

Participant Advisory Committee (PAC) Meeting Minutes

Date: Tuesday, September 15, 2020

Time: 11:00-12:00

Chair: Kristy Dovichow

Co-Chair: Maritza Padua

Online via Zoom

Scribe: Cassandra Stahl

Attendees: See Appendix A

Agenda Item	Owner(s)	Discussion	Action Steps
Call to Order	Kristy Dovichow	The meeting was called to order at 11:02 am	--
Welcome and Introductions	Kristy Dovichow	The group was welcomed to the AmeriHealth Caritas PA Community HealthChoices (ACP CHC) Participant Advisory Committee (PAC) meeting. Introductions followed.	--
Review and Feedback			
Review of Meeting Minutes	Kristy Dovichow & Attendees	The December 12, 2019 PAC Meeting Minutes were reviewed and approved.	--
How PAC Information is Used and Shared	Kristy Dovichow	Kristy Dovichow reviewed the internal ACP CHC complaint process.	--
Old Business - Transportation	Kristy Dovichow	Kristy Dovichow followed up with the group regarding transportation regarding barriers which included: <ul style="list-style-type: none"> • Having to schedule trips 72 Hours in advance • Cancellations by MTM last minute without alternate transportation available to the Participant 	Kristy will Follow up with MTM and report back to the committee
Old Business - DME	Kristy Dovichow	Kristy Dovichow followed up with the group regarding the need for door openers and the installation delay. There continues to be a delay.	Kristy will follow up with Mobility 101 regarding the delay.

Participant Advisory Committee (PAC) Meeting Minutes

New Business: SNAP Benefits	Kristy Dovichow	Kristy Dovichow provided a high-level overview of SNAP benefits, how, and where to go apply. Open discussion to discuss how ACP CHC can ensure ACP CHC Participants are made aware of the program. The committee proposed collaborating with local community pharmacies to disseminate information regarding SNAP and other pertinent information.	Maritza Padua will check in with Michelle Murphy, Pharm-D for next steps.
Keeping up with Medications	Kristy Dovichow	Kristy Dovichow opened group discussion regarding unfilled prescriptions and how unfilled prescriptions can negatively impact a participant. Committee Member, Chris Antipas, noted that communication barriers at time of discharge add an extra step for Participants, and added, there are easier options available such as having prescriptions delivered prior to discharge, or having prescriptions delivered directly to the Participant's home immediately after discharge.	--
Contact Center FAQ	Nashay Blocker	Nashay Blocker addressed the group regarding Participant Service surveys. All Participants are urged to complete a survey after interacting with the call center as it helps for ACP CHC to achieve Participant satisfaction.	--
Closing Discussion			
Adjournment	Kristy Dovichow	PAC Meeting was adjourned at 12:01 PM	