

## Participant Advisory Committee (PAC) Meeting Minutes

**Date:** Tuesday March 26, 2019

**Co-Chair:** Michelle Murphy

**Co-Chair:** Maritza Padua

**Scribe:** Cassandra Stahl

Community Living and Support Services (CLASS)

1400 S Braddock Avenue

Pittsburgh, PA 15218

11:00 a.m.-12:00 p.m.

Agenda Item	Owner(s)	Discussion	Action Steps
<b>Call to Order</b>	Michelle Murphy	The meeting was called to order at 11:11 a.m.	N/A
<b>Welcome and Introductions</b>	Michelle Murphy	The group was welcomed to the AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) Participant Advisory Committee (PAC) meeting. Introductions of committee members followed.	N/A
<b>Review and Feedback</b>			
<b>Review of 12/13/18 Meeting Minutes</b>	Michelle Murphy/Group	The December 13, 2018 PAC meeting minutes were reviewed and approved as written.	N/A
<b>How PAC Information is Used and Shared</b>	Michelle Murphy	Complaint trends identified by the PAC, as well as concerns about the CHC program and/or AmeriHealth Caritas PA CHC brought to the committee's attention, are reported to health plan leadership, and OLTL, for review, feedback, and action.	N/A
<b>AmeriHealth Caritas Roadmap of Benefits</b>	Michelle Murphy/Group	<p>AmeriHealth Caritas PA CHC Roadmap of Benefits for Community HealthChoices was reviewed with the group. The Roadmap detailed specifics regarding:</p> <ul style="list-style-type: none"> <li>• ID Cards, appointment reminders, how to change your doctor, Service Coordination.</li> <li>• The Roadmap also outlined Pharmacy, Dental, Nursing Home transition and Behavioral Health.</li> </ul>	Roadmap will be added to the Personal Care Coordinator (PCC) and

		Received suggestion from Participant that we share the roadmap with the PCC and SC staff so that they are better informed.	Service Coordinator (SC) trainings moving forward.
<b>Contact Center FAQ</b>	Nashay Blocker	<p>Contact Center representative discussed some Frequently Asked Questions (FAQ) that her department receives from incoming calls. These questions include topics such as:</p> <ul style="list-style-type: none"> <li>• Choosing a PCP</li> <li>• Medicare vs. AmeriHealth Caritas PA CHC and which is primary</li> <li>• How CHC affects Medicare</li> <li>• How to utilize CHC benefits</li> <li>• Transportation</li> </ul> <p>Participant feedback:</p> <ul style="list-style-type: none"> <li>- If you have Medicare and call in to the CHC line to have your PCP on your card, how does that work? Nashay responded: You can keep your Medicare provider. If you would like their name on your CHC card, their name can be added if they are a PAR provider with the CHC plan. If they are non-PAR, you can still keep your provider and “My Medicare PCP” will be added to your card.</li> </ul>	Contact center will prepare FAQ for next meeting.
<b>Participant Feedback</b>	Group	<p>Received feedback from a Participant who was present at the meeting. She would like to see her SC have better access to resources to help her in her duties.</p> <p>Participant raised concern that she was not aware that AmeriHealth Caritas PA CHC has an aligned Medicare plan in the SW region.</p>	<p>Review and update SC SharePoint site (resource site)</p> <p>Invite aligned Medicare plan to discuss benefits of an aligned DSNP</p>
<b>How PAC Committee Members want to Communicate</b>	Michelle Murphy/Group	Reviewed discussion on the means in which to best communicate with one another outside of our meeting. The committee mentioned having a workgroup that everyone would be able to access –also having providers of AmeriHealth Caritas PA CHC on the workgroup should they have specific questions regarding Pharmacy, Dental, etc.	N/A

Closing Discussion			
	Group	<p>AmeriHealth Caritas PA CHC Quality team would like to present quality metrics at the upcoming meeting</p> <p>Providers in the room asked if the “roadmap” can be made available to them. Response: Roadmap is available on the AmeriHealth Caritas PA CHC website.</p>	Add Quality to the next meeting agenda.
<b>Adjournment</b>	Michelle Murphy	The meeting was adjourned at 12:26 p.m.	N/A