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AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) Participant Advisory Committee South West Pennsylvania PAC Minutes

Chair: Jocelyn Saggese
Co-Chair: Maritza Padua
Scribe: Cassandra Stahl

Date: June 15th 2021
Location: Virtual Only
Time: 11am – 12 noon

Agenda Item	Owner(s)	Discussion	Action Steps
Call to Order	Cassandra Stahl	Cassandra Stahl, Administrative Assistant and Committee Scribe, called the meeting to order at 11:05 am.	n/a
Welcome and Introductions	Jocelyn Saggese	Jocelyn Saggese, Manager-LTSS, welcomed the group to the AmeriHealth Caritas PA Community HealthChoices (CHC) Participant Advisory Committee (PAC) meeting. Introductions of committee members followed.	n/a
Review and Feedback			
New Meeting Minute Process	Maritza Padua	Maritza Padua, Community Outreach Program Manager, outlined the new process for meeting minutes and approvals. The Committee will no longer be required to approve meeting minutes. Moving forward meeting minutes will be posted on the plan’s website https://www.amerihealthcaritaschc.com/community/participant-advisory-committee.aspx , and shared with the Office of Long Term Living within 30 days of the meeting. Maritza encouraged meeting attendees to visit the plan’s website to review the minutes, or to connect with her at mpadua@amerihealthcaritaschc.com or by calling 484-496-7623 if they want a hardcopy mailed to their home.	n/a
New Business/Updates CAHPS Open Projects (Quality)	Maritza Padua on behalf of Danielle Bruette (Director, Quality)	Maritza discussed the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey results that were presented at the June Managed Long-Term Services and Supports Subcommittee meeting. She highlighted projects underway such as:	n/a

	<p>Management LTSS)</p>	<ul style="list-style-type: none"> • Offering training to our SC’s that will assist Participants in establishing goals and obtaining services. • Developing a data feed that will inform Service Coordinators of missed PAS visits and working with Provider Network Management to educate our agencies on those missed visits and when to inform us. Also building in a survey tool to remind Participants to inform us when services are not being provided. • Providing more education and materials on our dental care program. • Updating a transportation grid to outline available resources. • Assisting Participants in being active in the community and with friends. 	
<p>New Business: BH/Employment/Housing Corner (Collaborative Services)</p>	<p>Sara Reitenauer</p>	<p>Sara Reitenaur, Manager LTSS Collaborative Services, shared the plan’s recent efforts to add a Collaborative Services “Corner” on the website where the plan’s Participants can find important information and resources related to behavioral health, employment, and housing services (such as: eviction process, utility programs, homeownership, and budgeting), as well as the plan’s proprietary programs and services. Resources include:</p> <ul style="list-style-type: none"> • LTSS Employment services to assist HCBS participants with Benefits Counseling, Career Assessments, Employment Skills Development, Job Finding and Job Coaching. The plan will be mailing flyers out to Participants to provide further education on these services and on how to access services. • Housing resources to assist in knowledge of tenant rights, eviction steps, LiHeap and other utility programs. 	<p>n/a</p>
<p>New Business: MLTSS Sub Committee Meeting Updates (LTSS Program Management)</p>	<p>Jenn Rogers</p>	<p>Jenn Rogers, (Director, LTSS Program Management and Quality) outlined the purpose of the MLTSS subcommittee and reminded the committee that they are welcome to join the call if interested. She then shared the key themes from the recent listening sessions which included:</p>	<p>n/a</p>

		<ul style="list-style-type: none"> • Service Coordination: Service Coordinator turnover, difficulty contacting Service Coordinator and/or Managed Care Organization (MCO), and training and knowledge gaps • Person-Centered Service Plans: Service reductions, challenges with home modifications, pest eradication, etc. • Appeal Process Challenges • Direct Care Workforce: training, retention, Personal Protective Equipment 	
New Business: Heard in the Community	Maritza Padua	Maritza discussed the Department of Agriculture’s Community Food Box Program. A Flyer will be emailed before close of business today. This program will feature nutritious food staples for low income seniors including items like beans, oats, juice, and canned fruits/vegetables.	Cassandra will email the flyer out to committee members
2021 Meetings	Cassandra Stahl	Next Meeting will be held on Tuesday, September 14 th . An invite has already been sent but a reminder will also be sent closer to the next meeting date.	n/a
Open Forum	All	Nothing additional was discussed at this time	n/a
Adjourn	Cassandra Stahl	Meeting was adjourned at 11:52am	n/a