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**AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC)
Participant Advisory Committee (PAC)
Lehigh Capital - Central Meeting Minutes**

Chair: Maritza Padua
Scribe: Kathleen Shiomos

Date: December 16, 2021
Location: Virtual Only
Time: 1:30-2:30pm

Agenda Item	Owner(s)	Discussion	Action Items
Call To Order	Nicole Ragab, Community Relations Representative	Nicole Ragab called the meeting to order at 1:34 pm.	N/A
Welcome and Introductions	Nicole Ragab	Nicole welcomed the group to the AmeriHealth Caritas PACHC Lehigh Capital/Central PAC meeting. Nicole introduced today’s presenters, Frank Santoro, Allison Kraus, Fatima Muhammad, Nicole Ragab.	N/A
New Business/Updates			
FMS Transition Update	Frank Santoro, Director of Plan Operations & Administration	<p>Frank provided an update on the FMS Vendor transition from Public Partnerships to Tempus. -Frank provided a brief explanation of Self-Directed Services, which allow Participants to have more control over who is providing the services and gives them the power to manage their workers as the Common Law Employer (CLE). Frank discussed recent activities including mailings and upcoming trainings.</p> <p>Lastly, Frank provided Tempus’ Contact Information:</p> <ul style="list-style-type: none"> • Email address: PAFMS@tempusunlimited.org • Call Center Number:1-844-9TEMPUS (1-844-983-6787) 7:30AM-4:30PM M-F 	N/A

- Fax: 1-833-5TEMPUS (1-833-583-6787)
- Tempus Website: <https://pa.tempusunlimited.org>

full PowerPoint attached

Questions

PAC member PA asked a question:

Are the trainings staggered for people who work?

Frank Santoro explained that, yes they are staggered and include evening and weekend sessions. The information is on the Tempus website and was part of the mailing that was sent out.

PAC member PA asked a question:

Will the PowerPoint will be shared with the group?

Frank Santoro explained that the PowerPoint will be attached to the meeting minutes on the website like last quarter.

PAC member PA asked a question:

How you got the word out about the sessions?

Frank Santoro explained that information about the sessions was distributed through the stakeholder meetings/sessions that OLTL has published.

PAC member PA explained that some PPL consumers do not know about the sessions. She asked if the information could be sent out to the Participants.

Frank Santoro explained that Tempus has sent out the information.

PAC member PA asked a question:

Is there another way to draw people's attention to the change and get the information to people?

Frank Santoro explained that a number of strategies, including mailings. Tempus has received about 8,000 replies which is about 1/3 of Participants included in

Frank will take the

		<p>the mailing. There will be individual outreach to the Participants as we get closer to the launch.</p> <p><i>PAC member PA explained that the Center of Independent Living and other organizations across the states may be able to help distribute this information. AH offered that if you educate advocates, they will be able to get the word out as well. AH suggested talking at a PIKL or SILK.</i></p>	suggestions back to the FMS workgroup.
CAHPS Open Projects/HEDIS	Allison Krause, Coordinator, Quality Improvement	<p>Allison provided an update from the Quality Department. She reminded everyone to get preventive screenings, including, eye exams, diabetes screening, high blood pressure and others. Allison reminded everyone of the importance of getting a flu shot, and explained that they are covered by the Plan.</p> <p>Allison reminded everyone to remember to bring AmeriHealth Caritas PA CHC ID cards to all appointments because the ID is necessary to access your benefits. If a Participant does not have their ID card, they should call the Participant Services at 1-855-235-5115 to request a replacement card.</p> <p>Lastly, Allison spoke about trigger events. She explained that trigger events include hospitalizations, emergency room visit, transfers to Long Term Care or Nursing facilities, or transfers home. Participants should contact their Service Coordinators (SC) when they experience a trigger event, so a reassessment can be completed.</p>	N/A
Culturally Linguistically Appropriate Services (CLAS) Program Evaluation	Fatima Muhammad, CLAS Coordinator	<p>Fatima provided a Culturally Linguistically Appropriate Services (CLAS) program update. She explained that the purpose is to provide effective, equitable, understandable and respectful quality care and services that are responsive to cultural health beliefs and practices, preferred languages, and health literacy. Fatima discussed the National Standards and Guidelines, the CLAS strategic plan, Race Ethnicity and Language (REL) data, and the many ways that AmeriHealth Caritas Pennsylvania Community HealthChoices is addressing CLAS standards.</p> <p>Questions <i>PAC member PA asked a question:</i> <i>What is being done to bring down the number of Participants who have not identified their race, ethnicity, and language information? How are you</i></p>	Fatima will bring this information back to the CLAS committee and our leadership.

		<p><i>presenting the information to participants that will encourage them to provide CLAS information? Do you bring participants that do not speak English as a first language to the table to ask for suggestions?</i></p> <p>Fatima Muhammed explained that this is a goal for next year and she plans to bring this information back to the CLAS committee and leadership to continue this discussion.</p>	
Energy Assistance/LIHEAP	Nicole Ragab	<p>Nicole provided information on the energy assistance program, LIHEAP, which stands for Low Income Home Energy Assistance Program. Nicole explained that LIHEAP helps low income families pay heating bills through cash grants and crisis grants.</p> <p>Nicole provided information on how to apply for LIHEAP, which can be done online at www.compass.state.pa.us or via paper application which can be downloaded at www.dhs.pa.gov or can be requested at any local County Assistance Office.</p> <p>Contact LIHEAP Toll-free hotline at 1-866-857-7095</p> <p>Questions</p> <p><i>PAC member PA asked a question: Who is available to help Participants with their LIHEAP applications?</i></p> <p>Nicole explained that Participants can contact their Service Coordinators for assistance. If you have people that need help, contact us off-line and we can have the Service Coordinator reach out. We are also able to assist on our end as well.</p>	N/A
Open Forum:	All	<p>Questions/Comments</p> <p><i>PAC member PA asked a question: Is there a list of Trigger events that can be sent to give consumers?</i></p> <p>Allison Krause explained that Participants should let their Service Coordinator know if they have been to the emergency room or hospital. Also if they have any concerns or if they feel they need more/different services.</p> <p><i>PAC member PA asked a question: Could it be better communicated when/how Participants are required to be</i></p>	<p>Allison will take suggestion back to QM.</p> <p>Maritza will contact</p>

	Maritza Padua	<p>reassessed?</p> <p><i>PAC member explained that they just had assessment and they feel that the assessment tool is more invasive than ever, but that their Service Coordinator said they were just here to collect information not to give more services. PAC member expressed their belief that the invasive assessments do not result in appropriate results.</i></p> <p><i>PAC member explained their belief that the Managed Care Organizations look at the macro but not the micro, and that they address the big things but not the little thing that Participants need.</i></p> <p><i>PAC member expressed their belief that there are many consumers not able to get services, and that there are many consumers that do not know how to use technology or have access to the technology and are having difficulty with Tempus transition and other issues.</i></p> <p>Health Education Advisory Committee Meeting Tuesday, December 21, 2021 at 11:00 AM</p> <p>2022 Meeting Dates: * dates are subject to changes March 14, June 24, September 22 and December 15 of 2022.</p>	PAC member to continue the discussion offline.
Next Meeting:	Maritza Padua	<p>March 14, 2022</p> <p>Paper invites will be sent out to everyone, email to anyone who has provided emails and a reminder call will be made to confirm meeting.</p>	N/A
Adjourned	Maritza Padua	Meeting was adjourned at 2:38 PM.	N/A

FMS Vendor Transition for Self-Directed Services Update

Presented by Frank Santoro

Director of LTSS Plan Operations and Administration
December, 2021



Delivering the Next
Generation
of Health Care

Agenda

- **Self-Directed Services Program Overview Update**

Introduction

Recent Activities

Mailers

Tempus Meetings

Upcoming Activities

Training Topics

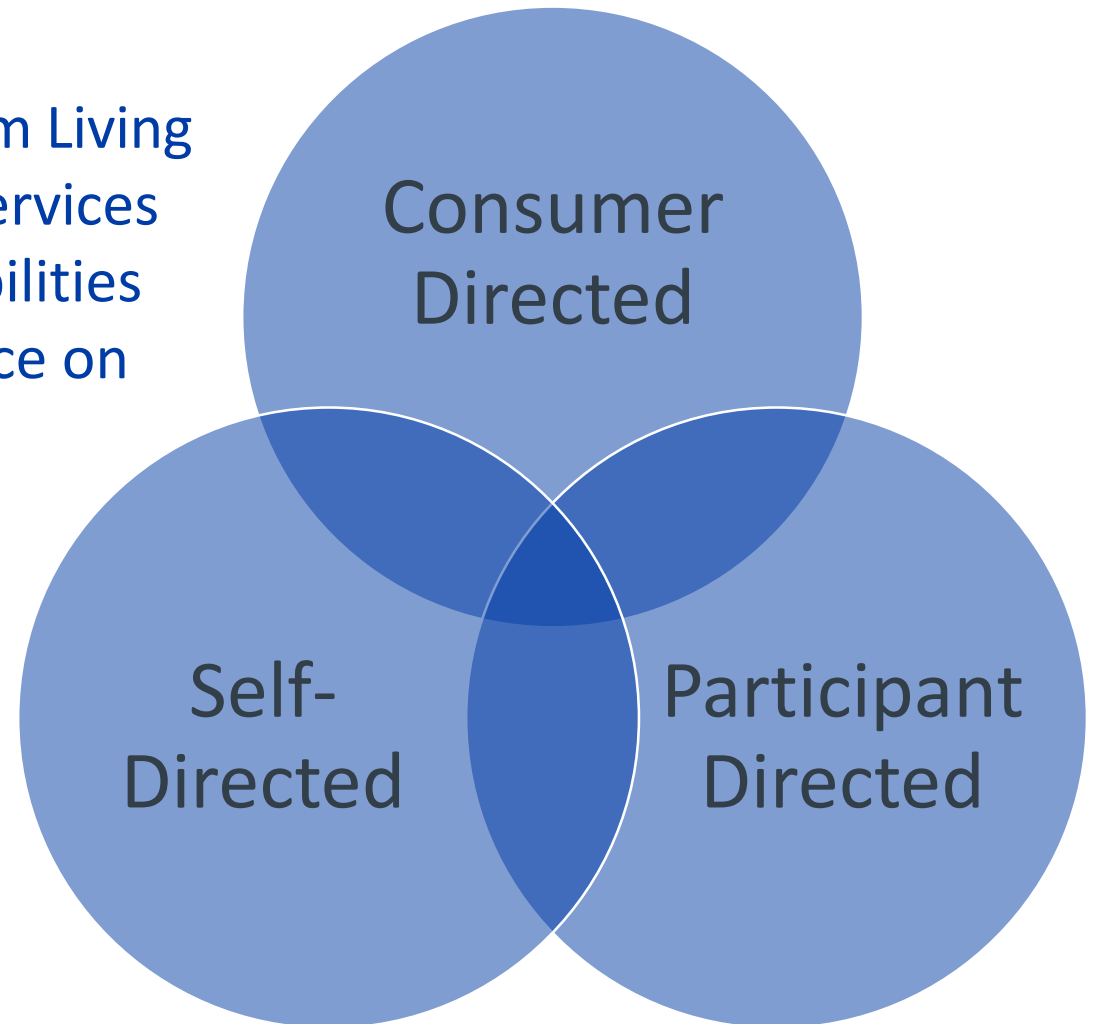
Questions



Self-Directed Services Program Overview Update

Pennsylvania Office of Long-Term Living Home and Community-Based Services (HCBS) offer persons with disabilities and Pennsylvania seniors a choice on how services will be delivered.

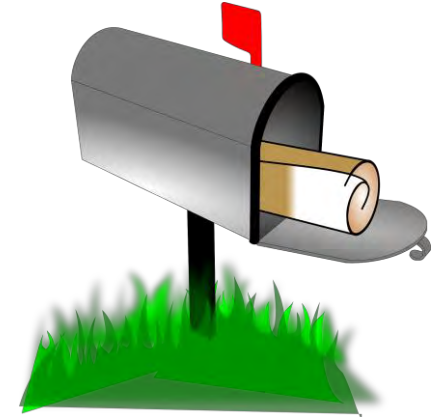
Self-Directed Services enable Participants to take more control of services giving them the power to manage their own workers as the Common Law Employer.



Self-Directed Services Program Overview Update

Mailers

- October Mailers – October 15, 2021
 - Welcome To Tempus – Participant/CLE
 - Introduction to November packet:
 - Announcement of Forms to complete
 - Contact information for questions
 - Instruction on how to attend a Tempus information session
 - Direct Care Worker Transition Packet sent to EACH of your DCWs:
 - Cover Letter
 - DCW Enrollment Checklist
 - Direct Care Worker Agreement (requires signature of both CLE and DCW)
 - Direct Care Worker Information and Acknowledgement Form (requires signature of both CLE and DCW)
- November Mailer – November 15, 2021
 - Participant/Common Law Employer Transition Packets
 - Cover Letter
 - CLE Enrollment Checklist
 - Common Law Employer Agreement (requires signature of CLE/sign and return)
 - IRS Form 2678 –Employer/Payer Appointment of Agent (requires signature/sign and return)
 - Tempus Notice of Privacy Practice



It's important to complete the forms and return to Tempus at your earliest convenience.

Self-Directed Services Program Overview Update

Tempus On-Line Meetings

Tempus will host one-hour call-in and Online WebEx sessions in December to answer questions about the transition and how to complete transition forms and paperwork. Login Information is included in transition packets and posted to the Tempus website at <https://pa.tempusunlimited.org/>



December 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 7:00 PM	2 2:00 PM	3 9:00 AM	4 10:00 AM
5	6 1:00 PM	7 11:00 AM	8 7:00 PM	9 2:00 PM	10 9:00 AM	11
12	13 1:00 PM 7:00 PM	14 11:00 AM	15 7:00 PM	16 2:00 PM	17 9:00 AM	18 10:00 AM
19	20 1:00 PM	21 11:00 AM	22 7:00 PM	23 2:00 PM	24 9:00 AM	25
26	27 1:00 PM 7:00 PM	28 11:00 AM	29 7:00 PM	30 2:00 PM	31 9:00 AM	

Self-Directed Services Program Overview Update

Tempus In-Person Meetings

Tempus is hosting on-site sessions per the below schedule. You may attend any time throughout the day, meet the Tempus team, and ask any questions you may have on the transitions. Tempus is also establishing three permanent locations (Pittsburgh, Philadelphia and NE/NW/LHC) for your convenience.



December 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 In-Person 9am-6pm Pittsburgh	2 In-Person 9am-6pm Pittsburgh	3	4
5	6	7	8 In-Person 9am-5pm Philadelphia	9 In-Person 9am-5pm Philadelphia	10	11
12	13 In-Person 9am-6pm Erie	14	15 In-Person 9am-6pm Clarks Summit	16 In-Person 9am-6pm Lancaster	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Self-Directed Services Program Overview Update

Upcoming Events

- Training – training will be conducted for Participants/CLEs and DCWs:
 - Call in/Online WebEx Sessions
 - In-Person Sessions
 - How-To Guides and Training Videos posted on the Tempus website
- Training Topics Include:
 - EVV Training for timesheet submission
 - PPL cut-off for payroll submission
 - Tempus payroll submission (March, 2022)
 - Tempus phone system to clock in and out
 - Tempus portal navigation
 - Setting up user accounts for Tempus



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Questions?

