

Tuesday, September 17, 2024, 11:00 am
Virtual Meeting (Zoom)
Location (in-person): 622 N. Homewood Avenue Pittsburgh, PA 15208

Chair: Ally Hindman
Co-Chair: Nicole Burton
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 third quarter Participant Advisory Committee (PAC) meeting for the Southwest zone and made introductions.

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

Nicole Ragab, Manager of Community Outreach, 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.

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

Jim from the Alzheimer's Association shared information upcoming events they had. She shared that there is an awareness programs and the upcoming Pittsburgh walk on 10/19/24.

A PAC Participant was interested in learning more about the Alliance for Access and Assets event. Ally agreed to share the information about that event in the post-PAC email.

Feedback: N/A

Action Items: N/A



4. 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 regarding fall prevention. Ally reminded the group that these exercises and resources can be mailed or emailed to anyone interested in learning more.

Feedback: N/A

Action Items: N/A

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

Laura Holman, Director of FMS Operations at HHA Exchange, and Terry Reeser from Tempus Unlimited began the presentation by sharing how to access the Pay Rate Calculator.

The calculator can be found here: pa.tempusunlimited.org. From there, the calculator can be accessed under the Forms tab and then by choosing PA CHC Pay Rate Calculator.

Terry explained the following:

- 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. If a Participant needs help accessing this tool or using it they can contact Tempus Unlimited at: 1-844-9TEMPUS (1-844-983-6787).

Feedback: N/A

Action Items: N/A

6. CHC Programs & Updates/ 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: N/A

Action Items: N/A

7. CHC Programs & Updates/ 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.

- Residential Habilitation
 - Residential Habilitation services are delivered in a Provider-owned or Provider-operated setting where the Participant lives, and must include:
 - Community integration
 - Nighttime assistance
 - Personal Assistance Services (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.



- Structured Day Habilitation Services are distinguished from Adult Daily Living Services by the therapeutic nature of the program.
- 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: N/A

Action Items: N/A

8. CHC Programs & Updates/ HCBS Waiver Spotlight: LTSS Benefit Guide/ Service Coordination

Nicole Burton, 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.

Feedback:

A Participant asked about LTSS/medical assistance benefits. Participant mentioned at UPMC and PA H&W gives \$100 extra for eyeglasses. However, participant wants to know if AmeriHealth Caritas CHC would do the same. Nicole response, as for benefits for a specific Participants we can research, and we'll get back to Participant after the meeting.

Action Items: N/A

SC team to follow up with the Participant.

9. CHC Programs & Updates/ HCBS Waiver Spotlight: LTSS Benefit Guide/ Non-Medical Transportation

Michael Cole, Service Coordinator Supervisor presented on non-medical transportation.

- Transportation services are provided through Medical Transportation Program (MATP)
 - The Medical Assistance Transportation Program (MATP) is a special transportation service for people who receive Medical Assistance. This program is not for emergencies. (If you have an emergency, call 911.) To get MATP services, Participants must register for the service by calling your county service number.
- AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (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 get:
 - Mileage reimbursement for drivers or others to transport a Participant.
 - Ticket or token purchases for a Participant's transportation.
- Non-medical transportation is when you need help getting to activities and services that are not for a medical reason. Here are some examples:
 - Community activities, grocery shopping, religious services, Adult Daily Living Centers, jobs and volunteering.
 - Other activities or services in the Participant's Person-Centered Service Plan (PCSP).
- 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. If a Participant needs assistance with transportation for non-medical service, they can contact their Service Coordinator or the Participant Services Line 1-855-235-5115 (TTY 1-855-235-5112).

Feedback:

A PAC Participant asked if we could send this information out. Ally will send the meeting documents following the Q3 meeting.

Action Items: N/A



10. 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, 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
 - 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.
- 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:

Janey from Pittsburgh Alzheimer's Association mentioned she was grateful to be part of the PAC. She mentioned at their non-profit- they provide listening sessions- specifically for Allegheny County residents, and the county health department is present as well. They are looking at ways to improve outreach for underrepresented community members to inform on dementia topics. This month, they'll have an event on 9/24 at 7 pm by zoom. Janey mentioned this is open to other members/people from other counties as well. They are collecting data for the department of health. She added a link in the comments section that provides a tool to find community resources nationally. She mentioned they are a national nonprofit. They cannot endorse companies or organizations. However, this tool has additional resources to find support groups, adult day-care, long-term care facilities, and others.

Action Items: N/A

11. Next Meeting

Ally announced that the Fourth quarter PAC meeting for the Southwest zone will be held on December 17, 2024.

12. Meeting Adjourned

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