



Meeting Minutes  
Ad Hoc Participant Advisory Committee (PAC)  
Combined/Statewide Attendance

Monday, Aug 5, 2024, 11:00 am  
Virtual Meeting (Zoom)

*Chair: Nicole Ragab*  
*Scribe: Ally Hindman & Jasmine Moore*

## 1. Call to Order

Nicole Ragab, Manager of Community Outreach, called the meeting to order at 11:05 am.

## 2. Welcome and Introductions

Nicole welcomed the group to the Ad Hoc Participant Advisory Committee (PAC) meeting and introduced the Community Outreach team members, Allison Hindman, Jasmine Moore, Nguyen Nguyen, and Fiorella Salas Toledo.

Nicole reviewed the level setting for today's meeting, specifically reminding Participants that the use of AI readers, such as *read.ai* are not permitted and will be removed from the meeting. Additionally, Nicole reminded the group that they should not share any protected health information (PHI) on today's call, but Participants can contact the team with any personal service-related questions, and they will help connect them to their Service Coordinator (SC).

Nicole welcomed the group, reviewed the agenda, and made introductions. Nicole introduced Heather Lawson, Director of Service Coordination & Oversight, and Juliana Ramos, Director of LTSS Program Performance, who will be presenting information on the Plan of Care and would be answering questions during today's Ad Hoc PAC Meeting.

**Action Items: N/A**

## 3. What is the Plan of Care?

Heather presented the following information about the Plan of Care.

- The Plan of Care contains elements such as:
  - Goals identified by the Participant.
  - The amount, duration, frequency, and scope of the services to be provided to the Participant.
  - Participant's wellness needs.
  - Participant preferences.

**Feedback: N/A**

**Action Items: N/A**

## 4. Recent Updates to the Plan of Care

Heather presented the following information on the recent updates that were made to the Plan of Care.

- Recent Participant-focused updates to the Plan of Care include:
  - The addition of the Participant's Story.



- The Participant's Story captures an individualized overview of the Participant's status and a summary of what is important to them and for them.
- The addition of a Communication Preferences section.
  - The Communication Preferences section captures how the Participant wishes to be addressed and contacted.

**Feedback:**

A PAC Participant asked, "What should we include in the "Story" portion?" Heather answered, "This can include anything that you are comfortable sharing. Some people include things like who they live with and hobbies. The "Story" portion allows us to paint a picture of the Participant's lives and what is important to them."

A PAC Participant asked, "Will the information in the story be used in determining Participant hours?" Heather replied that the purpose of the Participant's Story is to help paint a picture of the Participant's life and not to determine the services or number of approved hours. Another Participant shared their perspective about how this could happen if the hobby includes their caretaker helping with those activities.

A PAC Participant asked, "Are the goals identified by the Participants supposed to come from the Participants?" Heather explained, "the goals should be discussed with the SCs. Heather explained that some goals are automatically triggered if you have some health goals and the SCs should be working with the Participants on these goals. They are revising the order of the questions and want to put self-identified goals first before those triggered goals to make the Participant's goals a priority."

**Action Items: N/A**

## 5. Planned Updates to Plan of Care

Heather presented the following information on the planned updates to the Plan of Care.

- An update to ordering of questions within the Plan of Care will concentrate on the Participants' identified priorities, including their goals.
- Additional free text fields within the Plan of Care to capture collaboration between the Participant and the Service Coordinator related to service model preferences and addressing potential barriers.

**Feedback: N/A**

**Action items: N/A**

## 6. Open Discussion: How can the Plan of Care be improved?

Nicole encouraged meeting attendees to share ideas on improving the Plan of Care. The following points were suggested:

- Add an anonymous survey process following POC completion with an opportunity to make changes based on survey responses and provide a chance to correct errors or misinterpretations.
- Allow Participants to edit the Plan of Care digitally through the Participant Portal.
- Allow Participants to email or contact the Health Plan directly through the Participant Portal.



- Suggest giving Participants an opportunity to revise the POC once the Participant receives it in the mail.
- Further connect goals (i.e., Community) to services (i.e., Transportation).
- Add a section to document new or increased barriers since last POC.
- Increase font size of mailed POC and make sure all text fields are visible when printed.
- Add the Medical Assistance (MA) renewal date to the POC so providers can assist in planning and limiting lapses in eligibility.
- Simplify the printed view of the POC to avoid confusion.
- Improve Participants connectedness to the POC.
- Allow for flexibility when Participants have self-directed and agency model.
- Account for Participant safety in the POC. For example, who is approved to be a caregiver and provide care.
- Think about highlighting and promoting technology and Home Modifications goals to be less reliant on PAS hours.

**Action Items: N/A**

## 7. Open Discussion: What is good about the current Plan of Care?

- The Plan of Care effectively links Participant's goals to their services.
- The Plan of care reflects the Participant's choice to use multiple Personal Assistance Services (PAS) agencies.

**Action Items: N/A**

## 8. Open Discussion: Feedback not related to the Plan of Care.

- The PSST process should include a space for SCs to document unscheduled events such as doctor's appointment, transportation, etc. The time and task tool should account for those irregular situations where Caregivers are with Participants in the community.
- Participants shared concerns related to Caregivers' criminal background checks. They stated that their PAS agencies are not sharing the Caregiver's past criminal backgrounds with the Participants prior to starting care.

**Action Items: N/A**

## 9. Next PAC Meeting

Nicole announced that the third quarter PAC meeting for all zones will be held on the following dates:

- *Sep. 3rd @ 11 am – Northwest – Voices for Independence, Erie*
- *Sep. 5th @ 11 am – Northeast – Hazleton Wellness & Opportunity Center*
- *Sep. 10th @ 11 am – Lehigh Capital – Reading Wellness & Opportunity Center*
- *Sep. 17th @ 11 am – Southwest – Community Engagement Center, Homewood*
- *Sep. 24th @ 11 am – Southeast – Chester Wellness & Opportunity Center*

*The complete 2024 Meeting Schedule, zoom link, and past meeting minutes can be found on the Plan website.*

[Keystone First CHC](#)



## 10. Meeting Adjourned

Nicole ended the meeting by providing her email address ([nragab@amerihealthcaritas.com](mailto:nragab@amerihealthcaritas.com)) for anyone who would like to provide additional feedback following today's meeting. Nicole adjourned the meeting at 12:52 pm.