

WHO IS NAMD?

A nonpartisan professional community of **all 56 Medicaid programs** across the 50 states, the District of Columbia, and the U.S. territories. Medicaid Directors lead programs that provide health insurance to almost 80 million people, including 37.6 million children and two-thirds of older adults and people with disabilities, through Medicaid and the Children's Health Insurance Program.

WHO ARE WE LED BY?

NAMD is led by a Board of Directors that is representative of Medicaid programs across the country and **currently includes Medicaid Directors from the states of Alabama, Idaho, Kentucky, Maine, Maryland, Nevada, New Hampshire, North Dakota, Virginia, West Virginia, Wisconsin, the District of Columbia and the U.S. Virgin Islands.**

WHAT DOES NAMD DO?

NAMD has **trusted relationships** with Medicaid leaders across the country and will connect the Center for Medicaid and CHIP Services to the day-to-day experience and operational expertise of states and territories, in support of solving problems and ensuring that Medicaid is **accountable, efficient and cost-effective.**

HOW DO WE DO THIS WORK?

NAMD brings together the nationwide community of state and territory Medicaid leaders through closely held regional calls and affinity groups that meet monthly to enable of-the-minute sharing of operational realities, impact of federal policies, and identification of emerging needs and trends. NAMD serves as a convener and conduit to real-time state and territory experience, gathering New Medicaid Directors, Chief Financial Officers, Chief Information Officers, Eligibility Leaders, and Communications Leaders on a regular basis.

An Applied Example of NAMD's Value: Coordinating State-Federal Medicaid Response to the Change/Optum Cyberattack Crisis

Change/Optum **cyberattack occurs**, resulting in shut down of vital payer utilization management and pharmacy systems, including Medicaid.

Launching rapid cycle meetings with multidisciplinary senior Medicaid staff, NAMD produces the minute recommendations to assist Medicaid programs with **ensuring access to care and medications.**

Within a week's time, CMS develops rapid cycle CMS Informational Bulletin (CIB) giving states **operational**



NAMD learns of cyberattack and immediately engages senior Medicaid IT, pharmacy, policy, and finance leaders to **understand the full scope and cascading effects** of the cyberattack.

NAMD leads up to HHS and CMS leadership to **alert them about Medicaid impacts** - this was the first time many partners learned about the issue.

NAMD **continues to support** Medicaid leaders in promising practices to prevent and respond to future cyberattacks through CIO affinity group.