



**Medical Assistance Program (MAP) Advisory Council
Meeting Agenda**

Monday, December 22, 2025
4 p.m.
Via Teleconference Only

Zoom link: <https://mt.gov.zoom.us/j/85048607682?pwd=LMMlvyRiVUygGy2a4klBjjzWhagez.1>
Call-In Number: +1 646 558 8656 Meeting ID: 850 4860 7682 Password: 466936

- I. **Call to Order** – Call roll for advisory council members, introduce staff **(2 minutes)**
- II. **Advisory Council Considerations**
 - a. Transition Plan update **(15 minutes)**
 - b. MAP Advisory Council continued goal discussion: “Examine the effectiveness of the medical recovery program, including but not limited to, overall trends in enrollment, completion rates, non-completion rates, program design, eligibility criteria, application requirements, wait times for admissions, program duration, conditions of participation, penalties for noncompliance, privacy and confidentiality protections and return-to-work restrictions”.
 - i. Appeal process for board-ordered participation **(25 minutes)**
 - ii. Voluntary participation requirements **(5 minutes)**
 - c. [NOAP Conference](#) – March 17-20, 2026 in Houston, TX
 - i. Identify up to 2 MAP Advisory Council members to attend by 12/31/2025 **(3 minutes)**
- III. **Next meeting (1 minute)**
 - a. Monday, January 5, 2026 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.

Public commenters should state their first and last name when offering comments.

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.

Medical Assistance Program (MAP) Advisory Council

One of the ongoing points that we hear from both board members and participants is the lack of clarity when issues arise during participation in the program. Currently these issues are resolved on an ad hoc basis, as possible. Formal requests to be released from the program are considered by the vendor and statute does not provide, with the Medical Board being the lone exception, an avenue for reconsideration once a participant enters the program.

We'd like to get some collective insight into what you/your board perceives as the solution to both interim issues and overall inclusion questions if a participant feels they are sufficiently rehabilitated and no longer need oversight. Below are some questions for you to consider prior to and during our discussion on 12/22.

MAP Appeal and Complaint Process Discussion

Complaints/Accommodations – individual participant concerns about behavior, staff or issues with MAP program

- Billing concerns from 3rd party vendor
- Difficulty in obtaining drug testing (personal reasons, inclement weather, etc.)
- Subjective interpretation of staff behavior/statements/requirements

Appeals – individual requests for relief of specific requirements of program

- Length of monitoring agreement
- Request to change specific agreement requirements
- Request to leave to profession, no longer have monitored requirements
- Request to modify or strike specific disciplinary order requirements (i.e. – [§ 37-3-324](#), MCA)

(1) What type of oversight do you envision for complaints?

a. Escalation process – where does it start/end

(2) What type of oversight do you envision for appeals?

a. Escalation process – where does it start/end

b. Who should be involved?

(3) Should there be specific criteria for review of complaints such as a grievance process?

(4) Should there be specific criteria for review of appeals – timeframes, thresholds, compliance demonstrated to date, etc.?

a. Additional Evaluations?

i. Third party proof (employers, etc.)

b. How often is it allowed, if at all?

i. Is there a minimum time of participation prior to any consideration

c. Other proof