

Tuesday, June 9, 2026, 11:00 am

Virtual Meeting (Zoom)

Location (in-person): 600 Penn St 3rd FL Reading, PA 19602

Location (virtual): [zoom info](#)

Chair: Jasmin Botero

Co-Chair: Johnny Cartagena

Scribe: Kathleen Shiomos

1. Call to Order

Jasmin Botero, Community Relations Representative for AmeriHealth Caritas Pennsylvania (ACP) Community HealthChoices (CHC) called the second quarter Participant Advisory Committee (PAC) meeting for the Lehigh Capital Zone to order at 11:05am.

2. Welcome, Introductions, and Updates

Jasmin Botero introduced the Community Outreach team as well as Johnny Cartagena, Manager of Long-Term Services and Supports (LTSS) for Lehigh/Capital Zone and welcomed everyone to the meeting.

Meeting attendees introduced themselves either in person, virtually, or in the Zoom chat. Jasmin Botero also introduced satellite meetings that were taking place at Sinking Spring Nursing and Rehab Center and Margaret E. Moul Home.

Nguyen Nguyen, Community Outreach Manager, completed the level setting for the meeting and Johnny Cartagena, Manager LTSS Service Coordination, reviewed the meeting agenda.

3. Health Education & Outreach Activities

Jasmin, Community Relations Representative, reviewed the health education and outreach updates for the Lehigh Capital, including:

- Last quarter's Community Outreach team activities
- Partners in the Community
- Upcoming Community Outreach team activities
- Activities in your Community
- Wellness and Opportunity Center information and calendar of events
- Participant Communications
- Participant Handbook

Resources:

- <https://www.amerihealthcaritaspa.com/community/mobile-wellness-center.aspx>
- <https://www.amerihealthcaritaschc.com/participants/health-wellness/newsletter>
- <https://www.amerihealthcaritaschc.com/participants/participant-handbook>

Feedback: N/A



Next Steps: N/A

4. CHC Programs and Updates- CHC Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Interventions

Rhonda Howe- Technical Support Mgr. CHC/LTSS Plan Operations, discussed Home and Community-Based Services (HCBS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) Interventions

HCBS CAHPS Survey Results and Improvement Plan

- 2025 HCBS – 10 of 16 core survey measures exceeded the 86% goal.
- 2025 HCBS CAHPS Opportunities for Improvement - Improvement Actions
 - Analyzing different types of data to identify Providers or areas that may need improvement including complaints, and surveys.
 - Continued training for all Service Coordinators (SCs)
 - Updated talking points for SCs as well as monthly check-in with Participants.
 - Weekly MTM transportation Provider meeting
 - Increased the number of Housing Coordinators to support Participants.
 - Partnership with SeniorLAW Center
 - Dental Texting campaign, help participants schedule yearly visits.
 - Behavioral Health (BH) Coordinators are working to find providers from each BH-MCO who can offer services in different languages.

Feedback:

A PAC member asked: Can participants in a Nursing Facility go out into the community? Nguyen replied that yes, we can work with our NF Participants to get to community events as well; please contact your Service Coordinator (SC) or the Community Outreach team so we can assist with this.

A PAC member mentioned that getting a Personal Assistance Service worker for individuals facing severe disabilities is quite challenging. They asked if there are any statistics on who receives these services? Nguyen mentioned this issue will be discussed in a special PAC meeting this summer.

A PAC member commented that the Medical Transportation Management app does not allow you to schedule a ride for a wheelchair user as it does not have transportation mode. Is there a plan to add this to the app? Rhonda confirmed that you can only call in to schedule a ride, if you use a wheelchair. Rhonda also mentioned this item will be added to the weekly call with The Medical Transportation Management (MTM).

A PAC member commented that they feel transportation Providers are more interested in providing rides to those who need services or on a more regular basis like dialysis.

A PAC member commented there are still many issues scheduling transportation.

Nguyen emphasized that these issues will be further discussed at the Ad Hoc PAC Meeting.



Next Steps:

There will be a special PAC meeting held later this summer to discuss issues preventing Participants from going into the community.

Jasmin will send all presentations, and PAC materials to Participants.

5. Resources from our Community Partners

Matt Bailey, Benefits Supervisor and Training Specialist, discussed The Benefits of Work Incentive Planning- An Overview of Benefits Counseling.

- Benefits Counseling
 - Part of the Work Incentive Planning is assisting people with disabilities to understand how employment, increased wages or promotions affect government benefits.
 - A Benefits Counselor will help you identify applicable work incentives. There are work activity rules, but there are work incentives that will benefit you.
 - Typical symptoms include shortness of breath, chest pain, coughing and wheezing.
- Benefits to Consider When Working or Planning to Work
 - Supplemental Security Income (SSI)
 - Social Security Disability Insurance (SSDI)
 - Childhood Disability Benefit (CDB)
 - Veterans Benefits (Compensation & Pension)
 - Medical Assistance
 - Supplemental Nutrition Assistance Program (SNAP)
 - HUD Housing
 - Waiver Services
- Pros of using benefits counseling include the following:
 - Supplemental Security Income (SSI)
 - Social Security Disability Insurance (SSDI)
 - Childhood Disability Benefit (CDB)
 - Veterans Benefits (Compensation & Pension)
 - Medical Assistance
 - Supplemental Nutrition Assistance Program (SNAP)
 - HUD Housing
 - Waiver Services
- Contact Information
 - Matthew Bailey, Achieva Family Trust 412-995-5000 x33 mbailey@achieva.info

Feedback:

A PAC member asked if this includes the MOD program? Matt Answered Yes, it does include onboarding the MOD program.



Next Steps:

Jasmin will send this information, including presentations to the group.

6. Home and Community Based Services Waiver Spotlight- Participant Directed Services Video

Lauren Cottingham, Direct Care Worker Workforce Program Manager, presented the Participant-Directed Services Video.

- English version was played for the group.
- English and Spanish versions of the video will be available on the Keystone First CHC website later this year.
- The video will be translated into Arabic, Haitian Creole, Russian, Nepali and Chinese Mandarin later this year.

Feedback:

A PAC member asked if you have to choose one model of care? Lauren answered you can choose one or use a hybrid of both. Please speak with your Service Coordinator if you want more information on Participant Directed Services.

Next Steps:

Jasmin will provide this information, including presentations to all Participants.

7. Home and Community Based Services Waiver Spotlight- Carallel Caregiver Support Program

Suzzane Nelson, Customer Success Specialist, presented information on the Carallel Caregiver Support Program, which supports family caregivers in aging and caregiving, with tools, guidance, and community.

- Provides support for any family caregiver supporting an AmeriHealth Caritas PA CHC Long-Term Services and Supports (LTSS) Participant
- Support includes
 - 1 to 1 personalized coaching
 - 24/7 companion app access to tools, resources and support
 - Virtual Support Groups
 - Webinars on caregiving topics
- How to receive help
 - Call 1-877-870-5225
 - <https://app.carallel.com/customers/14b7184f-e9aa-4a14-b4de-9fd7b67118d8/sign-up>
 - Join caregiver support groups and education events.
 - <https://carallel.com/article/caregiving-conversations/>
 - <https://vimeo.com/801730153>

Feedback: N/A

Next Steps:

Jasmin will provide all this information including the presentation for Carallel.



8. Open Forum

Nguyen encouraged any meeting attendees with specific questions related to the topics presented or any concerns they may have to bring them up at this time.

Jasmin extended a thank you to everyone who took part in today's meeting and encouraged attendees to join the next meeting.

Feedback: N/A

Next Steps: N/A

9. Next Meeting

The third quarter PAC meeting for the Lehigh Capital zone will be held on September 8, 2026. Jasmin will follow up with mail, phone calls, and email reminders.

Today's attendees will receive a post-PAC follow-up email with the resources from today's meeting as well as a feedback survey. Attendees are encouraged to complete the survey and return it to the Community Outreach team.

10. Meeting Adjourned

Jasmin adjourned the meeting at 12:50pm after all inquiries from the members were answered.

**Internal Attendance (In-person= P, Virtual = V)**

Method of Participation	Internal Staff	Title
P	Nguyen N.	Manager, Community Outreach
V	Ally H.	Community Relations Rep
P	Fiorella S. T.	Community Relations Rep
V	Yolanda S.	Community Relations Rep
P	Jasmin B.	Community Relations Rep
V	Johnny C.	Co-chair/Manager SC
V	Carrie W.	Manager/LTSS PA CHC
V	Stephanie F.	Supervisor SC
V	Rhonda H.	Technical Support Manager CHC/LTSS Plan Operations
V	Laurie G.	Supervisor SC
V	Alyson B.	Supervisor SC
V	Rebecca H.	
P	Alicia C.	Supervisor SC
V	Mary B.	Supervisor SC
V	Lindsey H.	Supervisor SC
V	Joanna C.	Housing Coordinator
V	Jessica C.	Housing Coordinator
V	Lauren C.	Direct Care Worker Workforce Program Manager
V	Jocelyn S.	Director Service Coordinator LTSS
V	Lea S.	Housing Coordinator
V	Marci K.	Director Quality Management
V	Melanie W.	Behavioral Health Coordinator
V	Shirleyanne W.	Coordinator Quality Improvement
V	Yvette T.	Regulatory Affairs Analyst
V	Jennifer F.B.	Manager LTSS Behavioral Health/Collaborative Services
V	Kathleen S.	Executive Assistant II
V	Caitlyn D.	Supervisor Service Coordinator
V	Lionel W.	Coord. Employment LTSS/CHC Collaborative Services
V	Romig Jr. R.	Supervisor SC/Lehigh
V	Robert M.	Housing Program Manager/CHC Collaborative Services
V	Cassick S.	Behavioral Health Coordinator/CHC Collaborative Services

**External Attendance (In-Person= P, Virtual= V, Member not present =M)**

Method of Participation	Name	Title
P	MG	LTSS Participant
M	Th. W	NF Participant
M	Ti. W	NF Participant
P	HW	LTSS Participant
V	GG	LTSS Participant
P	CD	LTSS Provider
P	AV	Dental, BH, PH
V	KS	LTSS Provider- Peerstar
V	CT	LTSS Provider-Aveanna
V	RS	NF Participant
V	SB	LTSS Provider- VRI
V	CC	LTSS Provider- Mom's Meals
V	WK	LTSS Provider- Aveanna
V	AE	Allentown Food Bank
M	ER	Dental, BH, PH
M	EPP	LTSS Participant
M	EB	LTSS Participant
M	KG	DCW
M	DH	NF Participant
M	BO	NF Participant
M	ME	NF Participant
M	MD	NF Participant
M	EN	NF Participant
M	JK	NF Participant
M	BB	NF Participant
V	AM	LTSS Participant
V	RC	Reading Community Center
V	BC	LTSS Participant
V	EG	LTSS Participant
V	MB	LTSS Provider-Benefits Supervisor and Training Specialist
V	MS	OLTL
V	RK	LTSS Participant
V	SB	LTSS Participant
V	T V K	LTSS Participant
V	EG	LTSS Participant
V	SP	LTSS Participant
V	SD	SW
V	CLM	Director of Memory Care