



### Participant Advisory Committee (PAC) Meeting Minutes

**Date:** Thursday, December 19, 2019

**Chair:** Maritza Padua

**Scribe:** Kathleen Shiomos

Inglis Gardens at Belmont - Building B, Board Room

2562 Belmont Avenue

Philadelphia, PA 19131

11:00 a.m. – 1 p.m.

Agenda Item	Owner(s)	Discussion	
<b>Call to Order</b>	Maritza Padua	The meeting was called to order at 11:16 a.m.	n/a
<b>Welcome and Introductions</b>	Maritza Padua	The group was welcomed to the Keystone First Community HealthChoices (CHC) Participant Advisory Committee (PAC) meeting. Introductions of committee members followed.	n/a
<b>What is a Participant Advisory Committee</b>	Maritza Padua	PAC purpose, roles, and responsibilities were discussed.  Maritza asked the group for discussion topics and suggestions. The Participants expressed they were just happy to be receiving information related to the resources available to them.	n/a



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<b>Inglis House</b>	Nicole Pruitt	<p>Nicole, with Inglis House, spoke to the group about the Inglis Innovation Center – the new home of Inglis’ Community Support Services, including:</p> <ul style="list-style-type: none"> <li>• A day program for individuals with disabilities ages 18-90.</li> <li>• Employment services that contract and employ throughout the city using the Office of Vocational Rehabilitation (OVR) to support employment goals.</li> <li>• Care management and resident service coordination.</li> <li>•</li> </ul> <p>Nicole advised the group that Inglis Innovation Center will have an open house on January 15<sup>th</sup>, and letters announcing the Center’s programs will be mailed.</p>	
<b>Service Coordination</b>	Jenn Rogers	<p>Jenn, with Keystone First CHC, described the role of the Service Coordinator. At any time you are a participant with Keystone First CHC you are able to change your Service Coordinator.</p> <p>The Service Coordinator:</p> <ul style="list-style-type: none"> <li>• Facilitates your services and support.</li> <li>• Meets face-to-face with you and your person-centered planning.</li> <li>• Communicates the information to your team, family and professionals and documents the process. If team members are unable to attend the meetings the Service Coordinator communicates the information to everyone.</li> </ul>	n/a



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		<ul style="list-style-type: none"> <li>Will schedule a quarterly visit if needed, or monthly phone calls to check-in with you.</li> </ul> <p>Service Coordinators are out in the field and work from their phone. If you have questions, you can contact the Personal Care Coordinator (PCC) line to have questions answered, schedule transport, connect you with community contacts, etc. The PPC line can help while waiting for your Service Coordinator to call you. The line is open 8:30 a.m. – 5 p.m. and the number is 1-855-521-6007.</p>	
<b>Home and Vehicle Modification</b>	Jenn Rogers	<p>Jenn told the group that John Greenwood had been added to the Keystone First CHC team to oversee the contractor, bidding process, and scope of work for Participants needing home modifications.</p> <p>Jenn expressed how important it is to have someone on the team that is a former contractor and knows the Americans with Disabilities Act (ADA) and other regulations and codes. The process to request a home modification includes:</p> <ul style="list-style-type: none"> <li>A clinical and environmental review.</li> <li>Two bids if the home modification is over \$6,000, and one bid if the home modification is under \$6000.</li> <li>The request and scope of work must match.</li> <li>If you are staying with Keystone First CHC, but change Service Coordinators, unless there is a trigger event your request and assessment will stay in place. Changing your Service Coordinator</li> </ul>	n/a



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		<p>does not mean the new one needs to come out and re-do what was just done.</p> <ul style="list-style-type: none"> <li>• Timeframe for the requests depends on each situation.</li> </ul> <p>Jenn advised the group that for Keystone First CHC to pay for a vehicle modification, the vehicle must be less than 5 years old and under 26,000 miles. You can start this process by discussing with your Service Coordinator if you are able to vehicle modify or transportation services.</p>	
<b>PPL</b>	Jenn Rogers	<p>Jenn advised the group that as of January 1st you have to clock in and out electronically for Public Partnerships LLC (PPL). The payroll company came to Liberty Resources and their staff to explain the system. PPL worked with people 1:1 to set up time keeping review.</p> <p>PAC Participant stated that knowing how to use the portal and understand how authorizations work would be very helpful. This way if there's an issue we don't have to wait for our direct care worker to be paid.</p>	Schedule a meeting to train Participants on how to more effectively use the portal.
<b>Trans Passes/ Transportation</b>	Jenn Rogers	Jenn spoke to the group about MTM, our transportation broker. She stated MTM has an entire network of transportation providers available.	Jenn will take Participant feedback to MTM as it critical to get the bugs worked out.



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		<p>Participant asked if special instructions can be included as part of the medical transportation request? Jenn advised we are unable to make changes to the Medical Assistance Transportation Program (MATP) regarding medical transport criteria.</p> <p>Participant stated you have to go through your caseworker to get paratransit which limits flexibility. You have to call 4 days in advance to try to get a ride set up because the Service Coordinator needs 3 days to get the reservation done.</p> <p>Jenn stated that when your Service Coordinator is talking with you about your transport needs, the Pennsylvania waiver program is the payer of last resort. The Medical Assistance Transport Program is to be explored first, unless you have an ambulance or stretcher transport need.</p> <p>Participants indicated that with medical transport if someone is coming in a Lyft the Participant needs to know what company is picking them up and if the Participant needs help getting into the vehicle.</p> <p>Jenn advised that as a health plan we do not have the ability to change MATP medical transport across counties regulations. If this happens the physician's office should be able to help. If you use CCT Connect you may have to pay \$1 to cross-counties. You need to request a ride early</p>	
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		<p>enough to get there on time for example: an 11 a.m. pick up for a 2:30 p.m. appointment. You can get a trail pass and use it for CCT Connect – usually only one trail pass per month. If you are over 65 you can ride SEPTA for free.</p> <p>Participant advised they can't use buses because they are too narrow and it usually takes CCT 2-3 days to get set up.</p> <p>Jenn stated that we recognize there are issues and we are working on that. If you are having trouble, your Service Coordinator may be able to help navigate the MATP program and also what is available under non-medical transportation LTSS benefits</p>	
<b>Closing Discussion</b>			
<b>Adjournment</b>	Maritza Padua	The meeting was adjourned at 3:10 p.m.	n/a



**Keystone First**

*Community HealthChoices*

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### Appendix A. Membership and attendance

Attendees	Attendance
Annette Hall	✓
Jennifer Rogers	✓
Joe Johnson	✓
Kathleen Shiomos	✓
Lionel Waritay	✓
Margaret Walter	✓
Marcus Delgado	✓
Maritza Padua	✓
Nicole Pruitt	✓
Participant Caregiver	✓
Participant Caregiver	✓
Stephanie Chambers	✓