

Thursday, March 9, 2023, 10:30am  
Virtual Meeting (Zoom)

*Meeting Chair: Lorraine Delmonaco*

*Co-Chair: Ally Hindman*

*Meeting Scribe: Kathleen Shiomos*

## 1. Call to Order

Nicole Ragab, Community Outreach Program Manager, called the meeting to order at 10:35am.

## 2. Welcome and Introductions

Nicole introduced and welcomed the new Community Relations Reps Ally Hindman and Jasmine Moore. Jasmine welcomed the group to the first quarter Participant Advisory Committee (PAC) meeting for the Northwest zone.

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

Lori Delmonaco welcomed the group and reviewed the agenda and introduced the meeting's presenters.

## 3. CHC Programs & Updates/HCBS CAHPS Survey

Marci Kramer, Director of Quality at AmeriHealth Caritas PA CHC shared the 2022 Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) results for AmeriHealth Caritas PA CHC. Marci discussed survey administration barriers, including low response rates, and the length of the survey and time required to complete the survey, as well as opportunities for improvement, and interventions that are being developed based on the survey results.

Interventions include a multidisciplinary CAHPS Work Group which meets monthly to establish ongoing coordination of Participants' care, identify opportunities, and develop initiatives, ongoing collaboration with the Service Coordination and Community Outreach teams to provide resources and tools, and the creation of a visual worksheet for Participants, family members and caregivers to decide what is important to them and their care.

### **PAC Member Feedback:**

PAC Member asked whether ACPCHC has plans to drill down to provider level and whether ACPCHC plans to provide a report for Providers doing well or need improvement? Marci explained that the HCBS CAHPS survey is anonymous, so we are not able to identify specific Provider feedback.

PAC Member asked what is being done specifically for medical transportation. The member explained that MTM provides both [medical and non-medical transportation], but medical must use local Paratransit and



shared ride for medical appointment. For the public if you don't need a stretcher how do you get to an appointment? Marci explained that while this information is not captured in the HCBS CAHPS survey, medical transport is provided through the Medical Assistance Transportation Program (MATP) providers which is a shared ride service. From the plan perspective we do not have input into the MATP. MATP is a state program not attached to the plan. If Dual Eligible some Medicare Advantage Plans may offer other transportation opportunities. CHC Plan is generally non-medical and used for community engagement activities.

**Action Items: N/A**

#### 4. CHC Programs & Updates/PHE Unwinding & Emergency SNAP Benefits

Nicole Ragab, Manager of Community Outreach provided an update on the unwinding of the Public Health Emergency (PHE), including the following action items:

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

Nicole also provided information relating to the ending of the Supplemental Nutrition Assistance Program (SNAP) Emergency Allotment (EA) benefit. The SNAP Emergency Allotment program ended in February 2023. SNAP recipients will only receive their standard SNAP payments moving forward.

Resources

- [www.aging.pa.gov/SCC](http://www.aging.pa.gov/SCC)
- [www.aging.pa.gov/AAA](http://www.aging.pa.gov/AAA)
- [www.211pa.org](http://www.211pa.org)
- [www.agriculture.pa.gov/food](http://www.agriculture.pa.gov/food)
- [www.dhs.pa.gov/SNAPCares](http://www.dhs.pa.gov/SNAPCares)

**Action Items: N/A**



## 5. Resources from our Community Partners/ Identifying and Avoiding Scams

Ally Hindman, Community Relations Representative, gave a presentation on the importance of identifying and avoiding scams. The presentation is part of the Safe Banking for Seniors curriculum developed by the American Bankers Association. Ally discussed the following:

- Common scams
- Patterns of fraud and what to look out for
- How to recognize a scam
- How to build barriers to protect yourself from scams
- How to report a scam

Resources:

- Do Not Call Registry [www.donotcall.gov](http://www.donotcall.gov)
- Junk Mail Registry [www.DMAchoice.org](http://www.DMAchoice.org)
- Free Credit Reports [AnnualCreditReport.com](http://AnnualCreditReport.com) or <https://consumer.ftc.gov/articles/free-credit-reports>

**Action Items: N/A**

## 6. Health Education & Outreach Activities/Heart Health & Nutrition

Cindy Celi, Manager of Healthcare Partnerships at Mom's Meals presented on Heart Health and the benefits of good nutrition.

Heart Disease is a condition that affects the heart and circulatory system that includes Coronary Artery Disease, Carotid Artery. Risk factors include smoking, high cholesterol, high blood pressure, sedentary lifestyle, high blood sugar, stress, alcohol, body weight, family history, gender, and age. Common symptoms include chest pain shortness of breath, pain, numbness in arms or legs, and irregular heartbeat. More than 20 million people over the age of 20 have coronary artery disease and marginalized and disadvantaged communities have higher rates of heart disease.

Resources:

- <https://www.heart.org/en/>
- <https://www.eatright.org/>

A PAC Member commented that the SNAP benefit reduction is going to harm the ability to eat healthy, and although some Medicare Advantage Plans are now adding a health benefit card, it cannot be used to buy online.

**Action Items: N/A**

## 7. Health Education & Outreach Activities/Health Education & Outreach Updates

Nicole Ragab explained that AmeriHealth Caritas PA CHC will no longer be hosting a stand-alone Health Education Advisory Committee (HEAC) meeting in 2023. Instead, we will be incorporating Health Education into the PAC meeting by reviewing the efforts of the Plan to provide Health Education throughout the year, including:



- Community Outreach team activities
- Member Communications' mailing and web updates
- Brick & Mortar and Mobile Wellness & Opportunity Center activities
- Quality Department initiatives

## 7. Open Forum

Ally 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.

### **PAC Member Feedback:**

PAC Member discussed their frustration with AmeriHealth's appeal process, and the member questioned why a new assessment must be done for bug control? Lori Delmonaco explained that reassessments for services must be completed because a lot of the services affect others, and the Service Coordinator needs to look at the Participant's service plan to effectively meet the Participant's needs.

Nicole closed the meeting by reminding PAC members to send topics of interest to the Community Outreach team for consideration on the Q2 meeting agenda. Also, PAC members are reminded to recommend other Providers, Participants, family Caregivers or Direct Care Workers to join the PAC for future meetings.

## 8. Next Meeting

Nicole announced that the second quarter PAC meeting for the Northwest zone will be held on Thursday, June 8, 2023, at 10:30 am. The Community Outreach team will follow up with mail, phone calls and email.

## 9. Meeting Adjourned

Nicole adjourned the meeting at 12:10 pm after all inquiries from members were addressed.