

Participant Advisory Committee (PAC) Meeting Minutes

Date: Tuesday, April 10, 2018

Chair: Kathy Gordon

Scribe: Jeanne Walsh

Jewish Community Center – Squirrel Hill

5738 Forbes Ave, Irene Kaufmann Building, Room 202

Pittsburgh, PA 15217

10:30 AM – 12:00 PM

Attendees: See Appendix A

Agenda Item	Owner(s)	Discussion	Action Steps
Call to Order	Jeanne Walsh	Jeanne Walsh called the meeting to order at 10:36 a.m.	
Welcome and Introductions	Kathy Gordon	The group was welcomed to the inaugural AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) Participant Advisory Committee (PAC) meeting. Introductions of committee members followed with a special thanks to our CHC Participants	
New Business			
Purpose of the PAC	Kathy Gordon	<ul style="list-style-type: none"> The purpose of the PAC, makeup of the committee according to the CHC agreement, and quarterly meeting frequency was discussed. PAC provides a collaborative forum for Participants, Network Providers and direct care worker representatives to advise AmeriHealth Caritas PA CHC on the experiences and the needs of CHC Participants. Director of Service Coordination was introduced (Bridget Grabill), who will lead the PAC as Chairperson in the SW region going forward. 	Complaint trends that are identified, as well as concerns about the CHC program and/or AmeriHealth Caritas PA CHC that are brought to the committee’s attention, will be reported to health plan leadership, and OLTL, for review, feedback, and action.

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<p>PAC Charter Review</p>	<p>Group</p>	<ul style="list-style-type: none"> • The PAC Charter was reviewed • The committee was asked to think about their expectation of the meeting and/or meeting content and bring their thoughts to the next meeting in June. 	<p>Email will be sent as reminder to committee for their thoughts on making this a productive and inclusive committee, and any agenda items for future meetings.</p>
<p>Coordination with Providers</p>	<p>Group</p>	<ul style="list-style-type: none"> • Service Coordination model was discussed with provider attendees and invited input on effective coordination with and between providers. • Experiences, challenges, and concerns during the first quarter implementation were discussed. • AmeriHealth Caritas PA CHC’s chief medical officer, Susan McAllister, MD was introduced. • AmeriHealth Caritas PA CHC’s Utilization Management/Quality Management (UM/QM) Committee is a key conduit to managing quality concerns to effect positive change within the health plan for quality delivery of services to our Participants and providers. 	
<p>Service Coordination, Person-Centered Service Plan, Care Plan</p>	<p>Group</p>	<ul style="list-style-type: none"> • AmeriHealth Caritas PA CHC Person-Centered Planning Team (PCPT) and the perspective this team affords during the assessment process was discussed. • An overview of Service Coordination (SC) and Person-Centered Service Plan (PCSP) information was discussed • Community Well-Dual (SWD) model and screening assessment process was discussed. The point of the screening process is to identify and fill in gaps for difficult-to-engage Participants to reconnect them with care management and provide hands-on coordination. • Person Care Connector staff conduct CWD Participant outreach, complete screenings, assist in making health care and 	<p>Health plan will develop a “steps” document to give Participants prior to and during PCPT and assessment activities.</p> <p>Nursing transition documentation will be brought to the next PAC for review and feedback.</p>

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		community appointments, including transportation arrangements, and assist in connecting Participants with community resources. Challenges in completing outreach and screenings discussed by the group.	A blank service plan will also be shared and discussed at the next PAC.
Topics and Ideas for Future Meetings	Group	<ul style="list-style-type: none"> The committee was asked to consider health and social resource information that Participants would like to learn more about. Additional Participants and providers for PAC membership should be referred to any AmeriHealth Caritas PA CHC staff. 	Participant educational materials surrounding D-SNP education and transportation will be explored further at the next PAC.
Next Meeting and Adjournment	Jeanne Wash	<p>Future meeting spaces will be explored and the next PAC meeting will be scheduled for late June, and thereafter in September and December.</p> <p>The meeting was adjourned at 12:00 p.m.</p>	PAC meeting calendar will be distributed with the April meeting minutes by email to the committee.

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Appendix A. Membership and attendance

Asterisk (*) indicates remote attendance via Global Meet Web & Audio Access

Name	Attendance
Participants	
Bradley Odorisio	✓*
Cindy Odorisio	✓*
Jessica Kravetz	
Vanita Stevenson	
Participant Caregiver	
Participant Caregiver	
Providers	
Larry Paul, DMD	✓*
Brian Gannon, LSW	✓*
Stephen(Skip) J Katich	✓
Rebecca Fortuna, RN	✓
Community Organizations	
Erin Ninehouser	✓

Name	Attendance
AmeriHealth Caritas PA CHC Staff	
Bridget Grabill	✓
Danielle Bruette	✓
Jeanne Walsh	✓
Jennifer Rogers	✓
Kathy Gordon	✓
Michelle Murphy	✓
Susan McAllister	✓
Taunja McCoy	✓