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## AmeriHealth Caritas PA Community HealthChoices Participant Advisory Committee (PAC) Meeting Minutes

**Date:** 10/29/2020

**Chair:** Julie Skovera

**Co-Chair:** Maritza Padua

**Time:** 3:00 p.m. – 4:30 p.m.

**Lehigh Capitol/Central:** Center for Independent Living Central  
PA (CILCP)

**Conference Line:** 301-715-8592,,2930463069#,,#,4226#

Agenda Item	Owner(s)	Discussion
Welcome and Introductions	Maritza Padua	The group was welcomed to the AmeriHealth Caritas PA (ACP) Community HealthChoices (CHC) Participant Advisory Committee (PAC) meeting. Introductions followed.
Why are we here <ul style="list-style-type: none"> <li>- Purpose of PAC</li> <li>- Review Charter</li> <li>- Roles and Responsibilities</li> </ul>	Lorraine Delmonaco	Lori Delmonaco discussed PAC purpose, roles, and responsibilities.
Road Map through Community HealthChoices	Lorraine Delmonaco	Lori Delmonaco presented the ACP CHC Roadmap to Benefits, which is included in the New Participant Handbook.
Participant Frequently Asked Questions	Nashay Blocker	Nashay Blocker delivered the Contact Center report, reminded Participants that there is 24/7 contact center access, and explained the purpose of the CAHPS Survey.
Open Forum	All	Participant DK asked about ACP CHC's COVID-19 outreach process, and how the plan is currently handling any service delays. Lori provided an explanation.
Closing and Next Steps <ul style="list-style-type: none"> <li>- Future PAC meeting dates</li> <li>- PAC Participant contact sheet</li> </ul>	Maritza Padua	The meeting was adjourned at 4:00pm