



HEALTH CARE
AUTHORITY

Beneficiary Advisory Council Meeting Minutes

Wednesday, Oct. 22, 2025
6:00 – 8:00 p.m.

Attendees: **BAC members** – Donna Naclerio, Judy Boucher, Samantha Barncastle, BAC Member_1, BAC Member_2, BAC Member_3, BAC Member_4, BAC Member_5, Sabrina Gill

State staff – Capriotti, Heidi, HCA, Flannery, Dana, HCA, Larry, Zachary, HCA, Woodson, La Don, HCA.

BAC members not in attendance: Matilda Hadzic, Matt Shepherd, Siri Gurunam Khalsa

Call To Order

Meeting called to order at 6:05 PM by La Don Woodson. Land acknowledgement and HCA mission/vision shared. Meeting norms reviewed.

Agenda Review & Approval

Medicaid Director Welcome

Introduction of guests

Special Session Recap

Old Business

- Conflict of Interest
- Choosing BAC leadership
- Key priority survey
- BAC SharePoint workspace
- August 4th MAC meeting summary report

New Business

- HCA Website Overhaul in procurement
- BAC bylaws
- November 3, 2025 MAC meeting Agenda review

Closing

- Meeting Summary
- Next meeting
- Adjourn

Agenda reordered to allow Medicaid Director welcome and special session recap to occur prior to introductions.

Approval of 07/23/2025 minutes

Corrections:

- Correct the spelling of a member's name — “Trisstine Maroney” was spelled incorrectly in the Call to Order section.
- Clarify wording about a “member-facing platform” — the phrase was unclear and needed adjustment (including adding a hyphen for clarity).
- **Motion to Approve Previous Meeting Minutes (with corrections)**

Motion: Approve minutes from prior meeting with edits (name correction + COI wording clarification)

Made by: Samantha Barncastle

Seconded by: Donna Naclerio

Result: Approved

Medicaid Director Welcome

Medicaid Director Dana Flannery thanked members and acknowledged commitment. [Special Session & HR-1 Recap](#): Summary of HR1 impacts and major funding allocations (SNAP, hospitals, staffing, system upgrades).

- Shared updates on the special 2025 Legislative Session. State has been evaluating the impacts of HR1.
- \$162 million in emergency funding in response to recent federal cuts to food assistance programs and other urgent State needs, \$66 million to HCA
- \$16.6 million to maintain SNAP food benefits;
- \$8 million for food banks and pantries;
- \$2 million for school-based food programs,
- \$1.5 million to help people meet work requirement for benefits;
- \$1.2 million to retain SNAP-Ed program staff,
- \$6.6 million for additional staffing at HCA;
- \$10 million for IT system upgrades;
- \$3 million for nonprofit health clinics
- \$17 million to reduce health insurance cost on the state marketplace exchange.

Staff Announcements/Introduction

- **Zachary Larry (HCA):** Supporting the Primary Care Council, Medicaid Advisory Committee, Beneficiary Advisory Council, and other workgroups.
- **Jarel LaPan Hill**, Assistant Deputy overseeing MCOB, Compliance & Program Integrity, LTSSB, Federal Relations, and Special Projects
- **Chasity Sandoval**, Behavioral Health Services Division (BHSD) Tribal Liaison
- Retiring: **Theresa Belanger**, MAD Tribal Liaison with 22 years of service to the State, retiring Dec 2025
- **Dana Flannery** has resigned from her position due to personal issues. **Alanna Dancis** will be Interim Medicaid Director effectively at the beginning of December.

Old Business

- [Conflict of Interest](#) – BAC members received an acknowledgement of receipt of their conflict-of-interest form. Clarification was given that Beneficiary lived experience is not considered disqualifying. However, members should be aware of any conflict such as political or financial they may have and recuse themselves when appropriate.

- **Choosing BAC leadership –**
 - **Motion to Elect BAC Co-Chairs**
 - **Motion:** Elect Samantha Barncastle and Amy Corbin as Co-Chairs
 - Made by:** Stevie Bass
 - Seconded by:** Samantha Barncastle
 - Final Vote:** Approved unanimously by raised hands
 - Result:** Passed — Samantha & Amy elected Co-Chairs
 - **Decision Regarding Meeting Minutes Recorder (Secretary)**
 - **Topic:** Whether BAC needed a separate Secretary
 - Proposal:** HCA staff continue preparing minutes; no BAC secretary selected
 - Result:** Consensus agreement (no formal vote; unanimous verbal support).
 - **Designation of MAC Representatives**
 - Although there is no stipulation that the same people need to attend MAC meetings, the Council agreed that it would be best if the same people attended and reported back to the BAC.
 - Donna Naclerio was confirmed as primary MAC representative. Samantha Barncastle to attend next MAC meeting and help identify rotating support Naomi Gomez offered to serve as backup
 - Result: Consensus agreement** (no formal motion required)
- **Key Priorities survey –** Members completed a survey, top priority themes:
 1. **Access to care**
 2. **Service quality**
 3. **Care coordination**
 4. **Equity, cultural/language needs, and bias**
 5. **Medicaid policy changes & federal environment**

Group expressed that **Access to Care can mean different things** to different people – from having available services, to being able to afford them, to feeling welcome when using them. Access to care isn't one single issue – it can include cost, location, communication, trust, and more. Even when service exists, not everyone is treated equally when they seek care.

Listed Barriers: Lack of providers/specialist, timely appointments, Rural and border access to care, paid caregiver mandated work hours, access to nonmedical care (ie. Eyecare).

- **BAC SharePoint workspace –** A SharePoint workspace and Teams tools will be provided to enable collaboration between BAC and MAC representatives. BAC members can reach out to Zachary Larry for support; he is happy to walk through the website.
 - **Action:** La Don Woodson will provide access to SharePoint/TEAMS by 10/24/2025
- **August 4th MAC meeting summary report –**
 - Members who attended prior MAC meeting: Samantha Barncastle, Donna Naclerio, and Judy Boucher

Samantha's experience:

- This was her first time at a MAC meeting.

- She wants to learn how the group works and what topics they talk about.
- She noticed the meeting covered a lot of detailed information, like legislative updates and budgets.
- It felt overwhelming at times—like “drinking from a fire hose”—because there was so much information shared quickly.
- Even though it was a lot to take in, she felt the information was helpful and showed how serious and organized the MAC is.
- She took notes but found some information confusing when reviewing later, reinforcing the importance of consistent participation.

Donna's experience:

- Donna also attended and agreed the meeting included important updates.
- She noticed that many questions from the previous meeting were answered after the legislative session.
- She mentioned there is still some uncertainty about how program changes will play out.
- Donna highlighted that big changes like removing waiver waitlists are positive, but also said there may not be enough providers to deliver services, especially for people with disabilities.
- She emphasized concerns about delays in services and paperwork processing, especially with more people applying and limited staffing.
- She appreciated how prepared the MAC presenters were and how much valuable detail they shared.

Overall Takeaways

- The MAC meeting is full of important information about Medicaid programs, rules, and funding.
- It can feel like a lot to absorb, especially for new members.
- Consistent attendance will help BAC representatives stay informed and able to report back clearly.
- Members saw how their role matters—making sure beneficiary voices are included as decisions are made.

New Business

- **HCA Website Experience Journey** (Mural Exercise)
 - What do you go to HCAnm.gov Website to find?
 - Caregiver training information
 - Mi Via section with directions for members (W4 form , FAQs)
 - Acronyms
 - Which pages or sections do you use more often?
 - Waiver information, regulatory information, drive thru covid shot
 - What is frustrating about the website?
 - Broken links
 - What would make the website more helpful or easier to use? What's missing?
 - Give HCA structure info
 - Clear website navigation
 - Resource lists
- **BAC Bylaws**
 - Governing document – shared responsibility
 - Shared the importance of having Bylaws since this is the inaugural cohort.

- La Don will forward Bylaws to the group to work through
- Members should focus on revising BAC bylaws prior to next meeting.

Upcoming MAC Meeting

- When: November 3, 2025 @ 1 PM
- Where: 1474 Rodeo Rd, Santa Fe, NM (1st Floor Conference Room) or via TEAMS
- Agenda:
 - Reports
 - NM Special Session
 - Rural Health Transformation Plan
 - SB3
 - HR1: Work Requirement program design
 - New Business
 - HCA Website Overhaul in procurement – Need feedback about how MAC members use the website.
 - Overview of CMS Final Rule, 2442-F

Next Steps and Action Items

For BAC Members:

- Review BAC bylaws governance document, add comments and discuss
- Access the SharePoint website and provide feedback for next meeting

For Samantha Barncastle, Amy Corbin, and Donna Naclerio:

- Attend the next MAC meeting, **Monday, November 3, 2025. Time: 12:00 p.m. – 4:00 p.m.** either in person at 1474 Rodeo Road first floor conference room or virtually.

For La Don Woodson:

- Email all forms (Meeting Minutes, Bylaws) to members.
- Provide access to BAC SharePoint and Teams

For Zachary Larry:

- Provide meeting materials, forms and documents.
- Finalize meeting summary and distribute.
- Revise 07,23,2025 Minutes

Next meeting (PROPOSED):

- Virtually, Wednesday, January 21, 2026. Time: 6:00 p.m.-8:00 p.m.
- Virtually, Wednesday, January 28, 2026. Time: 6:00 p.m.-8:00 p.m.

Adjournment

- **Motion:** Adjourn
Made by: Donna Naclerio

Seconded by: BAC Member

Final Vote: Approved unanimously

Result: Meeting adjourned at 7:56 p.m.