

# Healthy Connections Medicaid Advisory Council (MAC) – Member Roles and Responsibilities

## Purpose

MAC members advise the South Carolina Department of Health and Human Services (SCDHHS) on policies, operations, and strategies to enhance the efficiency, effectiveness, and consumer engagement of the Medicaid program. Members provide recommendations on program administration, application/renewal processes, outreach and engagement, covered services (medical, behavioral health, substance use), care quality and value, and affordability.

## Membership, Term & Composition

- **Appointment & Term:** Members are appointed by the Director of the Medicaid program for two-year terms. Immediate consecutive reappointment to a second term is not permitted.
- **Council Composition:** The MAC includes a defined percentage of members drawn from the Beneficiary Advisory Council (BAC) (10% in 2025–2026; 20% in 2026–2027; 25% thereafter). Remaining seats represent: consumer advocacy/community-based organizations serving Medicaid beneficiaries; clinical providers or administrators across primary, specialty, and long-term care; participating Medicaid plans and plan associations; and other state agencies serving Medicaid beneficiaries
- **Vacancies:** If a member resigns or cannot complete a term, the Director appoints a replacement to complete the remainder of that term.

## Core Responsibilities of Every MAC Member

### Meeting Participation & Attendance

- Attend quarterly meetings (in person, virtual, or hybrid), with a minimum telephone dial-in option always available.
- Demonstrate consistent engagement by contributing to discussions, offering informed feedback and participating in decision-making processes. Two consecutive absences will prompt follow-up to determine ongoing capacity for membership.
- Review meeting notices and materials; keep your contact information (physical address, email, phone) current with the Director for timely notices.
- Review meeting minutes provided prior to the next meeting and come prepared to discuss agenda items and action needs.

### Policy & Program Advisory Duties

- Offer recommendations to the Director on proposed Medicaid program changes, including considerations related to program operations; eligibility, enrollment and renewal processes; member outreach strategies service coverage and care quality; program fiscal impacts and cost efficiency; and marketing policies required of Medicaid Managed Care Organizations.

## Ethics & Conflict of Interest

- Disclose any interest that may materially benefit your financial interests, or those of a family member or close associate, before taking action.
- If there is a possible appearance of conflict, disclose for the record prior to discussion
- Refrain from introducing or discussing sectarian matters or partisan politics during MAC meetings; do not use the MAC's name or records for sectarian, business, or political purposes.

## Public Participation & Communications

- Support orderly public participation consistent with rules set by the Director
- When engaging externally, communicate MAC decisions and recommendations accurately and respect confidentiality where applicable. (Members serve in an advisory capacity; external communications should reflect adopted guidance rather than personal positions.)

## Preparation & Follow-Through

- Read all pre-meeting materials; identify questions in advance.
- Participate in working groups or ad hoc tasks requested by the Director to develop analyses or recommendations.
- Contribute to the annual reporting process by supplying inputs and verifying content relevant to MAC recommendations.

## Conduct & Liability

- Uphold professional, respectful conduct toward members of the public and fellow council members.
- Understand that council members are not personally liable for actions of the Council.