

Wednesday, June 8, 2022, 3:00-4:30pm  
Virtual Meeting (Zoom)

*Meeting Chair: Nicole Ragab*

*Meeting Co-Chair: N/A*

*Meeting Scribe: Ryan Curtis*

## 1. Call to Order

Nicole Ragab, Community Outreach Program Manager, called the meeting to order at 3:03pm.

## 2. Welcome and Introductions

Nicole welcomed the group to the second quarter Participant Advisory Committee (PAC) meeting for the Northeast zone and reviewed the agenda for the meeting. Nicole completed the virtual meeting level setting, including a reminder not to share Personal Health Information (PHI) during the meetings. Nicole reminded the members that they can contact her with any personal service-related questions, and she will help to connect them to their Service Coordinator.

## 3. New Business/Updates: Quality (CAHPS, HEDIS)

Jessica Grinderslev, Quality Management Manager, provided an update on the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and reminded Participants to get regular preventive health screenings. The CAHPS survey is distributed on an annual basis giving Participants the ability to share their experiences and ratings of their healthcare providers and plans, including hospitals, home health care agencies, and doctors. The second questionnaire was mailed on April 12, 2022, post card reminders were mailed on April 19, 2022 and telephone interview calls began on May 3, 2022.

Preventive Screening Reminders:

- Cervical cancer screening
- Preventive screenings for diabetes like your regularly scheduled hemoglobin A1C, kidney function tests, and eye exams
- Routine examinations for high blood pressure
- The Centers for Disease Control and Prevention (CDC) recommends that everyone over the age of six months get a flu shot. Flu shots are a covered benefit by the Health Plan.
- Reminder to have a dental exam twice per year and brush for at least two minutes, twice per day

If Participants need help finding physical or dental providers, visit our website at [www.amerihealthcaritaschc.com](http://www.amerihealthcaritaschc.com) and click "Find a Doctor, Medicine, or Pharmacy," or call Participant Services at 1-855-235-5115 (TTY 1-855-235-5112).

**Action Items: N/A**

## 4. New Business/Updates: FMS Transition

Frank Santoro, Director of Plan Operations and Administration, provided an update on the transition process for self-directed services from Public Partnerships (PPL) to Tempus Unlimited. Tempus is using



stakeholder meetings, letters, broadcast messages, Listserv messages as well as in-person events to assist Participants, Common Law Employers (CLEs), and Direct Care Workers (DCWs) complete this transition. Service Coordinators are also assisting Participants with this transition process.

For a successful transition, Participants, CLEs and DCWs need to:

- Complete packets
- EVV System – DCWs use app for time entry and portal for corrections or TVV/IVR for time entry; CLEs use portal or TVV/IVR to approve time
- Setup EVV – receive welcome email, register for app and portal access, attend training sessions

Tempus will begin issuing checks for June dates of service beginning on July 1, 2022 and payroll schedules for DCWs will remain the same.

Tempus is looking to schedule another round of in-person help sessions following the first payroll schedule. Information will be distributed once details are confirmed.

Tempus Call Center: 844-983-6787

Tempus website: <https://pa.tempusunlimited.org>

EVV Training Materials: <https://pa.tempusunlimited.org/training-materials/>

**Action Items: N/A**

## 5. New Business/Updates: Elder Abuse – Older Adult Protective Services Act (OAPSA)

Tiffany Winkle, Protective Services Supervisor, Lehigh County Office of Aging and Adult Services, gave a presentation on Elder Abuse, how to recognize and identify abuse, and how to understand when, where and how to report abuse. OAPSA distinguishes between voluntary and mandatory reporting, and defines abuse as the infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish. Neglect is defined as the failure of oneself or the failure of a caretaker to provide goods or services essential to avoid a clear and serious threat to physical or mental health. Exploitation occurs when a person misuses or takes the assets of a vulnerable adult for his or her own personal benefit. In Pennsylvania, elder abuse can be reported via the Elder Abuse Hotline at 1-800-490-8505 or through any Area Agency on Aging.

Resources:

<https://www.pa.gov>

<https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/Adult-Protective-Services.aspx>

**Action Items: N/A**

## 6. Heard in the Community: Cents & Sensibilities, Financial Planning Resource

Jennifer Rogers, Director of LTSS Program Management and Quality, offered an overview of the Pennsylvania Assistive Technology Foundation (PATF) and their Cents and Sensibilities curriculum. Soon, Service Coordinators will have access to this curriculum through the eLTSS platform to assist Participants with financial goals as identified in their Person Centered Service Plan (PCSP). The Cents and Sensibility curriculum is free to the public and can be found at <https://www.studymoney.us/>. Those interested can



also request a paper copy of the curriculum be sent to their home. The curriculum offers courses on money fundamentals, money mapping (budgeting), saving, benefits and working, assistive technology, among others.

**Action Items: N/A**

## 7. Open Forum

No new or additional topics were addressed during this time.

**Action Items: N/A**

## 8. Next Meeting

Nicole announced that the third quarter PAC meeting for the Northeast zone will be held on Thursday, September 8, 2022 at 3:00pm.

## 9. Meeting Adjourned

Nicole adjourned the meeting at 4:02pm after all inquiries from the member were answered.