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AmeriHealth Caritas Pennsylvania Community HealthChoices Participant Advisory Committee (PAC)

Agenda

Chair: Lori Delmonaco
Co-Chair: Maritza Padua
Scribe: Kathleen Shiomos

Date: April 21, 2021
Location: Virtual Only
Time: 2pm – 3:30pm

Agenda Item	Owner(s)
Maritza Padua, Community Outreach Program Manager, welcomed the committee	Maritza Padua
Q4 2020 Meeting minutes were reviewed and approved	Kathleen Shiomos
<p>Old Business</p> <ul style="list-style-type: none"> • Lori Delmonaco, Manager- LTSS, discussed the newly place State-produced SNAP video on the AmeriHealth Caritas PA Community HealthChoices website: <ul style="list-style-type: none"> ○ SCs have been trained and can help Participants find out if they are eligible and apply for benefits. ○ The website includes information on the application process as well as other relevant information such as FAQs. ○ Eligible household receive EBT Card to purchase food or food products, seeds and plants. To apply go to the COMPASS website or in person at the County Assistance Office (CAO). 	Lori Delmonaco
<p>New Business</p> <ul style="list-style-type: none"> • Presenter: <u><i>Ed Butler- Employment Specialist for OLTL- edbutler@pa.gov 717-214-2718</i></u> 	Ed Butler Lionel Waritay

<ul style="list-style-type: none"> • OLTL is committed to increasing employment opportunities and outcomes for persons with disabilities. Offering five related job benefits including job coaching, job finding, employment skills development, career assessment, benefits counseling. OLTL trying to promote employment first. Goal is to discuss employment as appropriate if the Participant is interested. This is Participant driven and Participant is in control of the initiative from beginning to end. SC will have conversations with Participants regarding employment. • This information is provided in various documents on the DHS website. We Can Work website [dhs.pa.gov] • <u>Presenter: Lionel Waritay, Employment Coordinator for ACPA CHC</u> lwaritay@amerihealthcaritas.com 215-444-6553 • Presented the five ways we can support you if you are eligible for employment services. Participants can go through their SC to start the process and to provide any information needed. The informational flyer to will be sent to all Participants. • The SCs, Managers, and Supervisors were trained on Employment Benefits and a refresher training will be done soon. 	
<p><u>Presenter:</u> Erica Perry, Quality Management Supervisor, presented to the committee on the Consumer Assessment of Healthcare Providers and Systems(CAHPS) Adult Survey</p> <ul style="list-style-type: none"> • The CAHPS survey has been sent to a random sample of Participants to see how we are doing as a plan and the care Participants are receiving. The responses are used to determine how we are serving our Participants. • HCBS CAHPS survey will go out in Sept/October timeframe for those Participants in the community regarding the services they are receiving. 	Erica Perry
<p>Open Forum Participant expressed concerns around the appeals process.</p>	All

<ul style="list-style-type: none">• Details were related to a specific case— Participant will be contacted by AmeriHealth Caritas PA CHC to discuss the matter in more detail.	
Next Meeting: June 8, 2021	Kathleen Shiomos