

Tuesday, December 12, 2023, 1:30pm
Virtual Meeting (Zoom)

Meeting Chair: Carrie Wilcox

Co-Chair: Nguyen Nguyen

Meeting Scribe: Kathleen Shiomos

1. Call to Order

Nicole Ragab, Community Outreach Program Manager, called the meeting to order at 1:32 pm.

2. Welcome and Introductions

Nicole welcomed the group to the third quarter Participant Advisory Committee (PAC) meeting for the Lehigh Capital (LHC) zone and introduced the new Lehigh Capital Community Relations Representative, Nguyen Nguyen.

Nguyen completed the virtual meeting level setting, including a reminder not to share Personal Health Information (PHI) during the meetings. The group was reminded that participants can contact Nicole, Nguyen, Jasmine, and Ally with any personal service-related questions, and they will help to connect them to their Service Coordinator (SC).

Nicole welcomed the group and reviewed the agenda and presenters.

Action items: N/A

3. Get to know us: Service Coordinator Introduction

Danielle Thompson, Service Coordination Supervisor, has been with AmeriHealth Caritas four years. Deanna Snyder, Service Coordinator, has been with AmeriHealth Caritas for two years. Participant shared with the group that Deanna has provided so much help and understanding of the Community HealthChoices program.

Feedback

- *“Does everyone have a Service Coordinator and how do we find out who they are?”*
Nguyen noted to contact AmeriHealth Caritas PA CHC Participant Services at 855-235-5115.
- *“What is the Participant Advisory part come into the meeting?”*
Nicole explained that Participants are given time after each presented topic to ask questions, give feedback, and raise concerns. Additionally, the meetings will be in-person beginning next quarter that will enable an even more collaborative meeting.
- *“Can we take our PAS workers on vacation with us? How does this work?”*
Deanna expressed that she will respond directly to the participant regarding their specific circumstances to be respectfully of their privacy. Per OLTL - If a direct care worker (DCW) is authorized by their respective agency and the DCW agrees to accompany the participant on



vacation, the DCW can only be paid by MA for services authorized in their service plan. All other costs, lodging, meals, expenditures, etc. are either the responsibility of the participant or DCW as arranged between the two parties. MA services cannot be authorized for services provided while outside of the US or its territories; the rules for Medicare are similar.

- *“Is there a timeframe that SCs must get authorizations to providers for planning? What happens if it is mid-month, but the provider still does not have the authorization?”*

Danielle explained that there are specific timeframes determined by OLTL for various circumstances that depend on factors such as if it is an initial assessment, trigger assessment, etc. If there is a delay, most likely there is a systems error. If there is an emergency the provider should reach out to the Service Coordinator.

4. CHC Programs & Updates/Quality- Flu Vaccine and Screening Reminder

TK Dana, Manager of Quality Management presented on the following topics:

- Flu Shot
 - CHC recommends everyone over the age of 6 months receive the vaccine.
 - Speak with your doctor to make sure it is right for you and your situation.
 - Visit your primary care doctor (PCP) or local pharmacy to get the vaccine.
- Breast Cancer
 - Most common cancer in women
 - CDEC recommends people, especially women ages 40-49 talk to their doctors about when they should receive a screening.
 - People, especially women ages 50-74 should have screening mammograms every two years.
 - Women with disabilities - Let scheduling know you have specific needs. Talk with your doctor about your concerns.
 - Additional information can be found on the CDC website:
<https://www.cdc.gov/ncbddd/disabilityandhealth/righttoknow/>

Feedback

- *“Do you have any updated information on the new COVID vaccines? Are there any questions I should be asking my doctor? Are there differences between the manufacture’s vaccine?”*
TK Dana encouraged participant to please contact and speak to their doctor directly as they know their medical history.

5. CHC Programs & Updates/Health Equity Program Evaluation

Anne Dodd, Health Equity & Quality Analyst

- *Health Equity*: everyone has a fair and just opportunity to be as healthy as possible with consideration that each individual experiences the world differently, requiring support in different ways.
- *HECLAS – Health Equity Culturally and Linguistically Appropriate Services*: program which establishes a planned approach to promote culturally responsive care and services to improve the following:
 - Health Care Disparities
 - Provider of Network Cultural Responsiveness
 - Community Involvement
 - Assessment of Language Services



- *HEDIS Performance Measures by Race, Ethnicity, and Language (REL)*
 - ACP CHC uses Healthcare Effectiveness Data and Information Set (HEDIS) to evaluate health measures by Race, Ethnicity, Language and Gender to determine if disparities between populations exist.
 - Different cultural groups may have trouble receiving services because of their ethnic customs, comprehension of the need for services, or not knowing certain benefits exists.
 - The measures reviewed are: Controlling Blood Pressure, Diabetes Measures and Adults' Access to Preventive/Ambulatory Health Services.

Action items: N/A

6. CHC Programs & Updates/Redetermination Reminder

Nicole Ragab, Manager of Community Outreach provided the following reminders to participants:

- Participants should make sure their address and phone numbers are up to date with the Department of Human Services. They can update their information in the following ways:
 - Online via www.dhs.pa.gov/COMPASS
 - Through COMPASS mobile App: myCOMPASS PA
 - By phone at 1-877-395-8930
 - In-person at the County Assistance Office
- Participants can sign up for email and/or text alerts to be sure they are receiving the most up to date information at: www.dhs.pa.gov/TEXT and eNotices: www.dhs.pa.gov/COMPASS
- Finally, Participants should complete their annual renewal forms in a timely manner. Participants can complete their annual renewal forms in the following ways:
 - Online at www.dhs.pa.gov/COMPASS
 - Via mail
 - In-person at the County Assistance Office
 - Via phone at 1-866-550-4355

7. Health Education & Outreach Activities

Nguyen Nguyen presented the health education and outreach updates in the Lehigh Capital zone for the Community Outreach Team. The following was presented:

- Participant Newsletter Topics
- Outreach Team Activities and Events Attended
- Opportunities to get involved in activities in the community.
- Reading Wellness Center activities– 600 Penn Street, Reading PA 19601
- Mobile Wellness Unit: <https://www.amerihhealthcaritaspa.com/community/mobile-wellness-center.aspx>

8. Resources From Our Community Partners/Creating Simple and Healthy Meals

Cindy Ceil, Manager of Healthcare Partnerships at Mom's Meals presented two simple and healthy recipes:

- Overnight Oats: <https://www.youtube.com/watch?v=0wD52DorYuE>



- Southwestern Style loaded baked potato: <https://www.youtube.com/watch?v=5VNxwjGG46s>

Feedback

- “Do you have information regarding the Mom’s Meals data breach?”
Cindy noted to contact her directly at 610-608-3247 or Cindy.Ceil@momsmeals.com
- “We are looking for less processed foods, what is the price point of the meals? Would it be better to receive an allotment instead of receiving prepared meals from a contracted provider?”
Cindy answered that they are unable to provide specific pricing information, but Mom’s Meals is working on expanding their offerings for healthier options for those with diet restrictions. She noted that specific dietary needs should be discussed with your doctor, SC, and team of providers.
- Nurse Call Line is a confidential service available 24/7 844-214-2472.

Action items: N/A

9. Resources from our Community Partners/LIHEAP

Nguyen Nguyen presented on *Low Income Household Energy Assistance Program (LIHEAP)*:

- Program enrollment is between 11/1/2023-4/5/2024
- Helps low-income families and individuals pay heating bills
- Provides cash grants of \$300-\$1000, depending on household size, income, and fuel type
- Apply online at www.compass.state.pa.us or download or request paper application at www.dhs.pa.gov or your County Assistance Office or contact LIHEAP
- Toll-free hotline 1-866-857-7095

10. Resources from our Community Partner/Department of Health: Stay Safe from Radon

Susan Wood Susan Wood, Environmental Public Health Tracking Program Outreach Coordinator, presented information on the dangers of Radon and methods for staying safe.

- Radon is an odorless, invisible, radioactive gas.
- Radon Dangers:
 - Leading cause of lung cancer
 - PA residents are at high risk for exposure due to our natural geology.
 - Number one environmental cause of ANY cancer
 - Contributes to ~21,000 death annually in the US
 - 40% of PA homes have a radon of level above the EPA guideline of 4 pCi/L.
- Radon Testing:
 - Home radon testing kits are available for about \$20-\$50. The American Lung Association should have free kits available.
 - PA Department of Environmental Protection (DEP) is a great resource for testing especially water.

Feedback



- *“If we have a test with high levels, are their laws/requirements as to how long we must fix these issues.”*
Susan explained that there are no laws or mandates requiring remediation.
- *“Is the map accurate?”*
Susan explained that the map is very general, and provides a general idea of what radon levels are in your area, but it is flexible due to radon being in the air, soil, etc. The only way to know is to test. Tests that indicate non-existent or low levels are probably ok for the next 1-5 years. Tests that indicate >4 pCi/L should be repeated more often.
- *“What if a person does not have the resources for a free test or remediation?”*
Susan suggested that participants can contact the American Lung Association for a free testing kit. The DEP also has some resources and may help with levels over 100.

Action items: N/A

11. Open Forum

The 2024 PAC meetings will be held in-person and zoom. This is being piloted in the SE and SW zones during this quarter. Resources that we share or are requested during the PAC meetings will be sent to the group after the meeting. They will also be on the AmeriHealth Caritas Community HealthChoices website under the Community tab: <https://www.amerhealthcaritaschc.com/community/index.aspx>

Nguyen encouraged any meeting attendees with specific questions related to the presented topics or any concerns they may have, to bring them up at this time. The post PAC survey will be sent out along with the meeting materials.

Action items: N/A

12. Next Meeting

Nguyen announced that the 2024 first quarter PAC meeting for the Lehigh Capital zone will be held in person (with an option to also participate via ZOOM) on March 12th. We will follow up with mail, phone calls and email.

Action items: N/A

13. Meeting Adjourned

Nicole adjourned the meeting at 3:10 pm after all inquiries from the attendees were answered.

Action items: N/A