

Tuesday, September 10th, 2024, 11:00 am
Virtual Meeting (Zoom)
Location (in-person): 600 Penn St 3rd FL Reading, PA 19602
Location (virtual): [zoom info](#)

Chair: Nguyen Nguyen
Co-Chair: Carrie Wilcox
Scribe: Kathleen Shiomos

1. Call to Order

Nicole Ragab, Community Outreach Program Manager, called the meeting to order at 11:01 am.

2. Welcome and Introductions

Nguyen Nguyen welcomed the group to the third quarter Participant Advisory Committee (PAC) meeting for the Lehigh Capital zone. The level setting was completed, which included a reminder not to share Personal Health Information (PHI) during the meeting. The group was reminded that they can contact Nicole, Nguyen, Jasmine, Ally and Fiorella with any personal service-related questions, and they will help to connect them to their Service Coordinator.

Nguyen informed the group that that in addition to the in-person group of members at the wellness center, there were two nursing facility satellite meetings taking place. Nguyen introduced new PAC members, which included Nursing Facility Participants, and new Provider members.

Carrie Wilcox welcomed the group and reviewed the agenda and presenters.

Feedback: N/A

Action Items: N/A

3. Health Education & Outreach Updates

Nguyen presented the health education and outreach updates for the Community Outreach team in the Lehigh Capital zone. The following was presented:

- Participant Newsletter –2nd Edition 2024–
 - Nguyen reminded the group that the Participant Newsletters will not be mailed out anymore but will be available as a digital copy. Physical copies can be made available to any Participant who requests them.
 - Link to newsletter: <https://www.amerihealthcaritaschc.com/participants/eng/health-wellness/newsletter.aspx>
- Outreach Team Activities
 - 9/11 – 2024 Fairweather Lodge Conference - Lehigh County
 - 9/13 – State Rep Rob Kauffman 890th District Senior Fair – Franklin County
 - 9/18 – 50+ Senior Expo – Lancaster PA
 - 9/19 – Berks Fall Prevention Fair – Berks County



- 9/27 – White Rose Health Fair – York County
- 10/16 – Cumberland 50+ Expo – Cumberland County
- 10/24 – RAYAC Homeless Outreach Project – York County
- 10/29 – Lancaster Rec Senior Center Halloween Event – Lancaster County
- Activities in Your Community
 - Center for Independent Living of Central Pennsylvania <https://cilcp.org> 3211 North Front Street, Suite 100 Harrisburg, PA 17110
 - Center For Independent Living Opportunities, <https://cilopportunities.org> 139 E Market St FL 1 York, PA 17401
 - Lehigh Valley Center for Independent Living, <https://lvcil.org> 713 North 13th Street Allentown, PA 18102
 - Abilities In Motion (AIM), <https://www.abilitiesinmotion.org/> 755 Hiesters Lane, Reading, PA 19605
 - Disability Empowerment Center (DEC), <https://www.decpa.org/> 941 Wheatland Ave Suite B-1, Lancaster, PA 17603
 - Centers for Independent Living of South Central PA, <https://cilscca.org/> 3013 Beale Ave, Altoona, PA 16601
- Reading Wellness Center – 600 Penn Street, Reading PA 19601
 - Thursdays in September at 2:00 pm - Zumba w/ Rainha
 - 9/11 at 9:30 am – Dining with Diabetes
 - 9/17 at 12:00 pm – Medication Safety Presentation
 - 9/20 at 12:00 pm – Smoking Cessation Presentation
 - 9/25 at 1:30 pm – Hygiene Presentation
 - 9/27 at 11:00 am – Mens Health Presentation
- Mobile Wellness Unit (Lehigh Capital)
 - 9/25 at 10:00 am – Franklin County Housing Authority Health Fair
 - <https://www.amerhealthcaritaspa.com/community/mobile-wellness-center.aspx>

Feedback: N/A

Action Items: N/A

4. CHC Programs & Updates/Participant Directed Services-Pay Rate Calculator

Terri Reesar from Tempus presented the following on the Pay Rate Calculator:

- Tempus developed a payrate calculator which is found on the Tempus website – <https://pa.tempusunlimited.org/>
- Each Common Law Employer (CLE) and their Direct Care Worker (DCW) may negotiate a DCW hourly pay rate for each service provided.
- The maximum DCW hourly pay rate that a CW may be paid is subject to a maximum region bill rate for the county where the Participant lives.
- The maximum region bill rate must cover DCW wages, employer taxes, and Workers' Compensation.
- This Pay Rate Calculator uses the CLE's Individual State Unemployment insurance (SUI) Rate to determine the maximum DCW hourly rate.



Terry also explained how to use the Pay Rate Calculator. She noted that if a Participant needs help accessing or using this tool, they can contact Tempus Unlimited at 1-844-9TEMPUS (1-844-983-6787) or email at PAFMS@tempusunlimited.org.

Feedback: N/A

Action Items: N/A

5. CHC Programs & Updates/Quality-Fall Prevention

TK Dana, Manager of Quality Services, presented information on fall prevention.

TK outlined information about keeping the home safe, including tips for floors, stairs and steps, kitchens, bathrooms, bedrooms, and other important fall prevention tips. TK also, shared some exercises with the group that aided in balance and mobility. Additional information that was presented included that falls are the leading cause of injury for adults ages 65 and older. Participants were encouraged to:

- Have your vision checked yearly and have your doctor review your medications.
- Keep emergency numbers in large print near your phone, keep your phone in your pocket so you can easily reach in case of emergency.

Resources:

- Center for Disease Control and Prevention (CDC)
 - <https://www.cdc.gov/falls/about/>
 - <https://www.cdc.gov/falls/data-research/>
 - <https://www.cdc.gov/falls/data-research/facts-stats/>
 - STEADI initiative - www.cdc.gov/steady or www.cdc.gov/steady/patient.html
- National Council on Aging Falls Prevention (NCOA) - www.ncoa.org/healthy-aging/falls-prevention/

Feedback: N/A

Action Items: N/A

6. HCBS Waiver Spotlight/Participant Directed Community Supports, Goods, Services, & Financial Management Services

Lauren Cottingham, DCW Workforce Program Manager, provided information on Participant Directed Community Supports, Goods, Services, & Financial Management Services. Lauren presented the following information:

- Participant-Directed Community Supports
 - The Participant-Directed Community Supports model lets the Participants choose and manage their own direct care worker (DCW).
 - This also supports the Participant completing daily living tasks including:
 - Basic living skills
 - Making meals and snacks
 - Accessing and using transportation



- This service can only be accessed through the Services my Way Participant-directed model.
- Financial Management Services
 - If the Participant chooses to hire their own DCW, they or a representative, as a Common Law Employer (CLE), must work with the Financial Management Services (FMS) Provider.
 - The CLE must complete paperwork before the DCW begins working.
 - DCW only works the number of hours that are authorized in the Person- Centered Service Plan (PCSP).
 - The DCW follows electronic visit verification (EVV) rules and regulations.
 - The DCW and CLE used the FMS Provider’s system to review and approve time worked.
 - The FMS Provider manages issuing paychecks and maintaining tax records.
- Participant-Directed Goods and Services
 - Services, equipment, or supplies for Participants who want to direct their services and keep a budget for their services under Services My Way, so that they can be safe and independent in their homes and be part of their community.

Feedback

- *One Participant asked, “Does Tempus offer training at the request of the Self-Directed Participant or is there training for those thinking about Self Directed?”*
 - Terry responded that although Tempus does not have trainings, they can contact the Customer Service line and they will be able to ask any questions. Participants can also contact their Service Coordinator with any questions about Self-Directed Care and/or Tempus.
- *A Participant asked, “Is this the same as the representative payee?”*
 - Terry replied that a rep/payee is someone appointed to manage financial benefits/services for someone, and the Direct Care Worker is a person the participant finds on their own to serves as the Personal Assistance Service worker.

Action Items: N/A

7. HCBS Waiver Spotlight/Residential Habilitation, Structured Day Habilitation, Community Transition Services, and Respite

Dominique Oputa, Manager of LTSS CHC, provided information on Residential Habilitation, Structured Day Habilitation, Community Transition Services, Respite services. The following was presented:

- *Residential Habilitation*
 - Residential Habilitation (RES HAB) services are delivered in a Provider-owned or Provider-operated setting where the Participant lives, and must include community integration, nighttime assistance, PAS to help with activities of daily and instrumental activities of daily living.
 - Residential Habilitation assists the Participant to get the skills they need to be as independent as possible and fully participate in community life and are individually tailored to meet the needs of the Participant as outlined in the Person-Centered Service Plan (PCSP).
- *Structured Day Habilitation*
 - Structured Day Habilitation are day services in a small group setting directed to preparing a Participant to live in the community.



- Structured Day Habilitation includes, but is not limited to:
 - Supervision
 - Training
 - Support in social skills training
- Community Transition Services
 - Community Transition Services are one-time expenses for Participants who move from an institution to their own home, apartment or other living arrangement. The service must be specified in the PCSP as needed for the Participant to integrate more fully into the community and promote the health, welfare, and safety of the Participant.
 - Community Transition Service expenses may include, but is not limited to:
 - Security deposits
 - Moving expenses
 - Some household products
 - Respite
 - Respite is a short-term service to support a Participant when the unpaid caregiver is away or needs relief. Respite services can be provided for Participants:
 - In their own home, home of a relative, friend, or other family member
 - In a Medicaid certified Nursing Facility
 - In-home Respite Services cannot be provided at the same time as Home Health Aide, Personal Assistance Services or Residential Habilitation. The frequency and duration of this service are based upon the Participant's needs as identified and documented in the PCSP.

Feedback

- One PAC member asked, "What is Residential Habilitation?"
 - Dominique explained that this service is rendered in a community setting; however, it is overseen by staff around the clock. Staff are present to offer cueing, redirection, administration of medication, etc. It is an alternative to institutionalized care for participants with a TBI.

Action Items: N/A

8. HCBS Waiver Spotlight/ Service Coordination

Michelle Buselli, Service Coordinator Supervisor, provided information on service coordination.

- Service Coordination is here to meet the Participant's needs as: Determined by the Comprehensive Needs Assessment (CNA) and outlined in the Participant's Person-Centered Service Plan (PCSP)
- Service Coordinators will assist with the following:
 - Work with the Participant to complete the CNA. The CNA serves as the basis for the service plan.
 - Use a person-centered planning approach and team process to create the PCSP to meet the needs in the least restrictive manner possible and share information about and help get needed services and supports as well as tracking the services.
 - Assisting with Complaints, Grievances, and request Fair Hearings, if Participants need and ask for help. As well as, keeping a record of preferences, strengths, and goals for the PCSP.
 - Reevaluate needs at least once every three (3) months by phone or in-person.



- Help the Participant and their Person-Centered Planning Team (PCPT) pick providers and remind Participants to do what's needed to stay eligible for Community HealthChoices (CHC) and LTSS.
- Look for services outside of CHC to meet Participant's needs. This includes Medicare, other health insurers, and other community resources.
- The Service Coordinator will also inform Participants of the following information:
 - Needed assessments, The PCSP process, Available LTSS, Service alternatives, including Participant-direction, Participants' rights, including rights to file a Complaint, Grievance, and request a Fair Hearing, and Participants' responsibilities in CHC.

9. HCBS Waiver Spotlight/Non-Medical Transportation

Nicole Ragab presented on non-medical transportation. The following was presented:

- Non-medical transportation is when you need help getting to activities and services that are not for a medical reason.
- All non-medical transportation services will need to be added to a Participant's PCSP. Non-medical transportation services will need to be authorized by AmeriHealth Caritas PA CHC.
- Medical Assistance Transportation Program (MATP) is a special transportation service for people who receive Medical Assistance. This program is not for emergencies.
- To get MATP services, you must register for the service by calling your county service number. A list of county service numbers can be found online at www.amerihealthcaritaschc.com.
 - This service is not connected to AmeriHealth. You will need to show your Pennsylvania (PA) Electronic Benefits Transfer (EBT) ACCESS card when receiving these services.
 - MATP services phone numbers may change. Please visit <http://matp.pa.gov> for the most up-to-date phone numbers.
- Additional transportation benefits:
 - ACPA CHC Participants who are eligible for long-term services and supports (LTSS) may get additional transportation benefits for non-medical services. This does not take the place of transportation for medical services. Eligible Participants may receive:
 - mileage reimbursement for drivers or others to transport a Participant
 - ticket or token purchases for a Participant's transportation
- This service is not connected to AmeriHealth. You will need to show your Pennsylvania (PA) Electronic Benefits Transfer (EBT) ACCESS card when receiving these services.
 - Have questions or need more information? Call your Service Coordinator. You can also call Participant Services at 1-855-235-5115 or (TTY 1-855-235-5112).
 - OLTL Transportation Summit will be held on Tuesday September 17th from 9:00 am to 12:00 pm. Registration link is:
<https://www.zoomgov.com/meeting/register/vJltcOmhrTMsEjUfw9vm38SCTILUFUL-P64#/registration> or
<https://www.zoomgov.com/meeting/register/vJltcOmhrTMsEjUfw9vm38SCTILUFUL-P64#/registration>

Feedback

- *Multiple PAC Participants expressed that they are having issues when trying to sign up for previously authorized rides. For one Participant, scheduling took over an hour to schedule with Participant, SC and MTM. This is a shared experience echoed by other members. Another PAC Participant shared their*



frustrations with not being able to elect the transportation provider of their choice; they often have missed activities because MTM will send a Lyft or Uber which cannot properly accommodate their wheelchair. Additionally, there were concerns that MTM is not utilizing the Participant profiles.

- Both Nicole and Nguyen encouraged Participants to raise these concerns at the upcoming OLTL transportation summit. Nicole noted that this benefit is a separate state program beyond CHC.

Action Items: N/A

10. Open Forum/ Group Discussion & Redetermination Reminder

Nicole, provided information regarding Participants' MA redetermination with the following reminders:

- 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
 - 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 and eNotices: at www.dhs.pa.gov/COMPASS.
- 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 and eNotices: at 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
 - Via mail or in-person at the County Assistance Office
 - Or via phone at 1-866-550-4355

Feedback: N/A

Action Items: N/A

11. Next Meeting

Nguyen announced that the 2024 fourth quarter PAC meeting for the Lehigh Capital zone will be held in-person December 10, 2024, at the Reading Wellness Center. There will be the option to participate via zoom. We will follow up with mail, phone calls and email.

Feedback: N/A

Action Items: N/A

12. Meeting Adjourned

Nicole adjourned the meeting at 1:05 pm after all inquiries from the member were answered.

Feedback: N/A

Action Items: N/A