

Tuesday, September 12, 2023, 1:30pm
Virtual Meeting (Zoom)

Meeting Chair: Carrie Wilcox

Co-Chair: Ally Hindman

Meeting Scribe: Kathleen Shiomos

1. Call to Order

Nicole Ragab, Community Outreach Program Manager, called the meeting to order at 1:32pm.

2. Welcome and Introductions

Ally Hindman, Community Relations Representative, welcomed the group to the third quarter Participant Advisory Committee (PAC) meeting for the Lehigh Capital zone.

Ally completed the virtual meeting level setting, including a reminder not to share Personal Health Information (PHI) during the meetings. The group was reminded 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.

Carrie Wilcox, Manager of Service Coordination, welcomed the group and reviewed the agenda and presenters.

Action Items: N/A

3. CHC Programs & Updates/Participant Directed Services

Lori Delmonaco provided an overview of participant directed services and the self-directed model of care.

- The Service Coordination role in Self-Direct Model of Care:
 - Service Coordinator (SC) meets with Participant and completes the Comprehensive Need Assessment. This information is used by SC and Participant to review the eligible benefits to create the Person-Centered Service Plan (PSCP). When reviewing the Personal Assistance Services (PAS) the SC educates the Participant on agency and self-directed models of care.
 - When reviewing PAS services, the SC informs the Participant there are benefits to the self-directed plan including:
 - Being able to self-direct the employment of their Direct Care Worker (DCW),
 - Having greater influence and freedom over the development of their schedule and service delivery
 - Already has a caregiver that they want to formally hire as a DCW.
- Participant self-directed services is being discussed at all Participant Advisory Committee meetings in September 2023.
- There will be an article on Participant Self-directed services in the Participant Newsletter.

A few PAC members had general Service Coordination questions in addition to Participant Services contact information. Members questions were answered along with the appropriate Participant Services phone number for future customer service inquiries.



Action Items: N/A

4. CHC Programs & Updates/Quality Updates – Adult and HCBS CAHPS Survey

TK Dana, Manager Quality Management, presented information on the Adult and Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Surveys. The HCBS CAHPS survey occurs August through October and Press Ganey does 150 random telephone surveys. Question topics include SNAP Benefits, Dental Health, Composite measures include communication, transportation, personal safety, and planning activities. The state requested questions regarding Employment and mental health.

- 2022 What we did well: rating of specialist, personal doctor, and how well doctors communicate were all above the 85 percentiles.
- 2022 What we need to work on: getting needed care (50th percentile), rating of health plan (48th percentile), and customer service (10th percentile)

A PAC member asked if there was a brick-and-mortar AmeriHealth Caritas PA CHC location in the Lehigh Valley. The member was advised that there is not, but the member's Service Coordinator could meet with them.

Another PAC member questioned the methodology in reference to the 150 random telephone surveys. A response was provided that the number is assigned by Press Ganey and is utilized by all health plans.

Action items: N/A

5. CHC Programs & Updates/ 2022 HEDIS Disparity Report

Anne Dodd, Health Equity & Quality Analyst, presented the 2022 HEDIS Disparity Report.

The report assesses and provides analysis of AmeriHealth Caritas Pennsylvania Community HealthChoices (ACP CHC) Healthcare Effectiveness Data and Information Set (HEDIS)[®] results detailed by Participant's race, ethnicity, and language to identify and develop strategies to eliminate health disparities.

The following topics were presented:

- ACP CHC Measures
- Key Drivers of results (Disparities)
- Barriers Identified
- Opportunities for Improvements

The following comment was made:

- It would really be interesting to this type of quality report to for Service Coordinators and how they are doing with the consumers. Many with disabilities do not feel SC understand their needs and something like this may be able to help. Working on education for SCs to review the gaps in care and barriers. Education will be an ongoing process.



A PAC member suggested that similar reporting should be conducted on Service Coordinators in reference to their level of customer service and addressing members' needs. A response was provided by stating that education is an ongoing process with all Service Coordinators.

Action Items: N/A

6. CHC Programs & Updates/ Senior Law Center Partnership

Kathleen Mullin, LTSS Housing Initiatives Director, presented program information on the Senior Law Center Partnership, a new program for Participants 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

7. Health Education & Outreach/Creating Simple and Healthy Meals

Cindy Celi, Manager Healthcare Partnerships, presented information on creating simple and healthy meals. Cindy shared two videos that Mom's Meals recently produced to increase awareness and promote health and well-being in the home.

Video Links:

Grain breakfast bowl – <https://youtu.be/RFF3bS5qDcw> [youtu.be]

Steamy zucchini – <https://youtu.be/bhSSMPVBdIQ> [youtu.be]

Resources:

- Cindy Ceil – cindy.ceil@momsmeals.com
- <https://www.eatright.org/>
- www.momsmeals.com/PA
- <https://www.fns.usda.gov>
- USDA National Hunger Hotline 1-856-348-6479



Action Items: N/A

8. Health Education and Outreach Updates

Nicole Ragab presented the health education and outreach updates for the Community Outreach Team. Nicole presented the following:

- Community Outreach team activities
- Member Communications' mailing and web updates
- Opportunities to get involved in activities in the community.

A PAC member wanted to know more information about the Mobile Wellness Center. The member was advised that it is a bus and is wheelchair accessible. The bus will be traveling throughout the area.

Action Items: N/A

9. 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 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
 - Or via phone at 1-866-550-4355

Action Items: N/A

10. Resources from our Community Partners/LIHEAP

Ally Hindman presented program information on the Low-Income Household Energy Assistance Program (LIHEAP) including information about the grants, qualifications, and the LIHEAP Crisis program. Ally also discussed how to apply for these benefits and the guidelines around the income limits for qualification.

Resources:

- Statewide Toll-Free LIHEAP Hotline: 1-866-857-7095



- Luzerne County: Commission on Economic Opportunity 1-800-822-0359
- Wyoming County: Commission on Economic Opportunity 1-800-836-4090
- <https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>

Action Items: N/A

10. Resources from our Community Partners/Carbon Monoxide Safety

Stephanie Hasanali, Environmental Public Health Tracking Program Director presented information on the dangers of Carbon Monoxide and methods for staying safe.

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.

A PAC member inquired regarding the employment of individuals with disabilities. Nicole responded that the CHC program benefits include job coaching and job searching.

Action Items: N/A

12. Next Meeting

Ally announced that the fourth quarter PAC meeting for the Lehigh Capital zone will be held on Tuesday, December 12, 2023.

13. Meeting Adjourned

Ally adjourned the meeting at 3:05pm.