

# Medicaid Member Advisory Committee

## MAC MEETING AGENDA November 13, 2023

**Location:** Virginia Department of Medical Assistance Services (DMAS), 600 E. Broad Street, Richmond, VA 23219

Access Link for WebEx Event	Phone Bridge for Audio ONLY	Access Code for Audio ONLY
<a href="https://covaconf.webex.com/covaconf/j.php?MTID=m15017400a961f185356e7d6894b33172">https://covaconf.webex.com/covaconf/j.php?MTID=m15017400a961f185356e7d6894b33172</a>	Join by phone +1-517-466-2023 US Toll +1-866-692-4530 US Toll Free  Access code: 242 524 68200	Webinar ID: 2425 246 8200 Passcode: Pi4eAXa7bB7 (74432927 from phones)

The link to view live captions is as follows:

<https://www.streamtext.net/player?event=HamiltonRelayRCC-1113-VA3824>

### *Approximate Time*

**10:00 a.m.**

#### **Call to Order & Introductions**

*Call to Order*

*Welcome by DMAS Executive Leadership*

*Committee Member, ELT, and Speaker Introductions*

**10:15 a.m.**

#### **Vote on August 14, 2023 MAC Minutes**

**10:20 a.m.**

**Presentation** – Navigating Services for Children & Young Adults with Special Needs  
20-minute presentation; 20 minutes Q&A

**11:00 a.m.**

**Presentation** – Virginia Medicaid Resource Navigation  
20-minute presentation; 25 minutes Q&A

**11:45 a.m.**

#### **Public Comment**

\*Those wishing to make a public comment must join via the WebEx link or In-person. Send a message to one of the hosts or place your full name in the comments to be recognized during this time. Each speaker will be granted only two (2) minutes to speak.

**12:00 noon**

#### **Adjournment**

*NOTE:* Reasonable accommodations for meeting presentations will be provided upon request for persons with disabilities and limited English proficiency. Please notify the **DMAS Civil Rights Coordinator** at (804) 482-7269, or at [civilrightscoordinator@dmas.virginia.gov](mailto:civilrightscoordinator@dmas.virginia.gov) at least five (5) business days before the meeting to make arrangements.

Committee Contacts: Natalie Pennywell, Dorothy “Dot” Swann, and Dalia TejadaHalter at [mac@dmas.virginia.gov](mailto:mac@dmas.virginia.gov)

## WebEx Preparation and Troubleshooting for Medicaid Member Advisory Committee (MAC) Meeting Attendees

<b>Summary (attendant)</b>	
Start meeting	Start your meeting at least 10 minutes before the start time. Click on the link provided by your presenter/host.
Test audio/video	Test your audio equipment to make sure it works. Confirm that you can hear the host.
Backup plan	If your computer microphone does not work, move the audio to a phone line. See WebEx invite information included in the agenda.
Participation / Q&A	<ul style="list-style-type: none"> <li>- Please keep mute the microphone</li> <li>- Participate using the chat feature to send questions or comments. Be respectful and mindful when sending messages.</li> </ul>
Meeting Controls	<ul style="list-style-type: none"> <li>- Microphone</li> <li>- Camera</li> <li>- Chat</li> </ul>
End Meeting	Click on leave meeting.

## Frequently Asked Questions (Virtual Meeting Troubleshooting Tips - WebEx)

### 1. What is WebEx?

It is an online meeting tool that allows you to meet with anyone using your computer and/or telephone. With WebEx, you can connect using audio and video for a face-to-face meeting experience, plus share documents, applications, or online content with your participants.

### 2. What browsers are supported with WebEx?

Internet Explorer, Firefox (latest) and Chrome (latest).

### 3. What mobile devices support WebEx?

Any Android, iOS, Windows or Blackberry devices. Please be aware, you will need to be connected to a wireless network with your device, or you may consume data minutes on your mobile service plan. To learn more about joining WebEx from a mobile device, please visit:  
<https://help.webex.com/community/webex-mobile>.

### 4. How do I make sure I can connect to a WebEx meeting before it starts?

Join Cisco's test meeting at <https://www.webex.com/test-meeting.html>. Enter your Name and Email address and click **Join**.

#### Click **Settings**

- Test your speakers
  - Click the **Test** button, if you hear the five WebEx notes, you will be able to hear other people in the meeting.
- Test your microphone
  - Speak in a normal voice and you should see the level of the mic jump up and down accordingly. If you don't, try moving the **slider** to the right to increase your volume going out. Also, click the **drop-down** menu and if there is a different mic option, choose it and see if that fixes the problem.

### 5. How do I log in to WebEx?

- To sign into WebEx, click the link provided and register. You might be asked to enter a meeting password. You can find it in your email invitation.
- Attendants must use the same email address they used to register for the meeting to attend the meeting.

### 6. How do you join a meeting?

When you join a meeting for the first time, you're prompted to download the installer file to install the WebEx Meetings desktop app on your computer if you don't already have it installed.

If you can't download the installer, you can still join the meeting using a browser instead. You don't need to install anything, and it launches in your web browser.

- [Join a Meeting Using the Desktop App](#)
- [Join a Meeting From Your Browser](#)
- [Join a Meeting Using the Mobile App](#)
- [Join a Meeting From a Chromebook](#)
- [Test a Meeting on Your Device](#)

## 7. How do I end a meeting?

Only a host can end a meeting, while attendees can leave and return to meetings any time before it ends. There are a couple of options for a host or attendee to initiate leaving a meeting (when the host leaves, the Webex meeting will end for everyone).

- Go to the **File** menu: Attendees can select **Leave Meeting**.

## 8. How do I learn more about the features available in WebEx?

Using any Web browser, navigate to <https://help.webex.com> to access online self-help resources.