Participant Advisory Committee (PAC) Meeting Minutes

Date: Tuesday, March 14, 2019
Time: 11:00 a.m. – 1:00 p.m.
Co-Chair: Michelle Murphy
Co-Chair: Maritza Padua

Concilio
141 E Hunting Park Ave, Philadelphia, PA 19124
Dial In: 1-646-876-9923 Meeting ID: 307566657#
Webinar: https://zoom.us/j/307566657

Agenda Item	Owner(s)	Discussion	Action Steps
Call to Order	Michelle Murphy	The meeting was called to order at 11:11 a.m.	
Welcome and Introductions	Maritza Padua	The group was welcomed to the first Keystone First Community HealthChoices (CHC) Participant Advisory Committee (PAC) meeting. Introductions of committee members followed.	
What is a Participant Advisory Committee	Michelle Murphy	PAC purpose, roles, and responsibilities were discussed. Keystone First CHC PAC charter was reviewed with the group.	Keystone First CHC PAC Charter approved
CHC Overview What is the difference in coverage and services	Jennifer Rogers	Keystone First CHC Roadmap of Benefits for Community HealthChoices was reviewed. The Roadmap detailed specifics regarding: •ID Cards, appointment reminders, how to change your doctor, Service Coordination. - Participant brought in 7 ID cards that were mailed to her. We reviewed the ID cards and contact	N/A

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		center confirmed that this issue has been identified and resolved. •The Roadmap also outlined Pharmacy, Dental, Service coordination, Nursing Home transition and Behavioral Health. - Participant discussed a pharmacy issue related to test strips. Michelle Murphy to follow up with Participant.	
Contact Center Frequently Asked Questions	Nashay Blocker	Contact Center representative discussed Frequently Asked Questions (FAQ) trends. These questions include topics such as: • Choosing a PCP • Medicare vs. Keystone First CHC and which is primary • How CHC affects Medicare • How to utilize CHC benefits • Transportation	Contact center FAQ to be discussed at next meeting
Round Table	Group	Received feedback from Participants: 1. Issues with medication coverage for Participants with Medicare 2. Issues with getting incontinence supplies covered	N/A
How PAC Committee Members want to Communicate	Group	Reviewed discussion on the means in which to best communicate with one another outside of our meeting.	Group agreed that email is the preferred method of communication.
Closing Discussion			
Adjournment	Michelle Murphy	The meeting was adjourned at 12:26 p.m.	