

## Participant Advisory Committee (PAC) Meeting Minutes

**Date:** Wednesday, June 19<sup>th</sup> 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

11:00-12:00pm

**Attendees:** See Appendix A

Agenda Item	Owner(s)	Discussion	Action Steps
<b>Call to Order</b>	Michelle Murphy	Meeting was called to order at 11:09am	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 Meeting Minutes</b>	Michelle Murphy/Group	The March 26 <sup>th</sup> 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>Contact Center FAQ's</b>	Nashay Blocker	Shared some common questions that come through the Contact Center and how they are handled. Typical calls consist of: <ul style="list-style-type: none"> <li>• Requesting additional services like home health and the process of setting up these services</li> <li>• LTSS Authorizations</li> <li>• How to change or locate a new PCP</li> <li>• Services eligibility</li> <li>• What to do when you receive a bill</li> </ul>	

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		<ul style="list-style-type: none"> <li>Switching insurances</li> </ul>	
<b>Moving to aligned Medicare</b>	Tonya Moody	<ul style="list-style-type: none"> <li>Introduced our Medicare Plan</li> <li>VIP Brochure and Benefits</li> <li>Differences between aligned and unaligned services</li> </ul>	
<b>Provider Training Materials</b>	Michelle Murphy	<p>Discussed our provider training materials and the information they cover.</p> <ul style="list-style-type: none"> <li>New literature comes out quarterly</li> <li>Provider Network Management provides additional documents that were not covered in today's meeting.</li> <li>The group recommended additional support from account executives that support physical health providers to educate the providers on transportation benefits. The group also asked for assistance and support on how to handle bills that are sent to them from their providers.</li> </ul>	Feedback will be provided to the provider network management team
<b>Closing Discussion</b>			
<b>Adjournment</b>	Michelle Murphy	PAC Meeting was adjourned at 12:09PM	