of Medicaid-funded programs.



Council member Yolanda Traylor has a question for DHS leadership.

What's BEING SAID

“We have so many employers out there who need people, especially in the skilled trades. But there are other service industries that are in desperate need of people. So, we’re viewing this as an opportunity. How do we better connect people to opportunities that they would like to pursue?”

DHS Secretary Kristi Putnam, on the proposed Opportunities for Success Initiative (more info on Page 3).



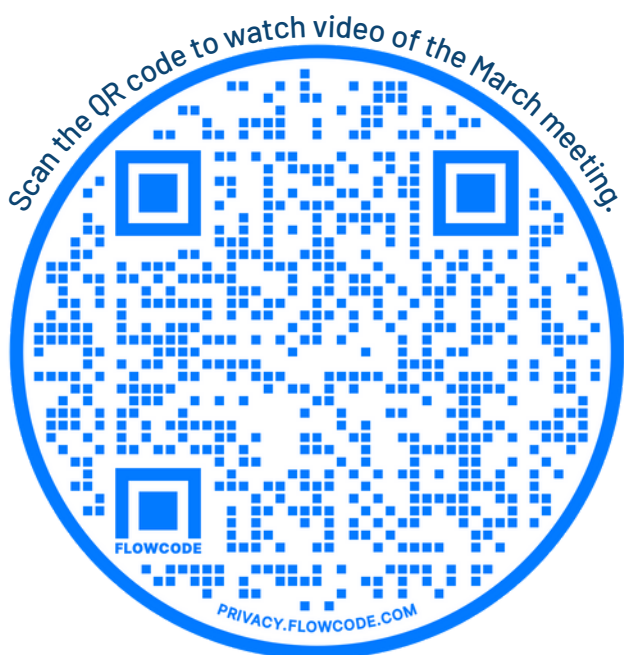
What's HAPPENING



UNWINDING UNDERWAY

After a three-year pause on Medicaid eligibility redeterminations, renewal packets started arriving in the mailboxes of Medicaid beneficiaries in February. Many more will be mailed out through the summer. Medicaid Control Director Amy Webb said DHS is using other ways to reach beneficiaries when a packet is returned. "We are now texting people if we have a cell phone number and we're emailing them if we have an email address. And if they have an Access Arkansas online portal account, we're also issuing a notice through there in an effort to try and reach those people whose mail was returned." Several Council members expressed a desire to see what these renewal packets look like. An image of the packet/envelope is shown below. And you can visit <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/reports-publications> to review the unwinding reports that Arkansas submits monthly to the federal government.

VIEW THE LAST MEETING



What's AHEAD

Next Council Meeting
Tuesday, May 16th, 11 a.m.-2.p.m.
AFMC Campus



DHS Secretary Kristi Putnam visits with MCVC members.

OPPORTUNITIES FOR SUCCESS INITIATIVE

On April 23rd the public comment period will open for the Opportunities for Success Initiative. Following any revisions, the plan will then be submitted to the Centers for Medicare and Medicaid Services for review. The initiative as currently written will not disenroll anyone from Medicaid coverage if they choose not to participate. The goal is to help able-bodied beneficiaries ages 19-64 develop a meaningful career path and success beyond the need for Medicaid." To read the initiative and offer comment, visit www.humanservices.arkansas.gov.

COUNCIL INPUT

DHS leadership recorded several "action items" after listening to questions, comments, and suggestions from MCVC members at the March meeting. Those action items included adding contact phone numbers to notification letters sent to beneficiaries, considering special days or hours where extra help will be available during the ongoing redetermination period (i.e. "Super Saturdays"), and finding ways to connect disenrolled Arkansans to other insurance options. Another Council member mentioned how some beneficiaries have difficulty finding a PCP/ARPN. ConnectCare can help with this problem. Call 1-800-275-1131.



Council member Gale Hollaway



Council member Deandria Bass-Carrigan

Meet THE COUNCIL



**KRISTEN ARNOLD
CONWAY**



**DEANDRIEA BASS-CARRIGAN
CONWAY**



**ALISON CABALLERO
LITTLE ROCK**



**CASANDRA GLOVER
SEARCY**



**NAYTHAN DYKE
FORT SMITH**



**DEBRA ECKL
LITTLE ROCK**



**BRITTANY GILMORE
DEQUEEN**



**KETTY KONISKE
POCAHONTAS**



**FRANK HELLMER
LITTLE ROCK**



**GALE HOLLAWAY
HARDY**



**HEATHER HONAKER
LITTLE ROCK**



**ETANDRA MCCLURE
LITTLE ROCK**



**KEVIN HOOVER
EUREKA SPRINGS**



**MICHELE LAPPIN
WHITE COUNTY**



**BRADLEY LEDGERWOOD
CASH**



**DARONDA WILLIAMS
PRESCOTT**

Meet THE COUNCIL



MICHELLE PEDRO
SPRINGDALE



BETTY RAIFORD
PINE BLUFF



AMANDA SANDERS
MOUNTAIN HOME



REBA SHIPLEY
JONESBORO



YOLANDA TRAYLOR
LITTLE ROCK



JERRY WATSON
PINE BLUFF



ANGELICA YANEZ
ROGERS