

Wednesday, June 29, 2022, 1:30pm-3:00pm

Virtual Meeting (Zoom)

Meeting Chair: Carrie Wilcox

Meeting Co-Chair – Nicole Ragab

Meeting Scribe: Jennifer Ford-Bey

1. Call to Order

Nicole Ragab, Community Outreach Program Manager, called the meeting to order at 1:33pm.

2. Welcome and Introductions

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

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

Michelle Burton, Supervisor Quality Management, 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 at least two minutes, twice per day

If Participants need help finding physical or dental providers, visit our website at 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

Suzanne Thomas, Technical Support Manager, 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/>

A PAC Member asked if the three managed-care organizations (MCOs) have a performance contract with Tempus. Suzanne explained that she was not aware whether a performance contract was in place or not. Member also asked if Participants will be kicked off the self-directed services program for not complying and not being successful with Tempus. Suzanne explained that Tempus and MCO staff will do everything they can to make sure all Participants in self-directed services get up and running with the new Tempus systems. Member stated that his direct care worker (DCW) attended the onsite event in Harrisburg, but he was unable to attend due to transportation. Member spoke with an MCO staff on the phone while the DCW was at the event.

A PAC Member offered their experience of the transition to Tempus. Member believes that the rollout was pushed too quickly. Member explained that they waited 3 hours and 21 minutes on hold for the Tempus Call Center before they had to hang up, and because they have an iPhone, the callback was recognized as spam and was silenced and sent straight to voicemail.

A PAC Member asked where they should be referring the DCWs if they do not get paid on July 1st. Suzanne recommended they try the Tempus call center and the Participant's Service Coordinator so manual entry or a paper timesheet can be completed. Member also stated that technology can be challenging and difficult so text messages and RAVE messages may not be the best way to reach Participants.

Action Items: Nicole to send FMS deck and Stakeholder meeting information to Lehigh Capital PAC Member distribution list.



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

Clayton “JR” Reed, Executive Director, 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.

A PAC member asked for clarification related to self-determination. They asked if a person has the option to say that they are ok and to deny assistance. JR confirmed, and explained that yes, unless the person’s capacity is in question, and guardianship needs to be assigned, then the person has the right to self-determination and can assume their own risk.

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 Lehigh Capital zone will be held on Thursday, September 22, 2022 at 1:30pm.

9. Meeting Adjourned

Nicole adjourned the meeting at 3:02pm after all inquiries from the PAC members were answered.