

**Keystone First Community HealthChoices (CHC)
Participant Advisory Committee (PAC)
Meeting Minutes**

Chair: Dikeeta Brown
Co-Chair: Maritza Padua
Scribe: Kathleen Shiomos

Location: Virtual (Zoom)
Date: Friday, March 18, 2022
Time: 10:30 AM

| Agenda Item | Owner(s) | Time | Action/Steps |
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| Call to Order | Maritza Padua, Community Outreach Program Manager | Maritza Padua called the meeting to order at 10:34 am. | N/A |
| New Meeting Chair Introduction Welcome and Introductions | Nicole Ragab, Community Relations Representative Dikeeta Brown, Manager LTSS | Nicole welcomed the group to the Keystone First Community HealthChoices (CHC) Participant Advisory Committee (PAC) meeting and introduced the new meeting Chair, Dikeeta Brown. Dikeeta is a Manager of LTSS Service Coordination, has been with Keystone First for five years, and has been working in Managed Care for about 20 years. Dikeeta completed virtual meeting level setting, including a reminder to not share Personal Health Information (PHI) during the meetings. Dikeeta reminded members that they can contact Maritza or Nicole with any personal service-related questions, and they will help to connect them to their Service Coordinator. | N/A |
| New Business/Updates | | | |
| COVID-19 At-Home Test Information | Michelle Robinson, Director of Pharmacy | Michelle provided information related to COVID-19 test kit availability through the CHC Pharmacy Benefit. Participants should present their CHC insurance card to the Pharmacy. Participants are eligible for up to eight (8) kits per month, and the kits are available at no cost to the Participant. If Participants have any difficulty at the pharmacy or any other questions, they can call the Participant Services line at 1-855-332-0729. For further information, Michelle provided the link to the Keystone First CHC website for further test kit information, including FAQs. www.keystonefirstchc.com/participants/eng/covid-19.aspx | N/A |
| QUIL | Gregg Shibata, QUIL | Gregg presented information on QUIL, a web application geared towards providing support and resources for caregivers. QUIL is collaborating with Keystone First CHC and will soon launch soon a free resource for Participants and caregivers. There will be online tools, resources, checklists, videos and much more information for caregivers. The program was piloted in the Philadelphia region, and we are working to improve content and information. QUIL will expand to the rest of PA in April 2022. Information includes <ul style="list-style-type: none"> • Understanding Health Benefits. • Planning for the Future. | |

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| | | <ul style="list-style-type: none"> • Understanding the signs of Dementia and/or Alzheimer’s. • Taking Care of Yourself. <p>Feedback – PAC Member asked, what does QUIL stand for? Gregg Shibata Response – I am unsure, but I will ask to find out the origins of the QUIL name.</p> <p>Feedback – PAC Member asked for the QUIL download information and activation code. Nicole Ragab Response – Download and activation code information was added into the chat box.</p> | |
| Fall Prevention Rollout | Jenn Rogers, Director LTSS Program Management & Quality | Fall Prevention resources are being rolled out to Service Coordinators to discuss with their Participants. Jenn explained that there are easy steps to help Participants, families, and Caregivers recognize obstacles that can cause a fall. She further explained that the Plan is working to add a CDC Fall Prevention Guide Sheet and a Fall Prevention Checklist Booklet to the Service Coordinator “trunk stash.” The goal is for Service Coordinators to use this information as conversation starters with Participants and to review and discuss fall prevention tactics. Keystone First CHC is also training Service Coordinators to use these resources to write fall prevention goals for Participants. | The Fall Prevention information will be emailed to the group. |
| CHC Important Reminders | Jenn Rogers | <p><u>Abuse, neglect and exploitation</u> Adult Protective Services (APS) (ages 18-60) and Older Adult Protective Services (OAPS) (older than 60) can be reported by calling 1-800-490-8505. Participants should take steps to notify their Service Coordinator of any suspected abuse, neglect, or exploitation so the Service Coordinator can put mitigation strategies in the care plan, add services etc., and ensure the Participant are in a safe situation.</p> <p>The different forms of abuse include financial, physical, emotional, and sexual. Neglect can look like withholding care or not meeting basic needs, and exploitation can be financial, intimidation, not letting Participants speak for themselves, or not letting them have contact with Service Coordinator or others involved in their care, which creates unnecessary stress.</p> <p>Feedback – PAC Member suggested the following: At the doctor office, they have monitors will all kinds of information they display like blood pressure. Why do they not put the Elder Abuse information up there? This is a way to get this information out to patients. Maybe make connections with the doctor offices/hospitals to provide this information. Once someone hears the information, they will keep it going by word of mouth. A lot of this generation may be fearful about this information.</p> <p>Jenn Rogers Response - This is a great point and this type of work will take strong partnership. We have some of our provider network on the call and we will get together to discuss.</p> <p><u>Reporting Missed Shifts</u> Jenn encouraged Participants and Providers to have conversations about missed shifts on a regular and continual basis to ensure Participant needs are being met, and that routine care</p> | N/A |

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| | | <p>is being provided.</p> <p>For missed shifts that occur within the Participant-directed model, Participants should know who to call if their direct care worker does not show up. This highlights the importance of determining an Emergency Backup plan. Service Coordinators are working with Participants at each visit to review and update their backup plans to ensure coverage in case of a missed shift.</p> <p>When a missed shift occurs, the Participant should call their agency to report the missed shift and they should discuss mitigation strategies to prevent missed shifts from occurring regularly.</p> <p><i>Feedback (Jenn Rogers) - During the call yesterday a Participant brought up the issues of what do you do when your caregiver does not come. Sometimes your provider does not have anyone to replace them, and the caregiver needs to be fully vaccinated due to health needs. What do we do? The Participant is his or her own best advocate. You need to have a conversation with the agency you use to put on your record to only outreach to a vaccinated worker to cover missed shift. Have a relationship with your agency and make sure your agency has your preference in your record. You are your own best advocate. This is a conversation you should also be having with your Service Coordinators.</i></p> <p><u>Trigger Events</u></p> <p>As defined in the Keystone First CHC handbook, Participants should report all hospitalizations and trigger events to their Service Coordinators. Hospitalizations and other trigger events will prompt a reassessment from the Service Coordinator. This is not meant to be a bad thing. Trigger events are meant to be an opportunity to help provide Participants with as many available benefits under the CHC plan. A change in your service plan is how we can best support your independence and lifestyle.</p> <p><i>Feedback (Jenn Rogers) Our goal is for our Participants to be their own best advocate. Please let us know what is working, what we need to work on.</i></p> | |
| Quality – HCBS CAHPS Awareness | Erica Perry, Supervisor Quality Management | <p>The Home and Community Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results are distributed on an annual basis. The HCBS CAHPS survey gives Participants the opportunity to share their experiences and rate their healthcare providers and plans, including hospitals, home health care agencies, and doctors. The survey results provide the health plan with valuable information on how to make things better for Participants who receive home and community-based services through Community HealthChoices. Individuals are randomly selected to participate in the survey from a list of all Participants enrolled in the CHC plan. As a reminder, the decision to participate is your choice and any information provided is confidential and will not be shared with providers, Service Coordinators, or anyone else who assists. Keystone First CHC uses the results as areas of opportunity for improvement. Based on the previous year’s results, we collaborate with our departments and external entities to build upon and improve quality of care and services.</p> | N/A |

Heard in the Community

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| <p>Low Income Household Water Assistance Program (LIHWAP)</p> | <p>Nicole Ragab</p> | <p>The Low-Income Household Water Assistance Program (LIHWAP) is a temporary emergency program to help low-income families pay overdue water bills. LIHWAP is a grant program that qualified Participants do not have to repay. Anyone interested can apply online through the compass website: www.compass.pa.state.us or by paper application at your local County Assistance Office; and more information can be found by calling the Statewide Customer Service Center at 877-395-8930.</p> <p>Feedback – PAC Member asked, Does your name have to be on the water bill to qualify? Currently, my water service is in the property owner’s name, and I do not have the ability to pay the bill. Can I qualify for assistance through LIHWAP?</p> <p>Nicole Ragab Response - We will contact you directly to help following the meeting.</p> | <p>F/U with Participant JH</p> |
| <p>Emergency Rental Assistance Program (ERAP)</p> | <p>Nicole Ragab</p> | <p>The State’s Emergency Rental Assistance Program, (ERAP) is now taking applications. The Emergency Rental Assistance Program (ERAP) was created to help renters dealing with financial challenges related to the COVID-19 pandemic. For eligible households, the program offers rental and utility assistance to help Pennsylvanians avoid eviction or loss of utility service. Pennsylvanians can apply for themselves as tenants or a landlord can apply on behalf of current tenant(s).</p> <p>Applications for most counties can be submitted online at www.COMPASS.state.pa.us. If your county is not participating in the COMPASS application, you will automatically be notified so you can apply directly with your county. If your county will not accept applications submitted through COMPASS, you can download and print an application OR get an application from your County ERAP office. County ERAP office information can be found by visiting the DHS Website at https://www.dhs.pa.gov/ERAP/Pages/ERAP.aspx.</p> <p>Feedback – PAC Member asked, does the renter have to be delinquent in their rent to qualify?</p> <p>Nicole Ragab Response - The qualification for this program are:</p> <ul style="list-style-type: none"> • The household must be responsible to pay rent on residential properties, • have qualified unemployment benefits, decrease in income, other hardships related to COVID-19 pandemic • risk of homelessness or housing instability AND • household income at or below 80% or Area Median Income. | <p>N/A</p> |
| <p>Transition to 5G Cellular Service</p> | <p>Nicole Ragab</p> | <p>Beginning in January 2022, mobile carriers began shutting down their 3G networks to make room for more advanced network services, such as 5G. For phones and mobile devices, most users of 3G devices will be notified directly by their mobile service providers. If you have a phone or device from 2012 or before, you should contact your mobile provider or visit their website for more information about whether your phone/device may be affected. For those with a Personal Emergency Response Systems (PERS), Participants should contact the device manufacturer or the company providing monitoring services for the device. If your device is pre-2019 and is operating on 2G or 3G networks, it is wise to upgrade your device as soon as</p> | <p>N/A</p> |

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| | | possible. | |
| Connect with Tech | Nicole Ragab | Connect with Tech is a program sponsored by the Temple University College of Education and the Institute of Disabilities. Connect with Tech helps people get free tablets and tech support and is available to people who have trouble getting technology and health care services. If you live in Pennsylvania and have difficulty accessing technology and health care services, if approved, you could receive a free tablet. This program can also help you to get on the internet. There are Tech Coaches to help you set up the tablet and learn how to use it. The tablets will help you get connected to various health services. For more information, call 215-204-0101 or visit their website at https://techowlpa.org/connect-with-tech/ . The information will be available on the Keystone First CHC website, and the Service Coordinators will be notifying their Participants of the program offering as well. | The Connect With Tech information will be emailed to the group. |
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| Open Forum | All | <p>Feedback - PAC Member brought up for discussion questions related to the PERS benefit and how the devices/response process works. The company recently changed it [PERS device] out and told me when I push the button I have to wait five minutes. Do I have to stay with my current provider or is there another provider? If I have to wait five minutes for a response, I can just call 911. This makes me scared.</p> <p>Nicole Ragab Response – The object of CHC and your covered benefits is to assist you with becoming as independent as possible. There are other providers for PERS, and your Service Coordinators can work with you to find another provider.</p> <p>Noah Gifford Response – (Alert Medical Alarms) – Typically, our response time is and should be 45 seconds or less. Alert Medical Alarms strives to provide response in 30 seconds or less. Noah suggested reaching out to the provider with those concerns.</p> <p>Feedback - PAC Member asked: Was there any discussion regarding the FMS change from PPL to Tempus?</p> <p>Nicole Ragab Response - The FMS transition was not covered in this meeting, as there were no new updates since the last PAC meeting. Interested Participants and others may attend the monthly OLTL FMS transition stakeholder meeting.</p> | Community Outreach will connect with Participant. |
| Next Meeting | | The next meeting will be June 17, 2022. The information will be sent out the first week of April. | N/A |
| Adjourned | | Meeting was adjourned at 11:54 am. | N/A |
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