

Tuesday, June 4, 2024, 11:00 am  
Virtual Meeting (Zoom)  
Location (in-person): 1432 Wilkins Rd Erie, PA 16505

*Chair: Ally Hindman*  
*Co-Chair: Lori Delmonaco*  
*Scribe: Kathleen Shiomos*

## 1. Call to Order

Ally Hindman, Community Outreach Representative, called the meeting to order at 11:05 a.m.

## 2. Welcome and Introductions

Ally welcomed the group to the first quarter Participant Advisory Committee (PAC) meeting for the Northwest zone and made introductions.

Ally reminded the group that they can contact her or Lori Delmonaco, Manager of Service Coordination, with any personal service-related questions, and they will help connect them to their Service Coordinator.

Lori welcomed the group and reviewed the agenda and presenters. Meeting attendees introduced themselves and provided updates and information related to community events, initiatives, and provider updates.

**Action Items: N/A**

## 3. Health Education and Outreach Updates & Redetermination Reminder

Ally Hindman presented the Community Outreach Team's health education and outreach updates.

Ally presented the following:

- Community Outreach team activities
- Member Communications' mailing and web updates
- Opportunities to get involved in activities in the community.

Nicole Ragab, Manager of Community Outreach, provided an update on the unwinding of the Public Health Emergency (PHE), including the following action items:

- Participants should ensure their address and phone numbers are updated with the Department of Human Services. They can update their information in the following ways:
  - Online via [www.dhs.pa.gov/COMPASS](http://www.dhs.pa.gov/COMPASS)
  - Through the COMPASS mobile App: myCOMPASS PA
  - By phone at 1-877-395-8930 or in person at the County Assistance Office.
- Participants should sign up for email and text alerts for the most up-to-date information. Participants can sign up for text alerts: at [www.dhs.pa.gov/TEXT](http://www.dhs.pa.gov/TEXT) and eNotices: at [www.dhs.pa.gov/COMPASS](http://www.dhs.pa.gov/COMPASS).
- Finally, Participants should complete their annual renewal forms promptly. Participants can complete their yearly renewal forms in the following ways:



- Online at [www.dhs.pa.gov/COMPASS](http://www.dhs.pa.gov/COMPASS)
- Via mail or in-person at the County Assistance Office
- Or via phone at 1-866-550-4355

**Action Items: N/A**

#### 4. CHC Programs & Updates/ Quality – Home and Community-Based Services (HCBS of Healthcare Providers and Systems (CAHPS))

Marci Kramer, Director Quality Management, Quality Management, presented information on the 2023 CAHPS Survey results.

Marci presented the following:

- Areas of Improvement identified based on 2023 HCBS Survey results and improvement actions include the following:
  - Staff are Reliable and Helpful & Choosing Services that Matter to You
    - Improvement actions: Identify providers or areas that need to be addressed, training, publish LTSS benefits on the Participant website, and collect Participant Experience data.
  - Transportation and Housing Rights
    - Improvement actions: Service Coordinators use the transportation resources grid to find transportation resources, participate in housing staff rounds, and increase the number of Housing Coordinators.
  - Satisfaction with Dental Care
    - Improvement actions: Text Participants an annual dental visit reminder, put resources on the Plan's Participant website, identify Participants without an annual dental visit, and provide outreach to urge Participants to schedule and complete their annual dental visit and look into hosting mobile dental events.
  - Satisfaction with Mental Health Treatment
    - Improvement actions: The Community HealthChoices (CHC) Managed Care Organizations (MCOs) and Behavioral Health Managed Care Organizations (BH-MCOs) meet quarterly to discuss cases and urge Participants to use virtual appointments and waiting lists.
  - SNAP Benefits
    - Improvement actions: Contracted with Benefits Data Trust (BDT). BDT contacts Participants who may be eligible for SNAP but are not enrolled and adding SNAP video to the Participant website for Participants to access on demand.

**Action Items: N/A**

#### 5. CHC Programs & Updates/ HCBS Waiver Spotlight: LTSS Benefit Guide/ Benefits Video

Nicole began the presentation by explaining that PAC meetings will include a HCBS "Waiver Spotlight," highlighting the 32 different LTSS/CHC benefits available to our Participants. In-person attendees received a



copy of the benefits guide; the virtual audience will also be provided copies by email unless they need a mailed copy by request.

To begin the discussion about the covered benefits being presented in our Q2 meeting, the LTSS Benefits Video was shown to the group.

The video can be found on our website:

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

**Action Items: N/A**

## 6. CHC Programs & Updates/ HCBS Waiver Spotlight: Home Adaptations, Vehicle Modifications, Pest Eradication, Assistive Technology

Ally Hindman presented information on LTSS benefits involving home modifications/adaptations, vehicle modifications, pest eradication, and assistive technology services.

- Home Modifications/Adaptations, Vehicle Modifications, Pest Eradication, and Assistive technology services
  - Help the Participant have more independence in the home and community and protect their health, welfare, and safety.
- Home Modifications/Adaptations
  - Physical adaptations to the primary private residence of the Participant.
  - Includes installation, maintenance, permits, inspections, and warranties.
- Vehicle Modifications
  - Changes that help Participants have more independence and promote health, welfare, and safety.
- Pest Eradication
  - Services treat pests in the Participant's home and help keep the home free of pests.
- Assistive Technology
  - An item, piece of equipment, or product that helps in communication, self-help, self-direction, life-support, and adaptive capabilities.

These services are needed as a result of the Comprehensive Needs Assessment and are detailed in the Person-Centered Service Plan (PCSP).

### **Feedback:**

A PAC Member asked if video doorbell systems are covered. Lori Delmonaco replied that they are covered under the Comprehensive Needs Assessment and PCSP. Lori also explained that the materials about these services are on the Participant website and included in the Participant Newsletter. The Service Coordination team is trained to help Participants with these needs. These benefits need the Comprehensive Needs



assessment and having a robust conversation when completing to assist with identifying what is needed and what is available to the Participant.

A PAC Member suggested that CILS can be a reliable source of information regarding adaptive technology, and you can try some of the equipment before requesting it.

**Action Items: N/A**

## 7. CHC Programs & Updates/ HCBS Waiver Spotlight: LTSS Benefit Guide/ Counseling, and Cognitive Rehabilitation Therapy (CRT)

Jennifer Ford-Bey, Manager of LTSS Behavioral Health/Collaborative Services, and Dominique Oputa, Manager of LTSS PA CHC, provided information on behavior therapy, counseling, and cognitive rehabilitation therapy. Jennifer presented the following information:

- Behavior Therapy
  - Help improve Participants' level of function, independence, and ability to be part of the community.
  - This includes functional behavioral assessment, behavioral support plan, and training for participants, their families, 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.
  - A Participant 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>

Dominique presented the following information:

- 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.

**Action Items: N/A**

## 8. CHC Programs & Updates/ HCBS Waiver Spotlight: LTSS Benefit Guide/ Home Delivered Meals and Nutrition Counseling

Lori provided information on home-delivered meals and nutrition counseling.

Lori presented the following information:

- Home Delivered Meals
  - Two meals per day – hot, cold, frozen, or shelf-stable.
  - Providers accommodate Participant's dietary needs and preferences.
  - A benefit included and can be tailored to meet the individual Participant's needs.
- Nutrition Counseling
  - Provided by a registered dietician or certified Nutrition Specialist. A doctor must approve.



- Create a diet and meal plan that meets the health needs and addresses the nutrition needs of the Participant.

**Action Items: N/A**

## 9. Open Forum

Ally encouraged any meeting attendees with specific questions related to the presented topics or any concerns they may have to bring up the topic. The post-PAC survey will be sent out along with the meeting materials.

Nicole suggested to check out the Participant website. It is currently undergoing some updates, but there are many resources on the site. For more information:

<https://www.amerihhealthcaritaschc.com/community/index.aspx>

**Action Items: N/A**

## 10. Next Meeting

Ally announced that the third quarter PAC meeting for the Northwest zone will be held on September 3, 2024.

## 11. Meeting Adjourned

Ally adjourned the meeting at 12:50 p.m.