

Wednesday, September 13, 2023, 10:00am  
Virtual Meeting (Zoom)

*Meeting Chair: Jocelyn Saggese*

*Co-Chair: Ally Hindman*

*Meeting Scribe: Kathleen Shiomos*

## 1. Call to Order

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

## 2. Welcome and Introductions

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

Jocelyn Saggese, Manager of Service Coordination, welcomed the group and reviewed the agenda and presenters.

## CHC Programs & Updates

### 3. CHC Programs & Updates/Participant Directed Services

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

- 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

**Action items: N/A**



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

TK Dana, Manager Quality Management, presented information on the Adult and HCBS CAHPS Surveys. Survey occurs August through October. 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.
- Response Rates – as of 9/1 in the Southwest about 17% response rate
- 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 included Getting Needed Care (50<sup>th</sup> percentile), Rating of Health Plan (48<sup>th</sup> percentile) and Customer Service (10<sup>th</sup> percentile)
- CAHPS enable us to implement performance improvement.

**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)<sup>®</sup> 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

PAC Member states “it would be interesting to this type of quality report to for Service Coordinators and how they are doing with the consumers. Many with disabilities do not feel SC understand their needs and something like this may be able to help. Working on education for SCs to review the gaps in care and barriers. Education will be an ongoing process.”

**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. Creating Simple and Healthy Meals

Cindy Celi, Manager Healthcare Partnerships, presented information on creating simple and healthy meals.

- Video Share Interactive how to build grain breakfast bowl and can be found on [momsmeals.com/recipes-and-nutrition-tips](https://momsmeals.com/recipes-and-nutrition-tips)
- Recopies that are simple and healthy that can be made easily to promote health and well-being in the home.
- Resources
  - Cindy Ceil – [cindy.ceil@momsmeals.com](mailto:cindy.ceil@momsmeals.com)
  - <https://www.eatright.org/>
  - [www.momsmeals.com/PA](http://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 AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) 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](http://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](http://www.dhs.pa.gov/TEXT) and eNotices: [www.dhs.pa.gov/COMPASS](http://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](http://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 on the LIHEAP program and explained to participants the qualifications and information needed for the program.

- Low Income Household Energy Assistance Program (LIHEAP)
- Program Dates – 11/1/2023-4/5/2024
- Helps low income pay heating bills.
- Apply online at [www.compass.state.pa.us](http://www.compass.state.pa.us) or download or request paper application at [www.dhs.pa.gov](http://www.dhs.pa.gov) or your County Assistance Office
- Contact LIHEAP Toll-free hotline at 1-866-857-7095

**Action Items:**

## 10. 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**

## 11. 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**

## 11. Next Meeting

Ally announced that the fourth quarter PAC meeting for the Southwest zone will be held on Tuesday, December 13, 2023.



## 12. Meeting Adjourned

Ally adjourned the meeting at 11:25 am