



Tuesday, June 25, 2024, 11:00am

Virtual Meeting (Zoom)

Location (in-person) 1929 West 9th Street Chester, PA 19013

Chair: Jasmine Moore

Co-Chair: Manon Murrell

Scribe: Kathleen Shiomos

1. Call to Order

Jasmine Moore, Community Outreach Representative, called the meeting to order at 11:05 am.

2. Welcome and Introductions

Jasmine welcomed the group to the second quarter Participant Advisory Committee (PAC) meeting for the Southeast zone. The in-person group introduced themselves followed by those on-line.

3. PAC Member Updates/Discussion

Manon welcomed the group and reviewed the agenda and presenters. This meeting is in-person and virtual meeting. The level set was completed including a reminder not to share Personal Health Information (PHI) during the meeting. The group was reminded the members that they can contact Nicole, Jasmine, Nguyen, and Ally with any personal service-related questions, and they will help to connect them to their Service Coordinator.

4. Health Education & Outreach Activities

Health Education & Outreach Updates – Jasmine

- Participant Newsletter – June 2024
- Outreach Team Activities
 - 6/26/24 – Philadelphia City Council “VET FEST 2024” – Philadelphia City Hall
 - 6/27/24 – PHA Annual Senior Health Fair – 100 Poplar St Philadelphia
 - 7/23/24 – Pennswood Village Senior Health Fair – 1382 Newtown Langhorne Rd, Newton
 - 7/27/24 – Rep Malcom Kenyatta’s 181st District Sr Block Party – Lucien Blackwell Rec Ctr
 - 9/07/24 – Disability Pride – 1600-1800 Ben Franklin Parkway, Philadelphia
- Chester Wellness Center – 1929 W 9th Street, Chester PA 19013
 - 7/05/24 - Painting for the Health of it. 4:30 PM
 - 7/06/24 – Zumba Class – 9:30 AM
 - 7/11/24 – Yoga Class – 9:30 AM
 - 8/01/24 – Share Foods Produce Give-Away – 10:00 AM
 - 8/07/24 – Wellness Wednesday – 11:00 AM
- Mobile Wellness and Opportunity Center
 - 6/29/24 – Health & Education Event – 4946-50 Parkside Ave, Philadelphia
 - 7/01/24 Health Education – Delaware County Health Dept
 - 8/15/24 - Health & Education Screening Event – Snyder Place
- Resources
 - Center for Independent Living of Bucks County – 215-781-5070



- Center for Independent Living Freedom Valley Disability Enablement Inc – 610-353-6640
<https://freedomvalleyenablement.org>
- Center For independent Living of Philadelphia County: Liberty Resources - 215-634-2000

Feedback?

Participant noted the Welcome Project in Hatboro is having a Pride festival June 30th 1-5.

5. CHC Programs & Updates/Quality—HCBS CAHPS Interventions

Quality – Home and Community -Based Services (HCBS Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey:

2024 Improvement Plan– Marci Kramer

- Areas for Improvement
 - Staff Are Reliable and Helpful
 - Choosing the Services That Matter to You
 - Person-Centered Service Plan (PCSP) Includes All the Things Important to You
 - Planning Your Time and Activities
 - Transportation to Medical Appointments
 - Aware of Housing Rights and How to Get Information for Preventing Eviction/Foreclosure
 - Rating of Dental Care
 - Mental Health Treatment – Ability to Get an Appointment for Counseling or Mental Health Treatment as Soon as You Needed
 - Participants’ Knowledge on How to Apply for Supplemental Nutrition Assistance Program (SNAP) Benefits to Help Buy Food
- Improvement Actions
 - Servicer Coordinator training
 - LTSS Benefits Video and SNAP Benefits Video have been added to the Participant Website
 - Increase number of Housing Coordinators
 - Dental Visit reminder, outreach to those who have not used their Dental visit and provide assistance.
 - Urge Participants to use virtual appointments and waiting lists.
 - BDT contacts Participants who may be eligible for SNAP and help with enrollment.
- Update for 2024 annual survey – sent participant list to vendor to have survey sample selection. Phone only survey. It will start in August – OLTL requests 700 surveys to be completed. Vendor will compile survey results and send to AmeriHealth.

Feedback:

A PAC Member recommended that the Plan share more information on Dental Visits.

- Marci explained that the Plan is addressing this in the following ways.
- Look for gaps in care, including annual dental visit.
- Putting a texting campaign in place, if you have a mobile phone and provided your number you can receive text reminders that include a link to receive more information.
- Service Coordinators can help scheduling appointments.



6. CHC Programs & Updates/Redetermination Reminder

- Make sure address and phone are up to date via online www.dhs.pa.ove/COMPASS, mobile App: myCOMPASS PA, phone at 1-877-395-8930 or in person at County Assistance Office.
- Sign up for alerts – at www.dhs.pa.gov/TEXT or eNotices at www.dhs.pa.gov/COMPASS.
- Complete Renewal forms in timely manner at online www.dhs.pa.ove/COMPASS, on paper on in person at the County Assistance Office or via phone at 1-866-550-4355.

Feedback: N/A

7. HCBS Waiver Servicere Spotlight

Jasmine reviewed the LTSS Benefit Guide - <https://www.pa-hcbs.org/2023-chc-1915c-waiver-0386-r04-12/>

[The LTSS Benefits Video](#) was shown to group. This video will be shown to Participants during visit. The video can be found on our website in the Participant portal by scrolling to the bottom.

<https://www.amerhealthcaritaschc.com/participants/eng/benefits/index.aspx>

Feedback: N/A

8. HCBS Waiver Services Spotlight/ Home & Vehicle Modifications, Pest Eradication & Assistive Technology

Home Modifications/Adaptations, Vehicle Modifications, Pest Eradication and Assistive technology services:

- Help the participant have more independence in the home and community as well as protect your health, welfare, and safety.
- Needed because of the Comprehensive Needs Assessment and are detailed in the Person-Centered Service Plan (PCSP).

Home Adaptions

- Physical adaptations to the primary private residence of the Participant.
- Includes installation, maintenance, permits, inspections, and warranties.

Vehicle Modifications

- Changes that hep participant have more independence and promote heath, welfare, and safety.

Pest Eradication

- Services tret pest in the participant home and help keep home free of pests.

Assistive Technology

- Is an item, piece of equipment or product that helps in: Communication, self-help, self-direction, life-supports, and adaptive capabilities.

Feedback: N/A

9. HCBS Waiver Services Spotlight/Behavioral Therapy, Counseling, and Cognitive Rehabilitation Therapy

Behavior Therapy

- Help improve participants level of function, independence, and ability to be part of the community.



- Includes functional behavioral assessment, behavioral support plan and training for Participants, family, and direct service providers.

Counseling

- Non-medical counseling services to help with individual or social conflicts and family issues.
- Help to build and keep positive support networks, improve personal relationships, and Improve communication with family members or others.
- You must use available Behavioral Health Managed Care Organization (BH-MCOs) services before you can get these services through the CHC waiver.
- <https://www.pa.gov/en/agencies/dhs/resources/medicaid/bhc/bhc-mcos.html>
- <https://www.pa.gov/en/agencies/dhs.html>
- Cognitive Rehabilitation Therapy (CRT)
 - Goal Oriented therapy that includes consultation, ongoing counseling, coaching, and cueing training of family members/staff and help to carry out the CRT plan.

Feedback: N/A

10.HCBS Waiver Services Spotlight/Home Delivered Meals & Nutrition Counseling

- Home Delivered Meals
 - Two meals per day – hot, cold, frozen, or shelf-stable.
 - Providers accommodate Participant’s dietary needs and preferences.
 - Contact your SC to find out what is available in your area.
- Nutrition Counseling
 - Provided by registered dietician or certified Nutrition Specialist. A doctor must approve.
 - Create a diet and meal plan that meet your health needs and address nutrition needs.

Feedback:

- When should the SC be reviewing this the Assessment? - *This should be done annually, or after a trigger event so you can determine if your needs have changed, and you need more/different services.*
- Participant asked why they not being asked about their goals or home mods now? *You SC should reviewing during your assessment. If you have anything you think should be on your Assessment, please call your SC to discuss.*
- Is the question about Home Mods specifically asked as part of the Assessment? *No, but when answering questions around accessibility, this is the time to ask about Home Adaptations.*
- Cindy Celi, Moms Meals - nutrition is significantly important to keep your health. Have a discussion with your SC about what is right for you, which will help you connect to the correct provider that will meet the participant’s specific dietary/nutritional needs. Cindy’s contact information (insert contact information)
- Participant asked if benefits cover Pelvic Floor exercise or urinary incontinence. Also, will there be any future coverage for Dental implants? *These are physical health benefits; we are unable to answer but will contact participant to connect them with the team that will be able to help answer.*



- Where can people go that do activities daily, so they do not have to be home always? *We can connect you with the Senior Services, Centers for Independent Living, Adult Day Services. Will connect with you to provide you with services/resources near you.*

11. Open Forum

Resources that we share or are requested during the PAC meetings will be sent to the group after the meeting. They will also be on the Keystone First Community HealthChoices website under the Community tab. <https://www.keystonefirstchc.com/community/pac.aspx>.

Nicole 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.

12. Next Meeting

September 24, 2024. There is still the option to participate via zoom. We will follow up with mail, phone calls and email.

13. Meeting Adjourned

Jasmine adjourned the meeting at 12:10 pm.