

The Role of Consumer Advisory Councils in the Financial Alignment Initiative



As part of the CMS Medicare-Medicaid Financial Alignment Initiative, Medicare-Medicaid Plans in 10 states are required to create Consumer Advisory Councils. These Councils provide feedback on enrollees' care experience and as such, are a crucial component of person-centered care. The Center for Consumer Engagement in Health Innovation surveyed participating plans with enrollment greater than 5,000 about their Councils, and received responses from 21 plans. These results provide a snapshot of current Council structures, impacts and challenges, and serve as a roadmap for health plans – whether part of the Initiative or not – to strengthen their meaningful engagement of consumers. The information below is drawn from the Center's full report, *"The Biggest Value is Getting the Voice of the Member:" An Exploration of Consumer Advisory Councils within Medicare-Medicaid Plans Participating in the Financial Alignment Initiative.*



Health plans have...

79%

changed their outreach or communications

42%

made changes to benefits

26%

began to address social determinants of health

21%

changed transportation policy

"The people running the plan are not on disability – they don't understand what it's like."

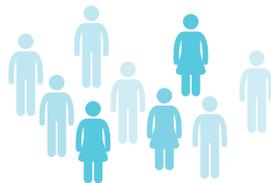
– Council Member

PLAN LEADERSHIP IS LISTENING

Health plans...

71% share Council feedback at executive meetings

62% have executives participate in Council meetings



COUNCIL MEMBER DIVERSITY NEEDS IMPROVEMENT

Enrollee diversity is under-represented in some respects, especially Hispanic/Latinx, Asians, and Native American/Alaska Native/Pacific Islanders

"We're just scratching the surface of diversity and it's important to get feedback and influence from all populations."

– Plan Representative

SUPPORTING COUNCIL MEMBERS IS KEY TO SUCCESS

Health plans...

95%



provide transportation and food

65%



provide training to help consumers work effectively on Councils

62%



provide translation services