



# North Central Accountable Community of Health

## Consumer Engagement Workgroup Charter

### Goal

- Provide recommendations and work to engage the consumer sector in system change efforts related in integrated managed care.
- Ensure that consumers maintain confidence and continuity in the care they are receiving.
- Ensure a smooth transition to FIMC through the development of clear communication materials, client notifications, and transparent transition processes.
- Leverage existing structures and avenues to collaborate with consumer groups to gather consumer perspective, identify consumer concerns, gaps in understanding of FIMC, etc.

### Key Deliverables

- Comprehensive communications timeline including planned communications by HCA, BHO, MCOs and the NC ACH – 6/30/2017
- FIMC Communications Plan including identified audiences – 7/31/2017  
*Additional deliverables may be identified in the communications plan including print communication materials directed at identified audiences, audience identification, consumer public forums, etc.*

### Authority

The Consumer Engagement Workgroup is a workgroup of the Fully-Integrated Medicaid Advisory Committee. The Consumer Engagement Workgroup is not a decision-making body in itself, but will provide recommendations that will ensure Medicaid beneficiaries receive adequate and understandable information before and during the FIMC transition.

### Composition

The Consumer Engagement Workgroup is open to any Grant, Chelan, Douglas, and Okanogan stakeholders who are interested in participating. Representation from the following organizations/sectors will be strongly encouraged:

- North Central Behavioral Health Organization
- Behavioral Healthcare Providers
- Physical Healthcare Providers
- Hospitals
- FQHCs
- Chelan/Douglas, Grant, Okanogan Public Health
- Managed Care Organizations Operating in our region after 2018
- Managed Care Organizations no longer operating in our region after 2018
- Consumer Advocacy Organizations
- Community Based Organizations
- Consumers
- The Health Care Authority
- Criminal Justice System

### Meetings

Consumer Engagement Workgroup meetings will be held no less than monthly through December 2017. All meetings will have an option to participate via teleconference for those unable to attend in person. NC ACH staff, in collaboration with workgroup members, HCA and the North Central



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Behavioral Health Organization, shall be responsible for establishing the agendas. Notes for all meetings will be provided by NC ACH staff within 2 weeks of each meeting. All meeting materials (agendas, notes, presentations, etc.) will be publicly available on the NC ACH website ([www.mydocvault.us](http://www.mydocvault.us)).

**Approved by Workgroup June 21, 2017**