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### AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) Participant Advisory Committee (PAC) Southwest (SW) Meeting Minutes

Chair: Jocelyn Saggese  
Co-Chair: Maritza Padua  
Scribe: Kathleen Shiomos

Location: Virtual (Zoom)  
Date: Wednesday, March 16, 2022  
Time: 10:30am

Agenda Item	Owner(s)	Discussion	Action Items
Call To Order	Jocelyn Saggese, Manager LTSS	Jocelyn called the meeting to order at 10:33am.	N/A
Welcome and Introductions	Nicole Ragab, Community Relations Representative	Nicole welcomed the group and reviewed the agenda for the meeting. Nicole completed virtual meeting level setting, including a reminder to not share Personal Health Information (PHI) during the meetings. Nicole reminded members that they can contact Maritza or Nicole with any personal service-related questions, and they will help to connect them to their Service Coordinator.	N/A
<b>New Business/Updates</b>			
COVID-19 At-Home Test Information	Maritza Padua, Community Outreach Program manager	<p>Maritza provided information related to COVID-19 test kit availability through the CHC Pharmacy Benefit. Participants should present their CHC insurance card to the Pharmacy. Participants are eligible for up to eight (8) kits per month, and the kits are available at no cost to the Participant. If Participants have any difficulty at the pharmacy or any other questions, they can call the Participant Services line at 1-855-235-5115. For further information, Maritza provided the link to the AmeriHealth Caritas PA CHC website for further test kit information, including FAQs.  <a href="https://www.amerihealthcaritaschc.com/participants/eng/covid-19.aspx">https://www.amerihealthcaritaschc.com/participants/eng/covid-19.aspx</a></p> <p><b>Feedback – PAC Member</b> did request and received the test kits. It took a little while to receive due to mail, but the tests were received.</p>	N/A

QUIL	Gregg Shibata, QUIL	<p>Gregg presented information on QUIL, a web application geared towards providing support and resources for Caregivers. QUIL is collaborating with AmeriHealth Caritas PA CHC and will soon launch soon a free resource for Participants and caregivers. There will be online tools, resources, checklists, videos and much more information for caregivers. The program was piloted in the Philadelphia region, and we are working to improve content and information. QUIL will expand to the rest of PA in April 2022. Information includes</p> <ul style="list-style-type: none"> <li>• Understanding Health Benefits.</li> <li>• Planning for the Future.</li> <li>• Understanding the signs of Dementia and/or Alzheimer’s.</li> <li>• Taking Care of Yourself.</li> </ul> <p>QUIL will distribute information in April about joining the caregiver Journey.</p> <p><b>Feedback – PAC Member</b> asked, <i>if family member is taking care of you, will they have access to this information?</i></p> <p><b>Gregg’s Response</b> - <i>Yes, this resource is for the Participant and caregiver. The goal is to have one place to look for all information.</i></p>	N/A
Fall Prevention Rollout	Jenn Rogers, Director LTSS Program Management & Quality	<p>Fall Prevention resources are being rolled out to Service Coordinators to discuss with their Participants. Jenn explained that there are easy steps to help Participants, families, and Caregivers recognize obstacles that can cause a fall. She further explained that the Plan is working to add a CDC Fall Prevention Guide Sheet and a Fall Prevention Checklist Booklet to the Service Coordinator “trunk stash.” The goal is for Service Coordinators to use this information as conversation starters with Participants and to review and discuss fall prevention tactics. AmeriHealth Caritas PA CHC is also training Service Coordinators to use these resources to write fall prevention goals for Participants.</p> <p><b>Feedback – PAC Member</b> asked for copy of checklist.</p> <p><b>Nicole’s Response</b> – The PDF will be emailed to the group.</p>	The Fall Prevention information will be emailed to the group.
CHC Important Reminders	Jenn Rogers	<p><u>Abuse, neglect and exploitation</u></p> <p>Adult Protective Services (APS) (ages 18-60) and Older Adult Protective Services (OAPS) (older than 60) can be reported by calling 1-800-490-8505. Participants should take steps to notify their Service Coordinator of any suspected abuse, neglect, or exploitation so the Service Coordinator can put mitigation strategies in the care plan, add services etc., and ensure the Participant are in a safe situation.</p> <p>The different forms of abuse include financial, physical, emotional, and sexual. Neglect can look like, withholding care or not meeting basic needs, and exploitation can be financial, intimidation, not letting Participants speak for themselves, or not letting them have contact with Service Coordinator or others involved in their care, which creates unnecessary stress.</p> <p><u>Reporting Missed Shifts</u></p>	N/A

		<p>Jenn encouraged Participants and Providers to have conversations about missed shifts on a regular and continual basis to ensure Participant needs are being met and that routine care is being provided.</p> <p>For missed shifts that occur within the Participant-directed model, Participants should know who to call if their direct care worker does not show up. This highlights the importance of determining an Emergency Backup plan. Service Coordinators are working with Participants at each visit to review and update their backup plans to ensure coverage in case of a missed shift.</p> <p><b>When a missed shift occurs, the Participant should call their agency to report the missed shift and they should discuss mitigation strategies to prevent missed shifts from occurring regularly.</b></p> <p><i>Feedback – PAC Member asked, when your caregiver does not come, sometimes your provider does not have anyone to replace them; especially if the caregiver needs to be vaccinated due to health needs; sometimes, family is unable to help due to other obligations. What do we do?</i></p> <p><i>Jenn Rogers’ Response – In this case, Participants should be having a conversation with their Personal Assistance Agency around their preferences for care. If in this case, the Participant prefers a fully-vaccinated caregiver, they should have the agency put on record only outreach to vaccinated workers to cover any missed shifts.</i></p> <p><u>Trigger Events</u></p> <p>As defined in the AmeriHealth Caritas PA CHC handbook, Participants should report all hospitalizations and trigger events to their Service Coordinators. Hospitalizations and other trigger events will prompt a reassessment from the Service Coordinator. This is not meant to be a bad thing. Trigger events are meant to be an opportunity to help provide Participants with as many available benefits under the CHC plan. A change in your service plan is how we can best support your independence and lifestyle.</p>	
<p>Quality – HCBS CAHPS Awareness</p>	<p>Shelia Leonard, Quality Performance Team Lead</p>	<p>The Home and Community Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results are distributed on an annual basis. The HCBS CAHPS survey gives Participants the opportunity to share their experiences and rate their healthcare providers and plans, including hospitals, home health care agencies, and doctors. The survey results provide the health plan with valuable information on how to make things better for Participants who receive home and community-based services through Community HealthChoices. Individuals are randomly selected to participate in the survey from a list of all Participants enrolled in the CHC plan. As a reminder, the decision to participate is your choice and any information provided is confidential and will not be shared with providers, Service Coordinators, or anyone else who assists. AmeriHealth Caritas PA CHC uses the results as areas of opportunity for improvement. Based on the previous year’s results, we collaborate with our departments and external entities to build upon and improve quality of care and services.</p>	<p>N/A</p>

		<p><b>Feedback – PAC Member</b> asked, how has the CAHPS survey helped improve services for Participants?</p> <p><b>Jessica Grinderslev (Manager Quality Management) Response</b> - The feedback from the surveys tells us where we are doing well and not doing well. When we receive the results, we see what we need to focus on to improve. Working on initiatives including dental care, reaching out to Participants for nutrition counselling, what are barriers to some of our initiatives like SNAP benefits and transportation. Once we know what areas we need to improve upon, we set up workgroups to determine what we can do to improve.</p>	
<b>Heard in the Community</b>			
Low Income Household Water Assistance Program (LIHWAP)	Nicole Ragab	<p>The Low-Income Household Water Assistance Program (LIHWAP) is a temporary emergency program to help low-income families pay overdue water bills. LIHWAP is a grant program that qualified Participants do not have to repay. Anyone interested can apply online through the compass website: <a href="http://www.compass.pa.state.us">www.compass.pa.state.us</a> or by paper application at your local County Assistance Office, and more information can be found by calling the Statewide Customer Service Center at 877-395-8930.</p> <p><b>Feedback – PAC Member</b> appreciated this information and indicate they will be able to utilize this service as the water department is helping to connect with someone to help with an issue in their home.</p>	N/A
Emergency Rental Assistance Program (ERAP)	Nicole Ragab	<p>The State’s Emergency Rental Assistance Program, (ERAP) is now taking applications. The Emergency Rental Assistance Program (ERAP) was created to help renters dealing with financial challenges related to the COVID-19 pandemic. For eligible households, the program offers rental and utility assistance to help Pennsylvanians avoid eviction or loss of utility service. Pennsylvanians can apply for themselves as tenants or a landlord can apply on behalf of current tenant(s). Applications for most counties can be submitted online at <a href="http://www.COMPASS.state.pa.us">www.COMPASS.state.pa.us</a>. If your county is not participating in the COMPASS application, you will automatically be notified so you can apply directly with your county. If your county will not accept applications submitted through COMPASS, you can download and print an application OR get an application from your County ERAP office. County ERAP office information can be found by visiting the DHS Website at <a href="https://www.dhs.pa.gov/ERAP/Pages/ERAP.aspx">https://www.dhs.pa.gov/ERAP/Pages/ERAP.aspx</a>.</p>	N/A
Transition to 5G Cellular Service	Nicole Ragab	<p>Beginning in January 2022, mobile carriers began shutting down their 3G networks to make room for more advanced network services, such as 5G. For phones and mobile devices, most users of 3G devices will be notified directly by their mobile service providers. If you have a phone or device from 2012 or before, you should contact your mobile provider or visit their website for more information about whether your phone/device may be affected. For those with a Personal Emergency Response Systems (PERS), Participants should contact the device manufacturer or the company providing monitoring services for the device. If your device is pre-2019</p>	N/A

		and is operating on 2G or 3G networks, it is wise to upgrade your device as soon as possible.	
Connect with Tech	Nicole Ragab	Connect with Tech is a program sponsored by the Temple University College of Education and the Institute of Disabilities. Connect with Tech helps people get free tablets and tech support and is available to people who have trouble getting technology and health care services. If you live in Pennsylvania and have difficulty accessing technology and health care services, if approved, you could receive a free tablet. This program can also help you to get on the internet. There are Tech Coaches to help you set up the tablet and learn how to use it. The tablets will help you get connected to various health services. For more information, call 215-204-0101 or visit their website at <a href="https://techowipa.org/connect-with-tech/">https://techowipa.org/connect-with-tech/</a> . The information will be available on the AmeriHealth Caritas PA CHC website, and the Service Coordinators will be notifying their Participants of the program offering as well.	N/A
Open Forum	All	No Comments, questions or concerns were presented.	N/A
Next Meeting:	Maritza Padua	The next meeting will be June 16, 2022. The information will be sent out the first week of April.	
Adjourned		Meeting was adjourned at 11:28 am.	