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AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) Participant Advisory Committee North East Pennsylvania PAC Minutes

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

Date: Tuesday, June 8, 2021
Location: Virtual Only
Time: 3:00pm – 4:00pm

Agenda Item	Owner(s)	Next Steps
Welcome and Introductions	Lori Delmonaco	N/A
<p>New Process for Meeting Minutes</p> <ul style="list-style-type: none"> • Maritza explained that the committee will not need to approve minutes moving forward. The process has changed slightly since the 1st quarter Participant Advisory Committee (PAC) meeting. Minutes will now be uploaded to the plan’s website: https://www.amerihealthcaritaschc.com/community/participant-advisory-committee.aspx and shared with the Office of Long Term Living within 30 days of the meeting. Maritza encouraged meeting attendees to visit the plan’s website to review the minutes, or to connect with her at mpadua@amerihealthcaritaschc.com or by calling 484-496-7623 if they want a hardcopy mailed to their home. 	Maritza Padua	N/A
<p>New Business/Updates</p> <ul style="list-style-type: none"> • CAHPS Open Projects <ul style="list-style-type: none"> ○ Danielle Bruette, Director LTSS Quality Management, reviewed the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey results that were presented at the June Managed Long-Term Services and Supports Subcommittee meeting. 	Danielle Bruette Sara Reitenauer Jenn Rogers Maritza Padua	Maritza to connect Sara and Participant/Community Partner (JH) to discuss housing resources

<ul style="list-style-type: none">• LTSS Collaborative Services- Behavioral Health/Employment/Housing<ul style="list-style-type: none">○ Sara Reitenauer, Manager LTSS Collaborative Services, shared the plan's recent efforts to add a Collaborative Services "Corner" on the website, where the plan's Participants can find important information and resources related to behavioral health, employment, and housing services (such as: eviction process, utility programs, homeownership, and budgeting), as well as information on the plan's proprietary programs and services. • MLTSS Subcommittee Meeting Updates<ul style="list-style-type: none">○ Jenn Rogers, Director of LTSS Program Management, shared the 'Key Themes' discussed at the June Managed Long-Term Services and Supports Subcommittee meeting<ul style="list-style-type: none">▪ Service Coordination<ul style="list-style-type: none">• Service Coordinator turnover• Difficulty contacting Service Coordinator▪ Person-Centered Service Plans<ul style="list-style-type: none">• Service reductions• Challenges with home modifications, pest eradication▪ Appeal Process Challenges▪ Direct Care Workforce<ul style="list-style-type: none">• Training• Retention• Personal Protective Equipment • Heard in the Community<ul style="list-style-type: none">○ Maritza Padua, Community Outreach Program Manager, shared information related to the Department of Agriculture's new Senior Food Box Program		
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<ul style="list-style-type: none"> ▪ Get more information at https://www.agriculture.pa.gov/Food/food_assistance/Commodity%20Supplemental%20Food%20Program/Pages/default.aspx or by calling 800-468-2433 		
<p>Open Forum:</p> <ol style="list-style-type: none"> 1. Participant and Community Partner (TC) asked if Service Coordinators are back in the community for face-to-face assessments. <i>Service Coordinators have resumed face-to-face assessments. The plan is following the safety measures put in place by the Center for Disease Control (CDC) and related guidance from the company's Pandemic Taskforce. A face-to-face assessment is 100% the Participant's choice. While understanding how much can be gained from a face-to-face assessment, we want to be mindful of any hesitation a consumer may have.</i> 	All	
<p>Next Meeting: September 7, 2021 3:00pm – 4:00pm</p>		