



**AmeriHealth Caritas Pennsylvania (PA) Community
HealthChoices (CHC) Participant Advisory Committee
(PAC)
Northwest (NW) Meeting Minutes**

Chair: Lori Delmonaco
Co-Chair: Maritza Padua
Scribe: Kathleen Shiomos

Date: December 10, 2021
Location: Virtual Only
Time: 10:30 am

Agenda Item	Owner(s)	Discussion	Action Items
Call To Order	Lori Delmonaco, LTSS Manager	Lori Delmonaco called the meeting to order at 10:33 am.	N/A
Welcome and Introductions	Lori Delmonaco	Lori Delmonaco welcomed the group to the AmeriHealth Caritas PA CHC Participant Advisory Committee (PAC) meeting. Lori introduced the presenters today, Nicole Ragab, Frank Santoro, Jess Grinderslev, and Fatima Muhammad.	N/A
New Business/Updates			
FMS Transition Update	Frank Santoro, Director of Plan Operations & Administration	<p>Frank Santoro provided an update on the FMS Vendor transition from Public Partnerships to Tempus. Frank provided a brief explanation of the Self- Directed Services Program, which allows Participants to have more control over who is providing the services and gives them the power to manage their workers at the Common Law Employer (CLE). Frank discussed recent activities including mailings and upcoming trainings.</p> <p>Frank provided Tempus' Contact Information:</p> <ul style="list-style-type: none"> • Email address: PAFMS@tempusunlimited.org • Call Center Number: 1-844-9TEMPUS (1-844-983-6787) 7:30AM-4:30PM M-F • Fax: 1-833-5TEMPUS (1-833-583-6787) • Tempus Website: https://pa.tempusunlimited.org <p>*full PowerPoint attached*</p>	N/A
CAHPS Open Projects/HEDIS	Jessica Grinderslev,	Jessica Grinderslev provided an update from the Quality Department. Jessica reminded everyone to get preventive screenings, including flu shots.	N/A

	Manager Quality Management	<p>Jessica encouraged all Participants to bring their AmeriHealth Caritas PA (CHC) ID card to all appointments. Participants who do not have one, should call Participant Services at 1-855-235-5115 (TTY 1-855-235-5112) to request a replacement card.</p> <p>Lastly, Jessica reminded PAC members that they should contact their Service Coordinator following any Trigger Event to schedule a reassessment. Trigger Events include hospitalizations, transfers to a Long Term Care or Nursing facility, or transfers home.</p>	
Culturally Linguistically Appropriate Services (CLAS) Program Evaluation	Fatima Muhammad, CLAS Coordinator	<p>Fatima provided a Culturally Linguistically Appropriate Services (CLAS) program update. She explained that the purpose is to provide effective, equitable, understandable and respectful quality care and services that are responsive to cultural health beliefs and practices, preferred languages, and health literacy. Fatima discussed the National Standards and Guidelines, the CLAS strategic plan, Race Ethnicity and Language (REL) data, and the many ways that AmeriHealth Caritas PA CHC is addressing CLAS standards.</p>	N/A
Energy Assistance/LIHEAP	Nicole Ragab, Community Relations Representative	<p>Nicole provided information on the energy assistance program, LIHEAP, which stands for Low Income Home Energy Assistance Program. Nicole explained that LIHEAP helps low income families pay their heating bills through cash grants and crisis grants.</p> <p>Nicole provided information on how to apply for LIHEAP, which can be done online at www.compass.state.pa.us or via paper application which can be downloaded at www.dhs.pa.gov or requested at any local County Assistance Office</p> <p>Contact LIHEAP Toll-free hotline 1-866-857-7095</p> <p>Questions <i>PAC Member CB asked a question: If some participants are having trouble navigating the process, how do you help?</i></p> <p>Nicole explained that if someone is assisting a Participant with obtaining other benefits such as SNAP or Medicare, then they should be able to help. The Participant can reach out to their service coordinator for help. Also, if you go into the county assistance office they may offer assistance at that time.</p>	N/A
Open Forum:		<p>Health Education Advisory Committee Meeting Tuesday, December 21, 2021 at 11:00 AM</p> <p>2022 Meeting Dates: *meeting dates are subject to changes</p>	N/A

		March 8, June 8, September 8 and December 8 of 2022.	
Next Meeting:		March 8, 2022 Paper invites will be sent out to everyone, emailed to anyone who has provided emails and a reminder call will be made to confirm meeting.	N/A
Adjourned		Meeting was adjourned at 11:29 AM by Maritza Padua.	N/A

FMS Vendor Transition for Self-Directed Services Update

Presented by Frank Santoro

Director of LTSS Plan Operations and Administration
December, 2021



Delivering the Next
Generation
of Health Care

Agenda

- **Self-Directed Services Program Overview Update**

Introduction

Recent Activities

Mailers

Tempus Meetings

Upcoming Activities

Training Topics

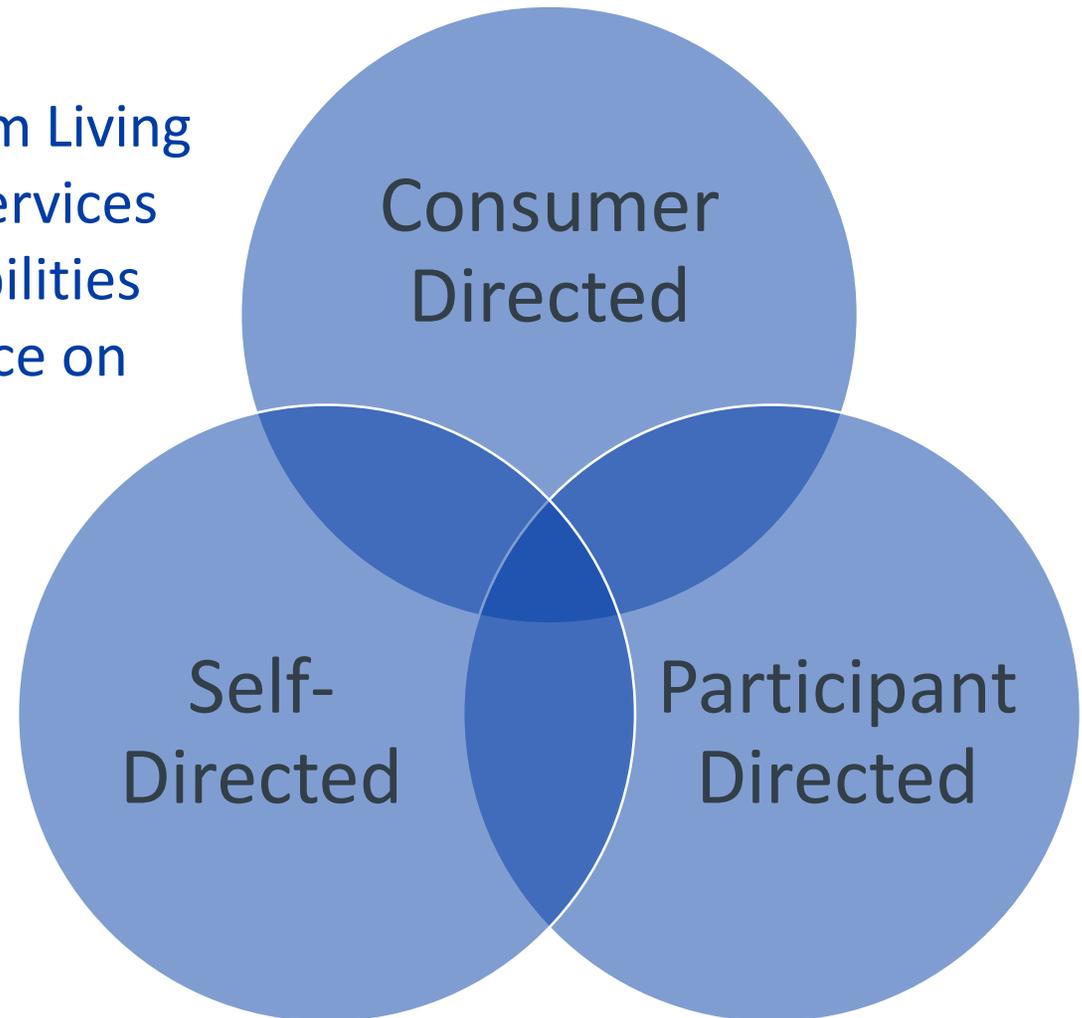
Questions



Self-Directed Services Program Overview Update

Pennsylvania Office of Long-Term Living Home and Community-Based Services (HCBS) offer persons with disabilities and Pennsylvania seniors a choice on how services will be delivered.

Self-Directed Services enable Participants to take more control of services giving them the power to manage their own workers as the Common Law Employer.



Self-Directed Services Program Overview Update

Mailers

- October Mailers – October 15, 2021
 - Welcome To Tempus – Participant/CLE
 - Introduction to November packet:
 - Announcement of Forms to complete
 - Contact information for questions
 - Instruction on how to attend a Tempus information session
 - Direct Care Worker Transition Packet sent to EACH of your DCWs:
 - Cover Letter
 - DCW Enrollment Checklist
 - Direct Care Worker Agreement (requires signature of both CLE and DCW)
 - Direct Care Worker Information and Acknowledgement Form (requires signature of both CLE and DCW)
- November Mailer – November 15, 2021
 - Participant/Common Law Employer Transition Packets
 - Cover Letter
 - CLE Enrollment Checklist
 - Common Law Employer Agreement (requires signature of CLE/sign and return)
 - IRS Form 2678 –Employer/Payer Appointment of Agent (requires signature/sign and return)
 - Tempus Notice of Privacy Practice



It's important to complete the forms and return to Tempus at your earliest convenience.

Self-Directed Services Program Overview Update

Tempus On-Line Meetings

Tempus will host one-hour call-in and Online WebEx sessions in December to answer questions about the transition and how to complete transition forms and paperwork. Login Information is included in transition packets and posted to the Tempus website at <https://pa.tempusunlimited.org/>



December 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 7:00 PM	2 2:00 PM	3 9:00 AM	4 10:00 AM
5	6 1:00 PM	7 11:00 AM	8 7:00 PM	9 2:00 PM	10 9:00 AM	11
12	13 1:00 PM 7:00 PM	14 11:00 AM	15 7:00 PM	16 2:00 PM	17 9:00 AM	18 10:00 AM
19	20 1:00 PM	21 11:00 AM	22 7:00 PM	23 2:00 PM	24 9:00 AM	25
26	27 1:00 PM 7:00 PM	28 11:00 AM	29 7:00 PM	30 2:00 PM	31 9:00 AM	

Self-Directed Services Program Overview Update

Tempus In-Person Meetings

Tempus is hosting on-site sessions per the below schedule. You may attend any time throughout the day, meet the Tempus team, and ask any questions you may have on the transitions. Tempus is also establishing three permanent locations (Pittsburgh, Philadelphia and NE/NW/LHC) for your convenience.

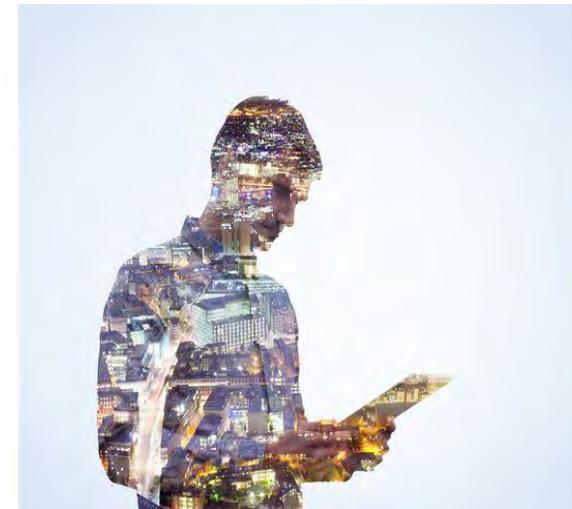


December 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 In-Person 9am-6pm Pittsburgh	2 In-Person 9am-6pm Pittsburgh	3	4
5	6	7	8 In-Person 9am-5pm Philadelphia	9 In-Person 9am-5pm Philadelphia	10	11
12	13 In-Person 9am-6pm Erie	14	15 In-Person 9am-6pm Clarks Summit	16 In-Person 9am-6pm Lancaster	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Self-Directed Services Program Overview Update

Upcoming Events

- Training – training will be conducted for Participants/CLEs and DCWs:
 - Call in/Online WebEx Sessions
 - In-Person Sessions
 - How-To Guides and Training Videos posted on the Tempus website
- Training Topics Include:
 - EVV Training for timesheet submission
 - PPL cut-off for payroll submission
 - Tempus payroll submission (March, 2022)
 - Tempus phone system to clock in and out
 - Tempus portal navigation
 - Setting up user accounts for Tempus



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Questions?

