

Thursday, September 7, 2023, 10:00 am
Virtual Meeting (Zoom)

Meeting Chair: Lori Delmonaco

Co-Chair: Ally Hindman

Meeting Scribe: Kathleen Shiomos

1. Call to Order

Ally Hindman, Community Outreach Representative, called the meeting to order at 10:30 a.m.

2. Welcome and Introductions

Ally Hindman welcomed the group to the third quarter Participant Advisory Committee (PAC) meeting for the Northwest zone.

Ally completed the virtual meeting level setting, including a reminder not to share Personal Health Information (PHI) during the meetings. The group was reminded that they can contact Nicole, Jasmine, and Ally with any personal service-related questions, and they will help to connect them to their Service Coordinator.

Lori Delmonaco, Manager of Service Coordination welcomed the group and reviewed the agenda and presenters.

Action Items: N/A

3. CHC Programs & Updates/Participant Directed Services

Lori Delmonaco provided an overview of participant directed services and the self-directed model of care.

- The Service Coordination role in Self-Direct Model of Care:
 - Service Coordinator (SC) meets with Participant and completes the Comprehensive Need Assessment. This information is used by SC and Participant to review the eligible benefits to create the Person-Centered Service Plan (PSCP). When reviewing the Personal Assistance Services (PAS) the SC educates the Participant on agency and self-directed models of care.
 - When reviewing PAS services, the SC informs the Participant there are benefits to the self-directed plan including:
 - Being able to self-direct the employment of their Direct Care Worker (DCW),
 - Having greater influence and freedom over the development of their schedule and service delivery
 - Already has a caregiver that they want to formally hire as a DCW.
- Participant self-directed services is being discussed at all Participant Advisory Committee meetings in September 2023.
- There will be an article on Participant Self-directed services in the Participant Newsletter

A PAC Member who utilizes both agency and self-directed models stated that “It can be difficult to contact her service coordinator to shift hours between models” Lori replied that she will connect with PAC Member after meeting to protect participants private health information.



A PAC Member asked “how can I get information and resources about covered benefits to the Participants at the Mission where she works/visits” Nicole replied that Ally will connect with her to plan to visit and work out a plan to connect provider with more information.

A PAC Member asked “Can I use agency model as a backup for self-directed services? Sometimes when attendant is out sick, can she use agency model as a backup?” Participant also discusses nuances involved with self-directed model. For instance, more DCWs means less salary to share. Lori replied yes, but it can be difficult because PAS agencies don’t typically have “extra” DCWs to cover hours. Lori also explained that the Service Coordinator will pursue any model Participant requests, and she also discussed importance of backup plan for those situations.

Action items:

Lori to follow up with PAC Members who commented after presentation.

Ally to follow up with provider following PAC meeting.

4. CHC Programs & Updates/Quality Updates – Adult and HCBS CAHPS Survey

TK Dana, Manager Quality Management, presented information on the Adult and Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Surveys. The HCBS CAHPS survey occurs August through October and Press Ganey does 150 random telephone surveys. Question topics include SNAP Benefits, Dental Health, Composite measures include communication, transportation, personal safety, and planning activities. The state requested questions regarding Employment and mental health.

- 2022 What we did well: rating of specialist, personal doctor, and how well doctors communicate were all above the 85 percentiles.
- 2022 What we need to work on: getting needed care (50th percentile), rating of health plan (48th percentile), and customer service (10th percentile)

A PAC member stated that “transportation to medical appointments is a statewide issue and concern under the CHC program; many people are missing medical appointments, especially areas where public transportation is lacking” TK replied, thanking member you for sharing, and will bring this comment back to the transportation team to address.

A PAC Member asked, “How is the survey sample selected?” TK replied that Press Ganey does a random sample and continues through the survey period to reach the target number for the survey.

Action items: N/A

5. CHC Programs & Updates/ 2022 HEDIS Disparity Report

Anne Dodd, Health Equity & Quality Analyst, presented the 2022 HEDIS Disparity Report



The report assesses and provides analysis of AmeriHealth Caritas Pennsylvania Community HealthChoices (ACP CHC) Healthcare Effectiveness Data and Information Set (HEDIS)[®] results detailed by Participant's race, ethnicity, and language to identify and develop strategies to eliminate health disparities.

The following topics were presented:

- ACP CHC Measures
- Key Drivers of results (Disparities)
- Barriers Identified
- Opportunities for Improvements

Action Items: N/A

6. CHC Programs & Updates/ Senior Law Center Partnership

Jennifer Ford-Bey, Manager LTSS Behavioral Health/Collaborative Services, presented program information on the Senior Law Center Partnership, a new program for Participants over the age of 60. The goal of the program is to increase access to legal services with housing insecurities and improving ability for Participants to live more stably in the community with the help of legal services. The program partnership includes a dedicated staff to address ACP CHC Participant's needs.

To qualify, Participants must be:

- Enrolled in PA *Community HealthChoices* – with AmeriHealth Caritas OR Keystone First CHC.
- Over the age of 60 years old (born in the year 1963 or earlier)
- Nursing Facility Clinically Eligible (NFCE) or Nursing Facility Ineligible (NFI)
- Current resident of the Commonwealth of Pennsylvania, and either a renter or homeowner

Program services include:

- Education: Understanding tenant-landlord rights, lease/mortgage obligations, notices, etc.
- Limited representation: Representing client with third parties, in relation to their housing matter (i.e., landlord, housing agency, etc.)
- Advocacy: Improve poor conditions, increase access seek relief from agency on taxes, utilities, etc.
- Referrals: to appropriate legal agencies (in-person representation) or other resources.

Action items: N/A

7. Health Education & Outreach/Creating Simple and Healthy Meals

Cindy Celi, Manager Healthcare Partnerships, presented information on creating simple and healthy meals. Cindy shared two videos that Mom's Meals recently produced to increase awareness and promote health and well-being in the home.

Video Links:

Grain breakfast bowl – <https://youtu.be/RFF3bS5qDcw> [youtu.be]

Steamy zucchini – <https://youtu.be/bhSSMPVBdIQ> [youtu.be]

Resources:



- Cindy Ceil – cindy.ceil@momsmeals.com
- <https://www.eatright.org/>
- www.momsmeals.com/PA
- <https://www.fns.usda.gov>
- USDA National Hunger Hotline 1-856-348-6479

Action Items: N/A

8. Health Education and Outreach Updates

Ally Hindman presented the health education and outreach updates for the Community Outreach Team. Ally presented the following:

- Community Outreach team activities
- Member Communications' mailing and web updates
- Opportunities to get involved in activities in the community.

Action Items: N/A

9. Health Education & Outreach Updates/ PHE Unwinding & Redetermination

Nicole Ragab, Manager of Community Outreach, provided an update on the unwinding of the Public Health Emergency (PHE), including the following action items:

- Participants should make sure their address and phone numbers are up to date with the Department of Human Services. They can update their information in the following ways:
 - Online via www.dhs.pa.gov/COMPASS
 - Through COMPASS mobile App: myCOMPASS PA
 - By phone at 1-877-395-8930
 - or in-person at the County Assistance Office.
- Participants should sign up for email and/or text alerts to be sure they are receiving the most up to date information. Participants can sign up for text alerts: www.dhs.pa.gov/TEXT and eNotices: www.dhs.pa.gov/COMPASS.
- Finally, Participants should complete their annual renewal forms in a timely manner. Participants can complete their annual renewal forms in the following ways:
 - Online at www.dhs.pa.gov/COMPASS
 - Via mail
 - In-person at the County Assistance Office
 - Or via phone at 1-866-550-4355

Action Items: N/A

10. Resources from our Community Partners/LIHEAP

Ally Hindman presented program information on the Low-Income Household Energy Assistance Program (LIHEAP) including information about the grants, qualifications, and the LIHEAP Crisis program. Nicole also discussed how to apply for these benefits and the guidelines around the income limits for qualification.



Resources:

- Statewide Toll-Free LIHEAP Hotline: 1-866-857-7095
- Luzerne County: Commission on Economic Opportunity 1-800-822-0359
- Wyoming County: Commission on Economic Opportunity 1-800-836-4090
- <https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>

Action Items: N/A

11. Resources from our Community Partners/Carbon Monoxide Safety

Stephanie Hasanali, Environmental Public Health Tracking Program Director, presented information on the dangers of Carbon Monoxide and methods for staying safe.

Action Items: N/A

12. Open Forum

Ally encouraged any meeting attendees with specific questions related to the presented topics or any concerns they may have, to bring them up at this time. The post PAC survey will be sent out along with the meeting materials.

There were no PAC member questions or topics presented during this time.

Action Items: N/A

13. Next Meeting

Ally announced that the fourth quarter PAC meeting for the Northwest zone will be held on Thursday, December 7, 2023.

14. Meeting Adjourned

Ally adjourned the meeting at 12:07 p.m.