

Thursday, June 6, 2023, 10:30am
Virtual Meeting (Zoom)

Meeting Chair: Ally Hindman

Co-Chair: Nicole Ragab

Meeting Scribe: Kathleen Shiomos

1. Call to Order

Ally Hindman, Community Relations Representative, called the meeting to order at 10:35am.

2. Welcome and Introductions

Ally welcomed the group to the second quarter Participant Advisory Committee (PAC) meeting for the Northwest zone. Ally completed the virtual meeting level setting including a reminder not to share Personal Health Information (PHI) during the meeting. The group was 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.

Ally welcomed the group and reviewed the agenda and presenters.

3. CHC Programs & Updates/ How & Where to Get Care

Dr. Erica David Park, Chief Medical Officer for AmeriHealth Caritas Pennsylvania Community HealthChoices (ACP CHC) introduced herself to the PAC members and educated the audience on the differences between Emergency Room visits, Urgent Care visits, and Primary Care visits.

- In case of an emergency, call 911. Situations include, but are not limited to chest pain, drug overdose, breathing issues, loss of speech, etc.
- If you're not sure if the situation is an emergency, call your doctor, dentist, or our ACP CHC's 24/7 nurse care line at 1-844-214-2472
- If you need care immediately, but it's not an emergency, call you doctor or 24/7 nurse line for problems like coughing, vomiting, sore throat, etc, and get care quickly (within 24 hours).
- For non-emergent and non-urgent needs, call doctor or 24/7 nurse line for problems like fever, sprain, earache and get care by your Primary Care Physician (PCP) soon.

Action items: N/A

4. CHC Programs & Updates/ Senior Law Center Partnership

Jennifer Ford-Bey, Collaborative Services Manager presented program information for a new service for CHC Participants who are over the age of 60. The goal of the program is to increase access to legal services with housing insecurities and improving ability for Participants to live more stably in the community with the help of legal services. The program partnership includes a dedicated staff to address ACP CHC Participant's needs.

To qualify, Participants must be:

- Enrolled in PA *Community HealthChoices* – with AmeriHealth Caritas OR Keystone First CHC.
- Over the age of 60 years old (born in the year 1963 or earlier)
- Nursing Facility Clinically Eligible (NFCE) or Nursing Facility Ineligible (NFI)
- Current resident of the Commonwealth of Pennsylvania, and either a renter or homeowner



Program services include:

- Education: understanding tenant-landlord rights, lease/mortgage obligations, notices, etc.
- Limited representation: representing client with third parties, in relation to their housing matter (i.e., landlord, housing agency, etc.)
- Advocacy: improve poor conditions, increase access seek relief from agency on taxes, utilities, etc.
- Referrals: to appropriate legal agencies (in-person representation) or other resources

Action items: N/A

5. CHC Programs & Updates/ Health Equity Program Evaluation

Anne Dodd, Health Equity & Quality Analyst presented the Health Equity Program Evaluation.

Health Equity works to ensure that everyone has a fair and just opportunity to be as healthy as possible.

Culturally and Linguistically Appropriate Services (CLAS)

- Works to improve quality of services to help reduce health disparities and advance health equity
- There are 15 enhanced CLAS standards that have been established by DHS
- Demand services that are respectful and responsive to cultural health beliefs and practices

Race, Ethnicity, and Language (REL) Data

- The Health Plan collects self-reported REL data for our participants

2022 Goals

- Increase HEDIS compliance for African Americans for access to preventative/ambulatory health services and Controlling Blood Pressure HEDIS Measures
- Improve self-reported data collection and improve Opportunities

Action Items: N/A

6. Resources from Community Partners/ Senior Farmer's Market Nutrition Program

Nicole Ragab presented the SFMNP information on behalf of Tierney Belanger, FMNP State Administrator. The SFMNP provides low-income seniors with fresh, nutritious, unprepared, PA grown fruits, vegetables, and fresh cut herbs from approved PA farmers. For 2023 & 2024 program year, seniors will receive \$50 in vouchers coming in 5 \$10 checks. To qualify, you must be over 60 years old by end of 2023 and meet federal income guideline. To apply, seniors should contact your local [county aging office](#).

Contact:

- Tierney Belanger – 717-783-5309 or tiebelanger@pa.gov

A PAC Member asked if they must spend all the vouchers in the month they are given? Nicole explained that Participants will receive 5 \$10 vouchers once they qualify, and they can be used anytime throughout the program (June-November).

Action items: N/A

7. Health Education & Outreach Activities/Healthy Food Choices

Cindy Ceil and Katie Mednick from Mom's Meals presented "Making Good Nutrition Accessible"

Accessible nutrition includes the following:



- The ability to locate nourishing foods nearby
- The ability to purchase nourishing foods
- The ability to prepare nourishing foods
- The ability to consume nourishing foods

A PAC Member commented that the SNAP reduction is going to harm the ability to eat healthy. Cindy agreed and recommended Participants discuss adding a home-delivered service to their Service Plan.

A PAC Member mentioned that many Advantage Plans are now adding a health benefit card, but it cannot be used to buy online.

Action Items: N/A

8. Health Education & Outreach Activities/Beat the Heat

Ally Hindman presented information published by the Center for Disease Control (CDC) on ways to avoid, spot, and treat heat exhaustion.

Avoid: When the temperature is very high stay indoors. If you must go outside, dress properly and take breaks often. Know who is at high risk for heat stroke and heat exhaustion. Beat the heat by drinking plenty of water. checking on friends, neighbors, finding air-conditioned place, does not leave kids, or pets in a closed parked vehicle

Spot: Know the signs of heat stroke and heat exhaustion

- Heat stroke – high body temp, red, hot dry skin, headache, dizziness
- Heat Exhaustion - heavy sweating, muscle cramps, dizziness, headache

Treat: While waiting for medical attention, you can help someone with heat stroke or heat exhaustion. Move them to a shady area or indoors. Cool the body by fanning, sponging with cool water, etc.

- Resources
 - <https://www.cdc.gov/disasters/extremeheat/>
 - <https://www.ready.gov/heat>

Action items: N/A

9. Health Education & Outreach Updates

Ally presented the following:

- Community Outreach team activities
- Member Communications' mailing and web updates
- Opportunities to get involved in activities in the community
- Brick & Mortar and Mobile Wellness & Opportunity Center activities

Resources

- <https://crinet.org/resources/events/>
- <https://www.vficol.org/?the-erie-vfi-activities-calendar>



10. Health Education & Outreach Updates/ PHE Unwinding & Redetermination

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
 - 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 and eNotices: 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
 - Via mail
 - In-person at the County Assistance Office
 - Or via phone at 1-866-550-4355

Action items: N/A

11. 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. The post PAC survey will be sent out along with the meeting materials.

There were no PAC member questions or topics presented during this time.

12. Next Meeting

Ally announced that the third quarter PAC meeting for the Northwest zone will be held on Thursday, September 7, 2023, at 10:30 am. The Community Outreach team will follow up with mail, phone calls and email.

13. Meeting Adjourned

Nicole adjourned the meeting at 12:05 pm after all inquiries from the member were answered.