

Thursday, December 7, 2023, 3:00pm
Virtual Meeting (Zoom)

Meeting Chair: Ally Hindman

Co-Chair: Lori Delmonaco

Meeting Scribe: Kathleen Shiomos

1. Call to Order

Ally Hindman, Community Relations Representative, called the meeting to order at 3:05 pm.

2. Welcome and Introductions

Ally welcomed the group to the first quarter Participant Advisory Committee (PAC) meeting for the Northwest zone and introduced new Community Relations Representative Nguyen Nguyen.

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

Lori Delmonaco, Service Coordination Manager, welcomed the group and reviewed the agenda and presenters.

Action items: N/A

3. Get to know us: Service Coordinator Introduction

Tracy Brekke, Service Coordination Supervisor, has been with AmeriHealth for four years. Brandy Switzer, Service Coordinator, has been with AmeriHealth Caritas for 1 ½ years.

Action items: N/A

4. CHC Programs & Updates/Quality- Flu Vaccine and Screening Reminder

TK Dana, Manager of Quality Management presented on the following topics:

- Flu Shot
 - CHC recommends everyone over the age of 6 months receive the vaccine.
 - Speak with your doctor to make sure it is right for you and your situation.
 - Visit your primary care doctor (PCP) or local pharmacy to get the vaccine.
- Breast Cancer
 - Most common cancer in women
 - CDEC recommends people, especially women ages 40-49 talk to their doctors about when they should receive a screening.
 - People, especially women ages 50-74 should have screening mammograms every two years.



- Women with disabilities - Let scheduling know you have specific needs. Talk with your doctor about your concerns.
- Additional information can be found on the CDC website:
<https://www.cdc.gov/ncbddd/disabilityandhealth/righttoknow/>

Feedback

- *“Is the information sent out the participants?”*
Ally answered that we will send out the information to those participating.

Action items: N/A

5. CHC Programs & Updates/Health Equity Program Evaluation

Anne Dodd, Health Equity & Quality Analyst

- *Health Equity*: everyone has a fair and just opportunity to be as healthy as possible with consideration that each individual experiences the world differently, requiring support in different ways.
- *HECLAS – Health Equity Culturally and Linguistically Appropriate Services*: program which establishes a planned approach to promote culturally responsive care and services to improve the following:
 - Health Care Disparities
 - Provider of Network Cultural Responsiveness
 - Community Involvement
 - Assessment of Language Services
- *HEDIS Performance Measures by Race, Ethnicity, and Language (REL)*
 - ACP CHC uses Healthcare Effectiveness Data and Information Set (HEDIS) to evaluate health measures by Race, Ethnicity, Language and Gender to determine if disparities between populations exist.
 - Different cultural groups may have trouble receiving services because of their ethnic customs, comprehension of the need for services, or not knowing certain benefits exists.
 - The measures reviewed are: Controlling Blood Pressure, Diabetes Measures and Adults’ Access to Preventive/Ambulatory Health Services.

Feedback

- *“Do you have many requests for sign language? Use a service called for also have services for the blind to transcribe materials in braille. What if there is an emergency?”*
Ally answered that we will send out the information to those participating.

Action items: N/A

6. Health Education & Outreach Activities

Ally Hindman presented the health education and outreach updates in the Northeast zone for the Community Outreach Team. The following was presented:

- Participant Newsletter Topics
- Outreach Team Activities and Events Attended
- Opportunities to get involved in activities in the community



Feedback:

- *A Participant made the following statement: “MLTSS Monthly Board Meeting – Group called ADAPT was at the meeting to protest. Many were saying their hours were being cut. It seemed like they do not know how to answer the questions. Ex question can you brush your teeth, a person may be able to do that, but they may not be able to open the toothpaste, or get it from its location, these will make the daily living task take longer. SC try to use the walk me through your day model to try to get more detail and in-depth understating of what your needs are and have the services to meet those needs. This is important information so correct decisions can be made about the services are needed.”*

Lori Delmonaco replied that when the SC is speaking with the participant and getting the details of their day, they need to tell them about an average day as well as what a bad day looks like. This will provide both sides of the spectrum to help the SC understand what services are needed.

Action items: N/A

7. Resources From Our Community Partners/Creating Simple and Healthy Meals

Cindy Ceil, Manager of Healthcare Partnerships at Mom’s Meals presented two simple and healthy recipes:

- Overnight Oats: <https://www.youtube.com/watch?v=0wD52DorYuE>
- Southwestern Style loaded baked potato: <https://www.youtube.com/watch?v=5VNxwjGG46s>

Action items: N/A

8. Resources from our Community Partners/LIHEAP

Ally Hindman presented on *Low Income Household Energy Assistance Program (LIHEAP)*:

- Program enrollment is between 11/1/2023-4/5/2024
- Helps low-income families and individuals pay heating bills
- Provides cash grants of \$300-\$1000, depending on household size, income, and fuel type
- Apply online at www.compass.state.pa.us or download or request paper application at www.dhs.pa.gov or your County Assistance Office or contact LIHEAP
- Toll-free hotline 1-866-857-7095

Action items: N/A

9. Resources from our Community Partner/Department of Health: Stay Safe from Radon

Susan Wood Susan Wood, Environmental Public Health Tracking Program Outreach Coordinator, presented information on the dangers of Radon and methods for staying safe.

- Radon is an odorless, invisible, radioactive gas.
- Radon Dangers:
 - Leading cause of lung cancer
 - PA residents are at high risk for exposure due to our natural geology.
 - Number one environmental cause of ANY cancer



- Contributes to ~21,000 death annually in the US
- 40% of PA homes have a radon of level above the EPA guideline of 4 pCi/L.
- Radon Testing:
 - Home radon testing kits are available for about \$20-\$50. The American Lung Association should have free kits available.
 - PA Department of Environmental Protection (DEP) is a great resource for testing especially water.

Action items: N/A

10. CHC Programs & Updates/Redetermination Reminder

Ally Hindman provided the following reminders to participants:

- 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
 - In-person at the County Assistance Office
- Participants can sign up for email and/or text alerts to be sure they are receiving the most up to date information at: www.dhs.pa.gov/TEXT and eNotices: www.dhs.pa.gov/COMPASS
- Finally, Participants should complete their annual renewal forms in a 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
 - Via phone at 1-866-550-4355

Action items: N/A

11. Open Forum

The 2024 PAC meetings will be held in person and zoom. This is being piloted in the SE and SW zones during this quarter. Having a 10:30 meeting may be difficult for in-person meetings for people with disabilities due to transportation and travel time; we were going to move the meeting back to 11:00 am. Resources that we share or are requested during the PAC meetings will be sent to the group after the meeting. They will also be on the AmeriHealth Caritas Community HealthChoices website under the Community tab.

<https://www.amerhealthcaritaschc.com/community/index.aspx>

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.

Action items: N/A



12. Next Meeting

Ally announced that the 2024 first quarter PAC meeting for the Northwest zone will be held on March 5, 2024. We will follow up with mail, phone calls and email.

Action items: N/A

13. Meeting Adjourned

Ally adjourned the meeting at 4:35 pm after all inquiries from the attendees were answered.

Action items: N/A