



Coverage by AmeriHealth First.

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

Date: 10/29/2020

Chair: Lorraine Delmonaco

Co-Chair: Maritza Padua

Time: 3:00 p.m. – 4:30 p.m.

Northeast: Roads to Freedom Center for Independent Living

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 Community HealthChoices (CHC) Participant Advisory Committee (PAC) meeting. Introductions followed.
Why are we here <ul style="list-style-type: none"> Purpose of PAC Review Charter Roles and Responsibilities 	Lorraine Delmonaco	Lori Delmonaco discussed PAC purpose, roles, and responsibilities.
Road Map through Community HealthChoices	Lori Delmonaco	Lori Delmonaco ran through 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 <ul style="list-style-type: none"> Future meeting locations Participant event ideas 	All	Karen Koch asked about the home modification process. Lori Delmonaco described the home modification process and the comprehensive needs assessment. Tina Jarrett stated the home modification approval process should be faster.
Closing and Next Steps <ul style="list-style-type: none"> Future PAC meeting dates 	Maritza Padua	The meeting was adjourned at 4:15pm.

- PAC Participant contact sheet		
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