



Member Advisory Task Force

Members Present: 10 Members' Present

Steering Committee: 4 Members' Present

Guests: 16 Guest present

OFN Staff: 3 staff present

MATF Notes

Co-Chairs: Wanda Felty, Nicole Victorine

December 6, 2025

Item	Notes	Recommendations / Golden Nuggets
Welcome & Conflict of Interest Review Minutes – MATF Cards	<p>Welcome & Info</p> <ul style="list-style-type: none">• Welcome and introductions completed.• Members disclosed any conflicts of interest.• Share questions, agenda items, or recommendations via direct message to OFN, open chat, or MATF cards (include name and date). <p>Notes and agendas are emailed to members and posted on the OHCA website: MATF Page.</p>	

<p>MATF Members Take D.C. Highlight NAMD Conference –</p>	<p>MATF Presentation at the National Association of Medicaid Directors (NAMD) Conference</p> <p>Oklahoma's Member Advisory Task Force (MATF) was invited to present at the NAMD Conference, highlighting the state's model as a national example. New federal rules now require every state to have a Medicaid Beneficiary Advisory Council, but Oklahoma's longstanding advisory predates this mandate.</p> <p>Key Points from Member Testimonies:</p> <ul style="list-style-type: none"> • Lived experiences of raising children while depending on SoonerCare. • Managing chronic and complex conditions, including medically fragile children and sickle cell disease. • Navigating behavioral health systems. • Challenges of rural access, including long-distance travel. • Importance of Community Health Workers (CHWs) in underserved areas. • Emotional and mental health toll on caregivers. <p>Overall Messages:</p> <ul style="list-style-type: none"> • Medicaid is essential for family stability and health. • Health systems must respond to real lived experiences to be effective. <p>Strengths of Oklahoma's MATF Model:</p> <ul style="list-style-type: none"> • True partnership between agency staff and members, fostering mutual learning. • Co-chair governance structure promotes shared decision-making. • Advisory meetings are facilitated by an external partner, ensuring unbiased feedback. • Culture of trust and learning built over many years. • Mature, meaningful functioning that predates federal requirements. <p>Comments & Takeaways:</p> <ul style="list-style-type: none"> • Learning is most effective when members and professionals learn together. • Advisory strength comes from understanding diverse perspectives, helping members consider a wider range of chronic health needs and system barriers faced by providers. • Suggested practice: hold annual joint learning sessions to further strengthen collaboration and shared understanding. 	<p>Recommendation: National Conference Participation</p> <p>Every state should include a few advisory members at the National Association of Medicaid Directors (NAMD) conference to observe and learn from the process.</p> <p>Recommendation: Annual MATF & OHCA Retreat</p> <p>Hold an annual retreat for MATF members and OHCA staff to foster personal connections, collaborative planning, and a deeper understanding of policy. This retreat would enhance members' ability to support the communities they serve.</p>
<p>Exploring How to Access Resources –</p>	<p>FindHelp / FindHelp Oklahoma Overview</p> <ul style="list-style-type: none"> • Background: <ul style="list-style-type: none"> ○ OHCA procured FindHelp about 1.5 years ago through an RFP. 	<p>Golden Nugget: Learning About FindHelp</p> <p>Members gained</p>

	<ul style="list-style-type: none"> ○ It is a closed-loop referral system with a publicly accessible catalog of social support resources. ○ The system is user-friendly and will be available for use by other state agencies. ● Merger and Expansion: <ul style="list-style-type: none"> ○ FindHelp is merging with the Governor's Be A Neighbor Initiative around January 1st to become FindHelp Oklahoma. ○ DMH (Department of Mental Health) and SDH (State Department of Health) will join to expand the network and utilize the navigation tool. ○ Discussions are ongoing with the Department of Corrections and other agencies. ○ National resources will remain available after the merger. ● Closed-Loop Referral System Explained: <ul style="list-style-type: none"> ○ Ensures a referral is tracked from start to finish: <ul style="list-style-type: none"> ▪ Direct referrals: A case is opened, service is delivered, and the case is closed when the organization marks it complete. ▪ Indirect referrals (e.g., food pantries): A case is created, follow-up occurs with the individual, and the case is manually closed. ○ Goal: Confirm the need is met, not just share the resource. ● Who Can Send Referrals: <ul style="list-style-type: none"> ○ Accessible to the public for free. ○ Users can search resources for someone else or create an account to track their own referrals. ● Using FindHelp Oklahoma: <ul style="list-style-type: none"> ○ Search and connect to supports such as financial assistance, food pantries, medical care, and other free or reduced-cost services. ○ Top resource needs: food, housing, and employment. ○ Resources can be searched by zip code. ○ Users can click on program descriptions to see more information and easily share via email or text. ● Adding or Updating Resources: <ul style="list-style-type: none"> ○ To suggest a new resource or edit existing info: scroll to the bottom of the site for the appropriate form. ○ FindHelp staff verify submissions; organizations can claim their listing (blue checkmark) to manage updates directly. ○ Verified new resources are added to the national database. ● Maintaining Accuracy: 	<p>valuable insight into the FindHelp platform and its functions.</p> <p>Golden Nugget: Discovering Be A Neighbor / FindHelp Resources Members highlighted the usefulness of the combined Be A Neighbor and FindHelp resources for connecting people to community supports.</p> <p>Golden Nugget: Training for Community Partners There is a need for comprehensive training on FindHelp and Be A Neighbor for all community partners to maximize effectiveness.</p> <p>Recommendation: FindHelp Oklahoma Outreach Expand outreach to court systems so families in crisis are aware of and can access FindHelp Oklahoma resources.</p>
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	<ul style="list-style-type: none"> ○ FindHelp reviews every listing at least annually; the review date is posted on the site. ● Action Items for Advisory Members Before Next Meeting: <ul style="list-style-type: none"> ○ Explore the site and search for resources in your communities. ○ Provide feedback on missing data or incorrect listings. ○ Stay tuned for information and marketing materials after the merger (one-pagers, social media posts, public outreach). 	
Contracted Entities – Helpful VAB & Other Resources OCH/OCHCSP, Aetna, Humana: DentaQuest: Liberty Dental:	<p>Value-Added Benefits (VABs) Overview</p> <p>All Managed Care Entities (MCEs) and dental plans offer Value-Added Benefits (VABs) in addition to core SoonerCare services (medical, dental, pharmacy).</p> <p>Purpose of VABs:</p> <ul style="list-style-type: none"> ● Fill gaps where no community-based resources exist. ● Serve as short-term support (e.g., food, transportation) while Community Health Workers (CHWs) or care managers work on longer-term, sustainable solutions. <p>Current Utilization:</p> <ul style="list-style-type: none"> ● VAB usage remains low (under ~30%), often because members are unaware these benefits exist or don't know how to access them. <p>Plan Initiatives:</p> <ul style="list-style-type: none"> ● Measure impact and effectiveness using metrics such as ER visits, hospital readmissions, and health outcomes. ● Simplify access through self-referral options, online portals, mobile apps, extended hours, and CHW outreach. ● Leverage VABs for workforce and community engagement, including partnerships to strengthen local support networks and resources. <p>Oklahoma Complete Health (OCH) Value-Added Benefits (VABs):</p> <ul style="list-style-type: none"> ● OCH offers approximately 40 VABs, with many overlapping with other plans. ● Member support: Call the number on the back of the member card and use FindHelp and other tools for guidance. <p>Primary Purposes of VABs:</p> <ol style="list-style-type: none"> 1. Address true service gaps where no community-based (CBO) or faith-based organizations (FBO) exist. 2. Provide immediate assistance (e.g., food boxes, gift cards) while members access longer-term support like SNAP/WIC renewal, food banks, and transportation. <p>Current Initiatives:</p>	<p>Golden Nugget: Mobility management.</p> <p>GOLDEN NUGGET: Oklahoma Complete Health resources.</p>

- Implementing **self-referral through the member portal** for Social Determinants of Health (SDOH) needs to capture needs early (“funnel” approach).
- Leveraging **Community Health Workers (CHWs), Z-codes (ICD-10-C), provider referrals, and direct relationships** (e.g., Mercy) to generate SDOH referrals.

Top VABs (Pareto pattern – small number drive most usage):

- **YMCA memberships** – real-time eligibility at participating locations.
- **Tutoring services** – expanding geographically in the next year.
- **Food benefits** – transitioning from food cards to **food boxes** for faster access and greater control.
- **Care grants** – for special needs, e.g., prom dresses or other one-time support.

Respite Benefit:

- Designed to provide **extra hours or stipends for caregivers** to reduce burnout.
- Currently **underutilized and operationally confusing**; redesign in progress with a new proposal expected by **December 31** for broader eligibility and clearer processes.

Administration & Accountability:

- All VABs are **administered by OCHA**, even if vendors manage payments or shipping (e.g., Cribs for Kids). Contracts and accountability remain with OCHA.

Workforce & Community Engagement:

- Planning to use VABs to support **GED completion, record expungement, job training**, and other workforce development initiatives.
- Exploring partnerships with organizations such as **Home Depot trades training**.

Health Risk Screenings (HRA):

- SDOH questions (food, housing, etc.) are **routed directly to OCH staff**.
- Annual outreach calls are conducted to ensure members complete HRAs.

Aetna Value-Added Benefits (VABs):

Value-Added Benefits (VABs) and Community Initiatives

Evaluating VABs:

- Focus on assessing **effectiveness**: Which VABs truly benefit members, and should they be continued?
- Member feedback highlights **appreciated benefits**, including smartphones and expungement support, though not all are widely listed.

Key VAB Examples:

- **Free smartphone and mobile service** – helps families free up funds.

- **Diaper club** – popular, though not in the top 5 most-used benefits.
- **Expungement support** and other non-medical benefits.

Community Initiatives:

- **Workforce Innovation Talent Centers:**
 - Locations: Hope Center and 63rd Street office.
 - Mini-CVS training sites for cashier, manager, and pharmacy tech roles.
 - Open to all Oklahomans, not limited to Aetna members.
- **Community Resource Centers:**
 - Offer computers, **Community Health Worker (CHW)** appointments, and resource navigation.
- **Community Resource Directory:**
 - National resources similar to **FindHelp/Be A Neighbor**.
 - Aetna coordinates with other platforms to avoid duplication and fill gaps.

Z-Code / SDOH Workflows:

- Claims with Z-codes trigger outreach from the **engagement hub / reach team**.
- A **public toll-free “reach team” line** is available to anyone for navigation help (number listed on website and event flyers).

After-School Engagement Fund:

- Flexible fund for sports, tutoring, music lessons, etc.
- Can support homeless or struggling students for academic catch-up.
- Distributed via a **restricted Visa card** (merchant codes limit usage).

Additional Notes on VABs:

- If a VAB doesn't cover a recurring need, **CHWs connect families to ongoing community options** (e.g., library tutoring, care management services).
- **Tutoring and extracurricular activities** are covered under the after-school engagement fund and can include sports, tutoring, or music lessons.
- CHWs can connect members with local community resources, which may be **outside their insurance plan**.

Humana – Value-Added Benefits (VABs) Overview

Key Points & Most-Used Benefits:

- **No medical or behavioral health co-pays or referrals**.
- **Prescription limit waived for expansion adults** – removes caps on essential medications (heart, cholesterol, diabetes, etc.).
- **OTC pharmacy allowance** – \$30/quarter for over-the-counter medications, diapers, BP cuffs, and other recommended items.

- **Fresh produce boxes** – quarterly, large boxes for members 18+, supporting food security and healthier eating (includes bananas, potatoes, carrots, seasonal fruits).
- **Post-discharge meals** – 14 ready-to-heat meals delivered after hospital stays (surgery, postpartum), highly valued by caregivers.
- **Housing assistance**.
- **Newborn care kits** – includes car seat or crib, diaper bag, diapers, and essentials.
- **Sports physicals** – very high use; covers school sports and band requirements.
- **Disaster preparedness/relief kits** – provided during disasters or forecasted events; includes snacks, water, backpack, poncho, etc.
- **Vision benefits** – widely used; important for detecting conditions like diabetes and glaucoma.
- **Go365 rewards** – incentivizes healthy behaviors and preventive care.
- **Transportation helps and easy access to care**.

Member Feedback:

- Some members were **unaware of available VABs** despite mailings.
- Requests for **better education and outreach**, including clearer materials and information about benefits beyond prescriptions and doctor visits.

Access & Utilization:

- OTC catalog and orders available via **website, myHumana.com, Go365 app, or phone**.
- Many VABs do **not require special requests**; for example, prescription limit waivers are automatic.
- Estimated **utilization is under 30%**, with education over multiple years expected to increase use.

Cross-Plan Themes & Member Questions

1. Awareness & Communication:

- Many members reported **low awareness** of key benefits (e.g., post-discharge meals, OTC allowances).
- Members requested **clearer, simpler, and more proactive communication** across all plans.

2. Time & Access Challenges:

- Members working standard hours struggle with long calls and daytime-only outreach.
- Plans are exploring **flex schedules, 4x10 shifts, and extended hours** for Community Health Workers (CHWs) and case managers.

<p>3. CHWs vs. VABs:</p> <ul style="list-style-type: none"> • CHWs / help lines: Connect members to existing community resources. • VABs: Paid benefits funded by the plan (e.g., YMCA memberships, phones, produce boxes, tutoring). <p>4. Measurement & Data:</p> <ul style="list-style-type: none"> • Members encouraged plans to compare outcomes for VAB users versus non-users (ER visits, readmissions, etc.). • Collecting this data could support evidence-based expansion of VABs in the future. <p>5. ADHD, Foster, & Post-Adopt Families:</p> <ul style="list-style-type: none"> • Questions raised about tailored support for high-need children, including those with ADHD. • Plans highlighted: <ul style="list-style-type: none"> ◦ Sensory kits and related supports. ◦ Engagement with foster/adoption advisory groups and post-adopt families. ◦ Willingness to design VABs or catalog items (e.g., air purifiers) based on member feedback. <p>Member Guidance:</p> <ul style="list-style-type: none"> • Members are encouraged to contact their plan with questions or concerns. • CHWs remain a key resource for connecting members to services and supports. <p>Dental Plans:</p> <p><u>Dental Quest – Value-Added Benefits (VABs) Overview</u></p> <p>Core Dental Coverage:</p> <ul style="list-style-type: none"> • No out-of-pocket costs for covered dental appointments. • Covers medication alternatives to fillings, nitrous oxide, sedation (when medically necessary), and emergency pain treatment. <p>Key Value-Added Benefits:</p> <ul style="list-style-type: none"> • Tele-dentistry (24/7): <ul style="list-style-type: none"> ◦ Video visits to assess dental problems, start antibiotics, and direct members to a primary dentist instead of the ER. • Smiling Stork: <ul style="list-style-type: none"> ◦ Extra exam/cleaning for pregnant women to prevent oral health complications during pregnancy. • Healthy Behaviors Program: <ul style="list-style-type: none"> ◦ Children ages 6–14: \$15 Amazon gift card for receiving sealants. 	
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<ul style="list-style-type: none"> ○ Adults 21+: \$15 Amazon gift card after tooth extraction plus an opioid safety course, promoting safe pain management and opioid awareness. <p>Resources & Transition Support:</p> <ul style="list-style-type: none"> • Transition Resource Guide: 98-page guide covering disability support, support groups, newsletters, and additional statewide and tribal directories. • Tribal Liaison: Collaborates with tribal partners and promotes the SoonerSelect comparison guide. • A link to the transition guide will be distributed to members. <p><u>Liberty Dental - Value-Added Benefits (VABs) Overview</u></p> <p>Core Benefits:</p> <ul style="list-style-type: none"> • 24/7 on-demand dentist access (tele-dentistry). • Zero out-of-pocket costs and zero copays for covered appointments and services. <p>Healthy Behaviors Program:</p> <ul style="list-style-type: none"> • \$25 gift card per preventive visit (cleaning/checkup) every 12 months. • Applies to children, pregnant/postpartum members, and members discharged from the ER for dental issues. <p>Community Smiles (SDOH Resource Platform):</p> <ul style="list-style-type: none"> • Similar to FindHelp, QR code links to resources page and member services phone number. • Top searches last quarter: dental care, housing assistance, utilities support, emergency food, government food benefits. <p>Community Partnerships & Initiatives:</p> <ul style="list-style-type: none"> • Mobile Smiles / Oklahoma Dental Foundation: <ul style="list-style-type: none"> ○ Liberty has partnered since 2022 with 5 mobile units statewide. ○ Site-partner model: organizations host events. ○ Serves insured and uninsured patients; encourages SoonerSelect enrollment. ○ 2024: 11 events, 8 partners, 91 patients served; 2025 numbers in progress (6 events/6 partners last quarter). • OKMOM (Oklahoma Mission of Mercy): <ul style="list-style-type: none"> ○ Free multi-day statewide dental event, serving 2–3K patients per weekend. ○ Liberty sponsors, volunteers, and provides treatment. • Sooner Start Dental Scholarship: <ul style="list-style-type: none"> ○ Funds training for dental staff in rural practices to expand access. • Guymon / Panhandle Partnership with OU: <ul style="list-style-type: none"> ○ Standing mobile unit with OU preceptorship to address access issues; serves insured/uninsured and promotes SoonerSelect enrollment. <p><i>Note: Value-Added Benefits are updated throughout the year.</i></p>	<p>Golden Nugget: Value Added Benefits are updated throughout the year.</p>
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Other MATF Updates, Changes, Terms, Commitment Form, Stipend Forms	<p>Potential Agenda Topics</p> <ul style="list-style-type: none"> Review the timeline for the 2026 SoonerSelect open enrollment, including member mailings, how to navigate the process, and how to respond to member questions. Education efforts will begin in early February, with enrollment scheduled for May. Discussion on youth aging out of foster care. Dedicated time for community concerns and member questions. Overview of Community Health Worker certification programs, including options through Rose State College and Oklahoma State University. Discussion on Private Duty Nursing (PDN), with a focus on access challenges in rural areas. Strategies to improve Value-Added Benefits (VAB) communication, including enhanced delivery formats such as icons and visuals, bolded key information, and audio/video explainers. Goal: Increase VAB utilization from approximately 30% to 50% by improving awareness and making information easier to understand and access. Clarification of SoonerCare coverage for individuals post-adoption or post-child welfare involvement through age 26, to ensure shared understanding of this benefit. <p>Items Needing Additional Information</p> <ul style="list-style-type: none"> Details regarding the TEFRA transition and aging-out process, including whether information is publicly available and easily accessible. Confirmation on whether, in place of Private Duty Nursing, parents serving as trained caregivers will continue to be implemented in 2026. 	<p>Recommendation: SoonerCare Transition from DHS Custody Provide clarity and guidance on how SoonerCare works for individuals transitioning from DHS custody.</p> <p>Recommendation: Community Questions & Concerns Include an agenda item at meetings for members to bring forward community questions and concerns.</p> <p>Recommendation: Add Lived Experience Member Consider adding a MATF member with personal experience transitioning from SoonerCare to provide perspective.</p> <p>Recommendation: Invite Clay Bullard Extend an invitation to Clay Bullard to attend a future meeting.</p> <p>Recommendation: DDSD Waiting List Access Improve website access and responsiveness for the DDSD waiting list, as families are currently</p>
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