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

Date: 10/30/2020

Northwest: Voices for Independence

Chair: Lorraine Delmonaco

Co-Chair: Maritza Padua

Time: 2:00 p.m. – 3:30 p.m.

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"> Purpose of PAC Review Charter Roles and Responsibilities 	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 <ul style="list-style-type: none"> Future meeting locations Participant event ideas 	All	The group asked that the following be incorporated in future discussions: COVID-19/Telephonic Outreach process, Re-Evaluations, PAS Services.
Closing and Next Steps	Maritza Padua	Meeting was adjourned at 3:10pm.