



Medical Assistance Program (MAP) Advisory Council
Meeting Agenda

Monday, November 24, 2025
4 p.m.
Via Teleconference Only

Zoom link:
<https://mt.gov.zoom.us/j/88519855099?pwd=btP7IYEvHzhGkCVN2u6HhM8AF69kXZ.1>

Call-In Number: +1 646 558 8656
Meeting ID: 885 1985 5099 Password: 850566

I. Call to Order – Call roll for advisory council members, introduce staff (2 minutes)

II. Advisory Council Considerations

- a. National Organization of Alternative Programs (NOAP) (2 minutes)
 - i. [Webinar](#) on insights of national survey of assistance programs
 - ii. Upcoming [conference](#) in March 2026
- b. Request for Proposal (RFP) review (25 minutes)
 - i. Scoring criteria recommendations
- c. Transition Plan review (20 minutes)

III. Next meeting (1 minute)

- a. Monday, December 8, 2025 at 4 p.m.

IV. Public Comment (10 minutes)

The advisory council now offers the public in attendance an opportunity to comment on any public matter under the jurisdiction of the council that is not on the current agenda. The council cannot act but will listen to comments and may ask staff to place the issue on a future agenda. The Presiding Officer may limit the comment period to proceed with the council meeting.

NOTICE

For disability accommodations, or help accessing the meeting, please call (406) 841-2209.

The agenda may be changed up to 48 hours before the meeting. The most current agenda can be found at boards.bsd.dli.mt.gov/medical-assistance/. The council may reorder the agenda at the beginning of the meeting.

MAP 2025/6 Transition Planning

Goals

- (1) Public Safety
- (2) Ensure Participant Stability
- (3) Ensure Compliance with Program Requirements
- (4) Mitigate Business Disruption
- (5) Demonstrated Duty of Care
- (6) Ensure Effective Management
- (7) Continuous Improvement Post Transition
- (8) Stakeholder Involvement Throughout

Identified Stakeholders

- (1) Participants
- (2) Existing Treatment Providers
- (3) Existing Vendors
- (4) Advisory Council
- (5) Boards
- (6) Public
- (7) Employers
- (8) Professional Associations
- (9) Departmental Staff

Strategic Hurdles and Proposed Solutions

- (1) Compressed Timeline – Resource Allocations
- (2) Increased Analysis - Transparency
- (3) Strained Relationships – Transparency & Collaboration
- (4) Limited Vendors – Proactive Distribution of RFP

Roles/Responsibilities

Globally:

Sarah Swanson, Commissioner – Leadership, Strategic Oversight
Jay Phillips, Deputy Commissioner – Resource Identification, Strategic Assistance
Robin Graham, CSD Administrator – Fiscal Support
Jennifer Stallkamp, Deputy Chief Legal – Contracting Coordinator
Jennifer Owen, Policy & Public Affairs Director – Communications
Kaila Matteson, Outreach and Education Specialist – Communications Support
Kim Warren, TSD Administrator – Technology

Maximus Transition Team (TT):

Missy Poortenga – Strategic Assistance
Kevin Bragg – Strategic Assistance
Quinlan O'Connor – Legal Support
Kim Warren – Technical Transition Assistance/SME Expert Identification

Assistance Program Advisory Council (MAPAC):

Missy Poortenga – Chair & Direction for Council
Kevin Bragg – Strategic Assistance/Oversight
Quinlan O'Connor – Legal Support
Jennifer Stallkamp, Deputy Chief Legal – Legal Support
Erin Sullivan – Council Support
Amy Pfarr – Administrative Support
Advisory Council: Julie Murack (CHI), Jim Corson (DEN), Jim Guyer (MED), Russ Motschenbacher (NUR), Jeff Nikolaisen (PHA), Katie Rein (VET), Heather O'Hara (MHA), Jean Branscum (MMA)

Communication Protocols

All communications, whether by e-mail, letter, video, or otherwise will be cleared internally using the following processes. It is the goal of the department to transparently communicate with all interested parties and stakeholders. Given the timeline communications may either be pre-planned or expedited at the discretion of executive leadership.

Unplanned Interactions (telephone, street, or otherwise)

Staff for the Department will be responsive to ad hoc interactions; however, a standard response shall be set either by the communications team or end at "I have no comment; however, I'll be happy to get with our team and respond as soon as possible."

This response ensures that we are receptive to questioning; however, it allows the department to coordinate an appropriate response. Immediately after an interaction, staff will document the contact using the existing HUB form. Directions will follow from there as to a response.

Communications to the Department

Assuming communications need a repository, the mapadvisory@mt.gov webmail box should be utilized for centralization. This inbox should **not** be used for participant communications. Participant communications from either a gap vendor or the department will come from a restricted email address set up specifically for that purpose.

Maximus Communications

All communications with Maximus will be undertaken by the transition team in concert with strategic direction from leadership. Any external communications by Maximus to participants will be reviewed initially by the transition team and approved by leadership.

External Department Communications

Any external communications from the department, unrelated to media inquiries, will be pushed through existing processes, reviewed, and approved in normal course unless approved by leadership.

Web Postings

Web updates will be pushed through existing processes, reviewed, and approved in normal course unless expedited at the direction of leadership.

Assumptions

(1) Maximus exits 1/31/26

(2) No gap vendor is available – the department will proactively explore intermediate or “gap” vendors that meet the described requirements of the advisory council. In the absence of such a vendor, this transition plan assumes the creation of a unit within DLI, not attached to the Employment Standards Division (ESD) which houses the licensing and compliance bureaus for overseen professions. The operation of the unit will be similar to the Office of Administrative Hearings (OAH) and include built-in protections for confidentiality and information access only by a limited number of staff. None of the staff participating in the program will be existing staff. Development of these roles will include healthcare expertise and licensed providers.

Transition Plan

Highlights:

Weekly Maximus Meeting
 Weekly Internal Meeting
 Bi-Weekly MAPAC Meetings
 Bi-Weekly Communications
 Intake of Program Knowledge
 Resource Transitioning
 Expanded Staffing with Confidentiality Safeguards
 Provider Outreach

Date	Action	Responsible Party
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The goal of 11/10-11/14 is to begin to distribute the initial news of the program transition in a timely manner to identified stakeholders as well as finalize the initial transition plan.

11/10	☐ MAPAC meeting ☐ Establish weekly standup meeting for internal parties (TT at a minimum)	Missy Kevin
11/11	☐ MAPAC follow-up	Missy
11/12	☐ Draft external communications for press release post participant notice ☐ Internal weekly meeting ☐ Design internal structure (walled off) oversight ☐ Begin evaluating existing monitoring programs – alternative to internal consumption (existing external providers – preference in-state)	Jennifer Owen Kevin Kevin Missy
11/13	☐ Finalize draft transition plan	Kevin
11/14	☐ Distribute initial transition plan to Commissioner	Kevin

The goal of 11/17 – 11/21 is for the transition team to begin to assess needs for continuity of services assuming a gap in vendor responsibility as well as to come to an agreement on transition plans with Maximus. Additionally, to communicate changes to identified stakeholders.

11/17	☐ Initial notification to Maximus participants (contingent) ☐ Website updates for participating boards ☐ Communication to board licensees of transition ☐ Communication to stakeholders ☐ Internal staff communication on next steps ☐ Set and Post MAPAC Agenda for week of 11/24	Maximus Kevin Kevin Missy Kevin Missy
11/18	☐ On-going contact and meetings with potential gap vendors ☐ Discussions with internal medical director regarding serving as a clinical consultation resource for transition ☐ Additional contact with external vendors ☐ Initial contact with treating clinicians	Missy Kevin Kevin Missy
11/19	☐ Identification/creation of webpage or identification of port location ☐ Identify Phone/Fax/Email with restricted access ☐ Identification of Mail process with restricted access	Kim Kim Kevin
11/20	☐ Internal weekly meeting ☐ Receipt of Maximus policies and procedures	Kevin Kevin Kevin

Date	Action	Responsible Party
	☐ Meet with fiscal to being initial financial evaluations for internal program setup ☐ Initial contact with existing clinical evaluators on next steps/transition ☐ Board of Veterinary Medicine meeting	Missy Kevin
11/21	☐ Continued review of existing Maximus policies and procedures ☐ Initial meeting on transition with Maximus ☐ TT identifies needed contracts/vendors to sustain program works with legal to begin drafting ☐ Develop additional isolated roles distinct from ESD Division ☐ Begin to develop qualifications for necessary roles – including medical qualifications ☐ Budget evaluation for additional roles	Kevin Transition Team Transition Team Kevin Kevin Robin

The goal of 11/24 – 11/28 is to distribute additional information to existing participants and stakeholders regarding known updates and timelines. As well as for the department to finalize contractual relationships with current vendors to sustain operations during transitionalary period. Additionally, any hiring needs to be posted this week to allow for training prior to 1/31/26.

11/24	☐ Identify any DLI assets in Maximus possession ☐ MAPAC Meeting – consideration for Request for Information (RFI) ☐ MAPAC follow-up ☐ Review of existing Maximus policies and procedures ☐ Submission of BCD to OBPP for modified positions	Transition Team Missy Missy Kevin Robin
11/25	☐ Communication to program participants with known updates ☐ Communication to board licensees ☐ Communication to stakeholders ☐ Website updates, if any ☐ Schedule monthly stakeholder listening session #1 & 2 ☐ Internal coordination of MAPAC feedback on RFP/RFI ☐ Submission of request to fill – to begin hiring process ☐ Approval of job postings, assuming no gap vendor	Maximus Kevin Missy Kevin Missy Jennifer Stallkamp Kevin Jay
11/26	☐ Transition meeting with Maximus ☐ Internal weekly meeting ☐ Finalize any technological contract drafting for transitional period ☐ Forward contracts for approval & execution ☐ Set and Post MAPAC Agenda for week of 12/1 ☐ Identification of Physical Secure Storage	Transition Team Kevin Jennifer Stallkamp Jennifer Stallkamp Missy Kevin
11/27 Holiday Thanksgiving		
11/28	☐ Continuing technology setup and resource identification ☐ Posting of intake and compliance positions or backfills (2 weeks)	Kim Kevin

The goal of 12/1-12/5 is to execute vendor contracts, gain access to systems, and meet with boards.

12/1	☐ Submit requests for physical office requirement	Kevin
12/2	☐ Meeting with Maximus Finance & Operations ☐ Existing monthly meeting with Maximus on operations ☐ Begin development of policies and procedures	Maximus w/TT Missy Kevin
12/3	☐ Development of policies and procedures	Kevin

Date	Action	Responsible Party
12/4	☐ Transition meeting with Maximus ☐ Internal weekly meeting ☐ Clinical evaluator follow-up on transition	Transition Team Kevin Missy
12/5	☐ Board of Dentistry meeting ☐ Board of Pharmacy meeting	Kevin Kevin

The goal of 12/8-12/12 is to engage with MAPAC and communicate known updates to interested parties and participants.

12/8	☐ MAPAC Meeting ☐ MAPAC follow-up	Missy Missy
12/9	☐ Stakeholder listening session #1 ☐ Set and Post MAPAC Agenda for week of 12/15	Missy Missy
12/10	☐ Communication to program participants with known updates ☐ Communication to board licensees ☐ Communication to stakeholders ☐ Website updates, if any	Maximus Kevin Missy Kevin
12/11	☐ Transition meeting with Maximus ☐ Internal weekly meeting ☐ Deliver draft policies and procedures for legal review	Transition Team Kevin Kevin
12/12	☐ Close of job postings	Kevin

The goal of 12/15-12/19 is to finalize any internal requirements for temporary intake of the program. Including staff training for go live.

12/15	☐ Schedule interviews	Kevin
12/16	☐ Interviews ☐ Review of draft policies	Kevin Jennifer Stalkamp
12/17	☐ Internal staff communication	Kevin
12/18	☐ Transition meeting with Maximus ☐ Internal weekly meeting ☐ Finalize policies and procedures	Transition Team Kevin Kevin
12/19	☐ Interim clinical evaluator communication	Missy

The goal of 12/22 – 12/26 is to prepare for staff onboarding and to meet with MAPAC on future needs/outcomes based on Governor's order.

12/22	☐ MAPAC meeting ☐ MAPAC follow-up ☐ Notification to successful candidates	Missy Missy Kevin
12/23	☐ Transition meeting with Maximus ☐ Internal weekly meeting ☐ Continued staff training/internal setup	Transition Team Kevin Missy
12/24	☐ Evaluate any missing pieces prior to go live	ALL
12/25 Holiday Christmas Day		
12/26	☐ Prepare onboarding material	Kevin

Date	Action	Responsible Party
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The goal of 12/29 – 12/31 is to update communications for the year end and forecast needs for January in light of changes to any variables.

12/29	☐ Communication to program participants with known updates ☐ Communication to board licensees ☐ Communication to stakeholders ☐ Website updates, if any ☐ Send MAPAC materials and post to website	Maximus w/TT Kevin Missy Kevin Missy
12/30	☐ Transition meeting with Maximus ☐ Internal weekly meeting	Transition Team Kevin
12/31	☐ Internal staff communication	Kevin

1/1
Holiday
New Year's Day

1/2	☐ Submit onboarding requirements for new hires	Kevin
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The goal of 1/5 -1/9 is to continue transition planning, train new staff, and engage stakeholders.

1/5	☐ MAPAC meeting ☐ MAPAC follow-up ☐ Onboarding and staff training	Missy Missy Kevin
1/6	☐ Based on clinically trained staff recommendations identify any need to ensure appropriate intake and monitoring resources ☐ Submit requests for identified needs	Kevin Kevin
1/7	☐ New staff with Maximus staff meeting	Kevin
1/8	☐ Transition meeting with Maximus ☐ Internal weekly meeting	Transition Team Kevin
1/9	☐ Monthly Stakeholder Listening Session 2	Missy

The goal of 1/12- 1/16 is to continue staff training, send updated communications, and connect with Legislative Audit.

1/12	☐ Communication to program participants with known updates ☐ Communication to board licensees ☐ Communication to stakeholders ☐ Website updates, if any	Maximus Kevin Missy Kevin
1/13	☐ Existing monthly meeting with Maximus	Missy
1/14	☐ Finalize clinical evaluator relationships	Missy
1/15	☐ Legislative Audit Committee Meeting ☐ Transition meeting with Maximus ☐ Internal weekly meeting	Commissioner Transition Team Kevin
1/16	☐ Legislative Audit Committee Meeting	Commissioner

Date	Action	Responsible Party
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The goal of 1/20 – 1/23 is to finalize any necessary internal training and communications with clinical evaluators in anticipation of the transition.

1/19 Holiday Martin Luther King Jr. Day		
1/20	☐ Send MAPAC materials and post to website	Missy
1/21	☐ Systems testing	Kevin
1/22	☐ Transition meeting with Maximus – Review final preparations	Transition Team
1/23	☐ Board of Medical Examiners Meeting ☐ Internal weekly meeting ☐ Finalized staff training	Kevin Kevin Missy

The goal of 1/26 – 1/30 is to send out final communication reminders on transition and to go live.

1/26	☐ Go live with all systems for operational verification ☐ MAPAC Meeting ☐ MAPAC follow-up	Transition Team Missy Missy
1/27	☐ Internal weekly meeting ☐ Evaluation of bugs/fixes	Kevin Kim
1/28	☐ Send final communication to all stakeholders regarding 2/1 launch ☐ Transition meeting with Maximus – finalize contract closeout ☐ Internal communication to staff regarding go live	Kevin Transition Team Kevin
1/29	☐ Continued fixes	Kim
1/30	☐ Internal meeting	Kevin

February/March 2026 - To be developed based on initial progress.

March 17-20, 2026 – [NOAP Annual Meeting](#) – DLI Staff and Council Member(s)

TBD - Launch Request for Proposals (RFP)

*All events/dates are subject to change based on developments