



Chair: Jasmine Moore
Co-Chair: Nicole Ragab
Scribe: Kathleen Shiomos
Date: Thursday, December 19, 2024,

Location: 1929 W 9th St
Chester, PA 19013
Location (virtual): [zoom info](#)
Time: 11:00am-1:00pm

1. Call to Order

Nicole Ragab, Manager of Community Outreach called the meeting to order at 11:02 am.

2. Welcome and Introductions

Nicole Ragab welcomed the group to the third quarter Participant Advisory Committee (PAC) meeting for the Southeast zone.

Feedback: N/A
Action Items: N/A

3. PAC Member Updates/Discussion

Nicole Ragab welcomed the group and reviewed the agenda and presenters. This meeting is being held in-person and virtually. Nguyen Nguyen, Community Relations Representative, performed the level setting and reminded meeting attendees not to share Personal Health Information (PHI) during the meeting. The group was reminded the members that they can contact Nicole Ragab, Jasmine Moore, Community Relations Representative, Ally Hindman, Community Relations Representative, Nguyen Nguyen, and Fiorella Salas Toledo, Community Relations Representative with any personal service-related questions, and they will help to connect them to their Service Coordinator. Jasmine Moore reviewed the agenda.

Feedback: N/A
Action Items: N/A

4. Health Education and Outreach Updates & Redetermination Reminder

Jasmine Moore presented the Community Outreach Team's health education and outreach updates. The following was presented:

- Community Outreach team activities.
- Participant Communications' mailing and web updates.
- Opportunities to get involved in activities in the community.
- Mobile Wellness Unit calendar for upcoming events

Jasmine Moore invited the community organizations that attended the meeting to share some of their upcoming activities.

Jasmine Moore shared Keystone First Community HealthChoices (CHC) Redetermination flyer and reminded the group how to get assistance if needed.



As a follow-up, Nicole Ragab recapped the Ad Hoc PAC meeting in August.

There will be some changes put in place in the Plan of Care (POC) including:

- Reordering of sections for better flow.
- Revising essential information regarding self-direction.
- Adding free text fields to some areas including
 - Health information.
 - Prioritization of trigger events that lead to goals.
 - Strengths and capabilities.

Feedback:

PAC Member states that the free text section is a great idea because many times, people's health changes as they age and they have changes year to year.

Action Items: N/A

5. CHC Programs & Updates/ LIHEAP

Nicole Ragab presented program information on the Low-Income Household Energy Assistance Program (LIHEAP) including information about the grants, qualifications, and the LIHEAP Crisis program. Nicole Ragab also discussed how to apply for these benefits and the guidelines around the income limits for qualification.

Resources:

- Statewide Toll-Free LIHEAP Hotline: 1-866-857-7095
- <https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>
- The Participant Services line can also assist connecting Participants to resources at 1-855-235-5115 (TTY 1-855-235-5112)
- Dollar Energy Fund's Hardship Program – A one-time grant applied directly to the utility bill. Call 1-800-683-7036 or visit the website <https://www.dollarenergy.org/programs/?state=pennsylvania> for more information.

Feedback: N/A

Action Items: N/A

6. CHC Programs & Updates /Quality- 2023 Program Evaluation

Anne Dodd, Health Equity and Quality Analyst overviewed the 2023 Program Goals. Anne Dodd presented the following goals:

- Creation of program to help African American and Hispanic participants control their blood pressure.
- Creation of a Health Equity advisory workgroup to discuss Health Equity Projects.
- Hosted at least two webinars for all employees focused on Culturally Responsive Care.

Feedback:



A PAC member stated that they believe that disparities related to blood pressure are a direct result due to the food deserts in the African American and Latino communities. Cindy Celi from Moms Meals stated there are state and federal programs in that provide local communities with fresh foods from local farms.

An Agency advocate stated that one challenge is Participants are reluctant to apply for food benefits because it requires a comprehensive needs assessment, and they believe they will lose the hours they currently have during the assessment.

Dominique Oputa, Service Coordinator Manager suggested framing the conversation with the Participant that Home Delivered Meals is an available service as part of the comprehensive needs of the Participant and nutrition plays a part in their overall well-being.

Action Items: N/A

7. CHC Programs & Updates/ Quality- Flu Shot and Screening Reminders

Sheila Leonard, Quality Performance Team Lead, provided information on flu shot information and screening reminders for breast cancer.

- Flu Shot
 - CHC recommends everyone over the age of 6 months receive the vaccine.
 - Reminder to speak to the doctor to make sure it is right for your situation.
 - Germ prevention reminders.
 - Participants can receive your flu shot or nasal flu vaccine from the doctor or a participating pharmacy.
- Breast Cancer
 - Most common cancer in women.
 - CDC recommends that women aged 40-49 talk to doctor about when they should receive screening and women aged 50-74 should have a screening mammogram every two years
 - Women with disabilities should let the scheduler or doctor know you have specific needs. Talk with your doctor about screening concerns.

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

Feedback:

PAC Member asked what the protocol for women 74 years of age for mammogram and stated concerns is over that if women have issues in between the designated timing of tests that can jeopardize their health. Sheila Leonard stated that is something you should discuss with your primary physician regarding your specific healthcare needs.

PAC Member commented that emergency room waiting time can sometimes be up to 12 hours and a person can become sicker by being stuck in waiting room.

PAC Member asked what are the criteria when they do not receive the help they need at the hospital and end up dying? Think hospital makes decisions based on what a person's insurance will pay for and not what they need.



Dominique Oputa explained that in many cases Participants have multiple insurance payors that coordinate to manage healthcare coverage.

Action Items: N/A

8. **CHC Programs & Updates/ Winter Blues- Signs and Symptoms of Seasonal Affective Disorder**

Jennifer Ford-Bey, Manager of Behavioral Health and Collaborative Services, provided information on Seasonal Affective Disorder.

- Seasonal Affective Disorder (SAD) is type of depression that comes and goes with the seasons, with symptoms typically starting in the late fall or early winter and going away during the spring and summer.
 - Symptoms of SAD include depression in a recurrent seasonal pattern, oversleeping, overeating, and social withdrawal.
 - Diagnosis for SAD include symptoms of winter or summer pattern SAD, episodes occur during specified season for at least two consecutive years, depressive episodes are more frequent than at other time of the year.
 - Treatment includes light therapy, Psychotherapy, Antidepressant medication and vitamin D.
 - Participants should talk to their healthcare provider about the benefits and risks of treatment options.
- National Warmlines are usually 24 hours a day and can be called for any reason if anyone needs support.

Resources:

www.nami.org

<https://www.nimh.nih.gov/health/publications/seasonal-affective-disorder>

<https://www.warmline.org/>

Feedback:

PAC member asked if a person had a dream and was not sure if it was real or a dream who would they call? Jennifer Ford-Bey explained that people can always reach out to the Warm Line to discuss concerns they are having.

PAC member asked what is the phone number for the warm line? Jennifer Ford-Bey explained that there are various numbers depending on the caller's location. Jasmine Moore will share the information with those in the room and the information will be sent out to the group.

Action Items: N/A

9. **HCBS Waiver Services/ Home Health Aide, Nursing, Physical Therapy, Speech, and Language Therapy**

Jasmine Moore Presented on the following LTSS services.

- Home Health Aid



- Services are ordered by a physician that includes help with personal care, integration into the community-setting, ensuring health, welfare and safety and provided by a home health aide who is supervised by a registered nurse.
- Nursing
 - Services of registered nurse or Licensed Practical Nurse (LPN) ordered by a physician and includes diagnosing and treating health problems through health teaching, health counseling and skilled care prescribed by the doctor.
- Physical Therapy (PT)
 - Services ordered by a physician, which include evaluation and treatment of a Participant to limit or prevent disability after an injury or illness.
- Occupational Therapy (OT)
 - Ordered by a doctor, which includes evaluation and treatment of a Participant to limit or prevent disability after an injury or illness.
- Speech and Language Therapy
 - Services of a licensed American Speech-Language-Hearing associate or certified speech-language pathologist and ordered by a doctor, which include evaluation, counseling, and rehabilitation of a Participant with speech disabilities.
- **Note: These services may only be funded through the waiver when the services are not covered by Medicare or private insurance.**

Feedback: N/A

Action Items: N/A

10.HCBS Waiver Spotlight/ Community Integration & Specialized Medical Equipment and Supplies

Nicole Ragab presented on Community Integration:

- Short-term goal-based services to improve self-help, communication, socialization, and other skills needed to live in the community.
- Provided during life-changing events such as moving from a nursing home a new community or other change that requires new skills.
- Reviewed/updated quarterly – Service Coordinator (SC) reviews progress of goals, how goals are affecting ability to complete tasks integrated in the Person-Centered Service Plan (PCSP).

Jasmine Moore presented on Specialized Medical Equipment and Supplies:

- Items specified in the PCSP that allow participants to increase or maintain the ability to perform daily living activities.
- May only be funded through the waiver when the services are not covered by a responsible third-party, such as Medicare or private insurance.
- Requires an independent evaluation by a medical professional and a physician's prescription.

Feedback: N/A

Action Items: N/A

11.HCBS Waiver Spotlight/Telecare

Nicole Ragab presented the following on the Telecare service:



- Includes three services that use technology to help participants be as independent as possible: Health Status Measuring & Monitoring Activity, Sensor Monitoring Medication Dispensing, and Monitoring Services.
- Services must coincide with a need documented in the Participant's PSCP.
- Services may only be funded through the waiver when the services are not covered by Medicare or private insurance.

Feedback:

A PAC member asked how these services monitor the activity of a consumer.

Nicole Ragab explained that we will work to obtain additional resources to explain how the monitoring works and provide the information to the committee.

Action Items:

Community Outreach team will collect additional resources on the Telecare service and report back at the Q1 2025 PAC meeting.

12. Open Forum

Jasmine Moore encouraged the group to share events and resources with the Community Outreach team so we can attend and have them posted for the community. 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>. The post PAC survey will be sent out along with the meeting materials.

13. Next Meeting

Jasmine Moore announced that the next PAC meeting will be held on March 25, 2025. There is still the option to participate via zoom. We will follow up with mail, phone calls and email.

14. Meeting Adjourned

Jasmine Moore adjourned the meeting at 12:40 pm.