

## Participant Advisory Committee (PAC) Meeting Minutes

**Date:** Thursday December 12<sup>th</sup> 2019

**Chair:** Kristy Dovichow

**Scribe:** Cassandra Stahl

Fithian House

100 Fithian Court

Wexford, Pa 15090

11:30-1:00

**Attendees:** See Appendix A

Agenda Item	Owner(s)	Discussion	Action Steps
<b>Call to Order</b>	Kristy Dovichow	Meeting was called to order at 11:12 am	n/a
<b>Welcome and Introductions</b>	Kristy Dovichow	The group was welcomed to the AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) participant Advisory Committee (PAC) meeting. Introductions of committee members followed.	n/a
<b>Review and Feedback</b>			
<b>Review of Meeting Minutes</b>	Kristy Dovichow/Group	The Sept 26th 2019 PAC Meeting Minutes were reviewed and approved as written.	n/a
<b>How PAC Information is Used and Shared</b>	Kristy Dovichow	Complaint trends identified by the PAC, as well as concerns about the CHC program and/or AmeriHealth Caritas PA CHC brought to the committee's attention, are reported to health plan leadership and OLTL, for review, feedback and action.	n/a
<b>Transportation Issues Follow up</b>	Kristy Dovichow	Kristy continued the conversation from the last PAC meeting about transportation barriers for residents at Fithian and Gatehouse Communities. As well as community participants.  Discussed partnership with MTM and asked about alternative Transportation that Participants have used in the past.	n/a

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<p><b>Roadblocks/Experiences with Transportation</b></p>	<p>Kristy Dovichow</p>	<p>Kristy opened for discussion. Participants spoke of barriers with using MTM for transportation and were asked for alternatives. Spoke of the Positive experiences they have had with alternative transport –ACCESS/Uber/Cab and what they like about using them rather than MTM. No changes to transportation will be made at this time. Spoke with group about how to ease scheduling with MTM and potential questions they may ask when scheduling their pickup/dropoff.</p>	<p>Kristy will follow up with MTM regarding Powerchair and manual wheelchair accessibility as well as what their drivers can assist with during transport.</p>
<p><b>Future Topics</b></p>	<p>Kristy Dovichow</p>	<p>Participants suggested that we discuss insurance copays and bills at a future meeting. How to locate a PT or PCP that is in their network. Insurance billing questions in general and how to handle.</p>	<p>Will see if someone from the billing side can be present at next meeting.</p>
<p><b>Closing Discussion</b></p>			
<p><b>Adjournment</b></p>	<p>Kristy Dovichow</p>	<p>PAC Meeting was adjourned at 12:03 PM</p>	



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