



Thursday, December 14, 2023, 10:30AM
Hybrid Meeting (Zoom)

Meeting Chair: Rasheedah Haynes

Co-Chair: Jasmine Moore

Meeting Scribe: Kathleen Shiomos

1. Call to Order

Jasmine Moore, Community Outreach Representative, called the meeting to order at 10:35 am.

2. Welcome and Introductions

Jasmine welcomed the group to the fourth quarter Participant Advisory Committee (PAC) meeting for the Southeast zone and performed the meeting level set for this hybrid meeting that taking place in-person at the Chester Wellness Center and via zoom. A reminder not to share Personal Health Information (PHI) during the meetings was completed. The group was reminded the members that they can contact Nicole, Jasmine, Ally, Leigh Ann, and Nguyen with any personal service-related questions, and they will help to connect them to their Service Coordinator.

Rasheedah welcomed the group and reviewed the agenda and presenters.

Action Items: N/A

3. CHC Programs & Updates

“Get to know us: Service Coordinator Introduction” – Manon Murrell, Supervisor Service Coordination for the Southeast with and has been with AmeriHealth Caritas five years began as an SC. Strive to be the main point of contact withing CHC. Our main goal is completing assessments and managing the services, provide resources, referrals and link to additional supports not offered under the CHC program.

Feedback

- *Is the annual assessment different from the DHS requirements for Medicaid financial review?*
 - We are under a Medicaid so if you do not have eligibility under the county assistance office you will not have CHC services. We are linked but not the same. The CHC plan does assessments yearly and if there are trigger events like hospitalization to make sure the participant is receiving the correct services.
- *Transportation issues*
 - Septa Key Cards which have expiration dates and when the funds were not showing up on the card, Septa kept saying it was an issue with the MCO and SC not authorizing the funds, but Septa should have been issuing new cards when the old one expires. It took a long time to figure out that the cards was expired so the funds were not hitting the card. If anyone else is having this issue check to see if the card is expired. The new cards seem to have a four-year expiration.
 - When we have to use alternative transportation like Motorcare or MTM there guidelines are not door to door and a lot of times they subcon with Uber or Lyft whose company guidelines



do not have the same safety standards. If you need assistance, you are on your own and they will leave you. KFCHC will take these issues back to the SCs to figure out the resolution.

Health Equity Program Evaluation – Anne Dodd

- Health Equity means everyone has a fair and just opportunity to be as healthy as possible and each individual experiences the world differently, requiring support in different ways.
- HECLAS – Health Equity Culturally and Linguistically Appropriate Services program establishes a planned approach to promote culturally responsive care and services to improve the following:
 - **Health Care Disparities:** use race, ethnicity, and language information to identify disparities/gaps in care and to improve quality of care by making sure that services are appropriate to culture and preferred language.
 - **Provider of Network Cultural Responsiveness:** provides the language needs and looks at our provider network's ability to meet needs, and the ability to provide culturally appropriate care.
 - **Community Involvement:** make sure the voice of participants and community stakeholders are heard and included in HECLAS related activities.
 - **Assessment of Language Services:** we evaluate experience with language services to ensure that the quality and accessibility of language services offered to members are adequate.
- **HEDIS Performance Measures by Race, Ethnicity, and Language (REL)**
 - ACP CHC uses Healthcare Effectiveness Data and Information Set (HEDIS) to evaluate health measures by Race, Ethnicity, Language and Gender to determine if disparities between populations exist.
 - Different cultural groups may have trouble receiving services because of their ethnic customs, comprehending the need for services, or may not know certain benefits exist.
 - The measures reviewed are Controlling Blood Pressure, Diabetes measures and Adults' Access to Preventive/Ambulatory Health Services.
- Interventions are developed to address needs from the information collected the previous year and analyze the impact.
- If you need language services, please contact Keystone First Community HealthChoices 24/7 at 1-1-855-332-0729 or TTY 1-855-235-4976.

Action Items: N/A

Quality – Flu Vaccine & Screening Reminders – TK Dana, Manager of Quality Management

- Flu Shot –
 - CHC recommends everyone over the age of 6 months receive the vaccine
 - Speak with your doctor to make sure it is right for your situation
 - Where to receive the vaccine – your doctor or pharmacy
- Breast Cancer
 - Most common cancer in women
 - CDC recommends if you are ages of 40-49 talk to doctor about when you should receive screening
 - 50-74 – screening mammogram every two years
 - Women with disabilities - Let scheduling know you have specific needs. Talk with your doctor about your concerns.



- Resources - CDC website <https://www.cdc.gov/ncbddd/disabilityandhealth/righttoknow/>

Feedback

- What about PAP smears? What are the new guideline? Has there been an increase in cervical cancer? The best person to speak to is your provider to best fit your circumstances. We can research and get back to you.

Action Items: N/A

4. Health Education & Outreach Activities

Jasmine Moore presented the 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. If you are in the Philadelphia area 215-560-7226 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

Health Education & Outreach Updates – Jasmine

- Participant Newsletter – December 2023
- Outreach Team Activities
 - 12/15/23 – Member Appreciation Event – Lucien E Blackwell Community Center
 - 12/16/23 – Philadelphia National Cemetery
 - 12/16/23 – Breakfast with Santa - Ridley YMCA
 - 12/16/23 – YMCA Food Pantry – Ridley YMCA
- Member communications
 - Participant Newsletter Winter 2023
- Chester Wellness Center – 1929 W 9th Street, Chester PA 19013
 - 12/16/23 – Zumba Class – 9:30 AM
 - 12/20/23 – Zumba Class – 6:30 PM
 - 12/27/23 – Zumba Class – 6:30 PM
 - 12/28/23 – Participatory Defense HUB Meetings
 - 12/30/23 – Zumba Class – 9:30 AM
- Mobile Wellness and Opportunity Center
 - 1/8/24 – Member Health Screening Event – Ezekiel Baptist Church
- 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

Creating Simple and Healthy Meals - Cindy Ceil

- Overnight Oats - <https://www.youtube.com/watch?v=0wD52DorYuE>
- Southwestern Style loaded baked potato - <https://www.youtube.com/watch?v=0wD52DorYuE>
- Cindy Ceil – cindy.ceil@momsmeals.com



- Resources
 - <https://www.heart.org/en/>
 - <https://www.eatright.org/>
 - www.aging.pa.gov/SCC.
 - www.aging.pa.gov/AAA,
 - www.211pa.org
 - www.agriculture.pa.gov/food
 - www.dhs.pa.gov/SNAPCares

Action Items: N/A

5. Resources from our Community Partners

Love Letters - Alyson Wimbush - zoom, Linda Phillips, and Jess DiStephano (in person)

- Cancer screening awareness program committed to Black and Hispanic women.
 - Covid disproportionately affects women of color.
 - In a national survey of adults with cancer during the COVID-19 pandemic, Black and Latinx respondents had 3 times the odds, compared to white respondents, of experiencing modifications in their cancer care and extensive cancer treatment delays
 - Black and Latina women have disproportionately low insurance coverage and personal barriers to healthcare
- Love Letters is a community cancer screening campaign directed towards Black and Latina women to address inequities and increase screening.
 - Created “by the community for the community” that uses letters from Black and Latina real people to loved ones lost to cancer or survivors.
 - Latina and Black artists created original portraits in memory to in honor of the women the letter is addressing.
 - Real stories create culturally relevant connections and breaks through barriers that may prevent screenings.
- Interact with love letters – scan the QR code on the letter, poster, or other materials that will take you to cancer screening website, guidelines, how do you quality, and where you can get screening.
- Resources
 - Love Letters Campaign video - <https://www.youtube.com/watch?v=RA5YEZ7luxU>
 - <https://www.cancerscreenweek.org/resources.html#additional-screening-resources>

Feedback

- From the chat: As a provider it would be great to utilize this with both our staff and the members we serve. We can assist with their appointments and assist with closing care gaps.
- Why do the disparities exist in the first place, is it the food? What we are eating and breathing, environment is causing higher rates of cancers in impoverished communities. What can we do that is preventative? The food we eat can contribute to health issues. Moms Meals provides a lot of information about being able to eat healthy.
- If you are coughing in your mask, should you change your mask? You should ask your Healthcare provider as they will have more information about your person health concerns.

Low Income Household Energy Assistance Program (LIHEAP)



- Program Dates – 11/1/2023-4/5/2024
- Helps low income pay heating bills
- Cash Grants of \$300-\$1000
- Dependent of household size, income, and fuel type
- Apply online at www.compass.state.pa.us or download or request paper application at www.dhs.pa.gov or your County Assistance Office or contact LIHEAP
- Toll-free hotline 1-866-857-7095

Action Items: N/A

Department of Health – Stay Safe from Radon - Susan Wood

- Radon is an odorless, invisible, radioactive gas.
 - 2nd leading cause of lung cancer
 - PA residents are at high risk for exposure due to our natural geology
- Radon Dangers
 - Number one environmental cause of ANY cancer
 - Contributes to ~21,000 death/year in the US
 - 40% of PA homes have a radon of level above the EPA guideline of 4 pCi/L.
- Radon Testing
 - Home radon testing kits are available for about \$20-\$50. The American Lung Association should have free kits available.
 - PA Department of Environmental Protection (DEP) is a great resource for testing especially water.
- Resources
 - <https://www.dep.pa.gov/Business/RadiationProtection/RadonDivision/Certification/Pages/ServicesDirectory.aspx>
 - <https://www.cdc.gov/radon/index.html>
 - <https://www.epa.gov/radon>
 - <https://www.dep.pa.gov/Business/RadiationProtection/RadonDivision/Pages/Radon-in-the-home.aspx>
 - <https://www.lung.org/clean-air/indoor-air/indoor-air-pollutants/radon>
 - https://files.dep.state.pa.us/water/bsdw/DrinkingWaterManagement/PrivateWaterWells/zAccredited_Laboratories.pdf

Action Items: N/A

6. Open Forum

The 2024 PAC meetings will be held in person and zoom. 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 AmeriHealth Caritas Community HealthChoices website under the Community tab. It is currently undergoing some updates but there are many resources on the site. <https://www.amerhealthcaritaschc.com/community/index.aspx>



Jasmine 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.

Action Items: N/A

7. Next Meeting

Jasmine announced that the 2024 first quarter PAC meeting for the Southeast zone will be held in person March 14, 2024. There is still the option to participate via zoom. We will follow up with mail, phone calls and email.

8. Meeting Adjourned

Jasmine adjourned the meeting at 12:15 pm after all inquiries from the member were answered.