

## Participant Advisory Committee (PAC) Meeting Minutes

**Chair:** Jocelyn Saggese  
**Co-Chair:** Maritza Padua  
**Scribe:** Cassandra Stahl

**Date:** December 15, 2020  
**Location:** Virtual Only  
**Time:** 11am – 12 noon

Agenda Item	Owner(s)	Discussion	Action Steps
<b>Call to Order</b>	Kristy Dovichow	Meeting was called to order at 11:05 am.	n/a
<b>Welcome and Introductions</b>	Kristy Dovichow	The group was welcomed to the AmeriHealth Caritas PA (ACP) 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 September 15 <sup>th</sup> 2020 PAC Meeting minutes were reviewed and approved as written.	n/a
<b>How PAC Information is Used and Shared</b>	Kristy Dovichow	Kristy Dovichow discussed how PAC information is used and shared with the health plan and the Office of Long Term Living (OLTL). Information such as complaint trends identified by the PAC, concerns about the CHC program, or concerns about the health plan are reported for review, feedback and action.	n/a
<b>Old Business –DME (Door Openers for Fithian Residents)</b>	Kristy Dovichow	The group confirmed that the door openers have been installed successfully. This topic is now closed.	n/a
<b>Old Business –Outreach Strategies, SNAP, Medication Adherence</b>	Maritza Padua	Maritza discussed the ongoing need of effective outreach to our population and participants. Chris Antypas, Pharm will be working with Maritza going forward on more meaningful strategies and methods of communication. They will be meeting the first week of January regarding a Pilot Program.	Michelle Murphy, Chris Antypas, and Maritza Padua will work to develop an opportunity for the plan to work alongside

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			its community partners and Pharmacies to deliver relevant health related messaging and materials.
<b>Appointing New Chair</b>	Kristy Dovichow/Jocelyn Saggese	Kristy introduced Jocelyn Saggese, Manager SW LTSS CHC. Jocelyn will be taking over chair duties for the SW PAC meetings today and in the future.	n/a
<b>New Business: COVID-19 Outreach and Needs Assessments during the Pandemic</b>	Jocelyn Saggese	Jocelyn discussed the plan’s commitment keeping Participants safe during the COVID-19 pandemic while still fulfilling requirements for assessments. Including: <ul style="list-style-type: none"> <li>• Reviewing Backup Plans with Participants</li> <li>• Identifying a trigger event</li> <li>• What to do if a PAS provider does not show up</li> <li>• Informal Supports –Friends, family and acquaintances.</li> <li>• Participant and emergency contact info</li> <li>• NF Admission strategies</li> </ul> Jocelyn encouraged any participants with questions to reach out to their SC’s or call the participant line for additional guidance.	Jocelyn will continue to provide updates at future PAC Meetings.
<b>Contact Center FAQ</b>	Maritza Padua	Maritza shared information related to the surveys currently being distributed to anyone who calls the Participant hotline, and how those surveys are used for quality control.	n/a
<b>Closing Discussion</b>			
<b>2021 Meeting –Tentative</b>	Cassandra Stahl	Reviewed potential upcoming dates as 3/16, 6/15, 9/14, 12/14. Cassandra will follow up with Fithian House to make sure that once the meetings can be in person they can accommodate those dates onsite.	Cassandra will provide 2021 dates at the March 2021 meeting

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<b>Open Forum (Heard in the community as it will be known in the future)</b>	All	Topics of discussion included: COVID-19 testing COVID-19 Support Continued updates at future PAC meetings	
<b>Adjournment</b>	Jocelyn Saggese	Meeting was adjourned at 11:48am	n/a