

Participant Advisory Committee (PAC) Meeting Minutes

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

Date: December 16, 2020
Location: Virtual Only
Time: 3:00pm – 4:30pm

Agenda Item	Owner(s)	Discussion	Action Steps
Welcome and Introductions	Maritza Padua	The group was welcomed to the AmeriHealth Caritas (ACP) Community HealthChoices (CHC) Participant Advisory Committee (PAC) meeting. Introductions of committee members followed.	N/A
Review and Feedback			
Review and Approve Q3 2020 Meeting Minutes	Lori Delmonaco /Group	The Q32020 PAC meeting minutes were reviewed and approved as written.	N/A
PAC Participant contact sheet	Maritza Padua	Maritza Padua 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
New Business: COVID-19 Outreach and Needs Assessments during the Pandemic	Lori Delmonaco	Lori Delmonaco 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"> • Reviewing Backup Plans with Participants • Identifying a trigger event • What to do if a PAS provider does not show up • Informal Supports –Friends, family and acquaintances. • Participant and emergency contact info • NF Admission strategies 	Lori will continue to provide updates at future PAC Meetings.

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		Lori encouraged any participants with questions to reach out to their SC's or call the participant line for additional guidance.	
Closing Discussion			
2021 Meeting Dates	Maritza Padua	Reviewed potential upcoming dates as 3/9, 6/8, 9/7, 12/7.	N/A
Open Forum (Heard in the community as it will be known in the future)	Maritza Padua/All	The committee was encouraged to bring topics to share at future meetings.	N/A
Adjournment			