

## Keystone First Community HealthChoices (KFCHC) Participant Advisory Committee (PAC)

### Agenda

**Chair:** Jenn Rogers

**Co-Chair:** Maritza Padua

**Scribe:** Kathleen Shiomos

**Date:** April 20, 2021

**Location:** Virtual Only

**Time:** 2pm – 3:30pm

Agenda Item	Owner(s)
Welcome and Introductions	Maritza Padua
Review and Approve Q4 2020 Meeting Minutes	Maritza Padua
<p>Old Business</p> <ul style="list-style-type: none"> <li>• Jenn Rogers, Director of LTSS Program Management &amp; Quality, reminded the committee that the QUIL Phone Application is available to all Participants and caregivers and further explained that additional information can be found on keystonefirstchc.com.</li> <li>• Jenn informed the committee of the plan’s recent efforts to place the State-produced Supplemental Nutrition Assistance Program (SNAP) video on keystonefirstchc.com. She further informed the committee that upon completion of their training the Service Coordination (SC) team can now reference the video during assessment visits to help Participants find out if they are eligible and how to apply for benefits, and help with the application process as needed.</li> </ul>	Jenn Rogers
<p>New Business</p> <ul style="list-style-type: none"> <li>▪ Mr. Ed Butler, Employment Specialist for OLTL, presented OLTL’s competitive integrated employment program and explained that OLTL is committed to increasing employment opportunities and outcomes for persons with disabilities, offering five related services including: job coaching, job finding, employment skills development, career assessment and benefits counseling. OLTL, in alignment with the Governor’s Office, is trying to promote employment first with a goal to discuss employment as appropriate if the Participant is interested. The</li> </ul>	Ed Butler Sara Reitenauer Lionel Waritay



<p>LTSS employment benefits are Participant driven— the Participant is in control of the initiative from beginning to end.</p> <ul style="list-style-type: none"> <li>▪ Detailed information is provided in various documents on the DHS website. <a href="#">We Can Work website [dhs.pa.gov]</a> <ul style="list-style-type: none"> <li>▪ <a href="#">Edward M Butler, Employment OLTL 717-214-2718</a></li> </ul> </li> <li>▪ Sara Reitenauer, Manager Collaborative Service, and Lionel Waritay, Employment Coordinator for KF CHC, also discussed the employment benefits provided through the CHC benefits. They discussed benefits counseling, which will help Participants to make an informed decision as to whether they are interested in employment services. Participants can go through their SC to start the process and establish employment goals on their Person Centered Service Plan. Informational flyers will be mailed to all eligible Participants.</li> <li>▪ SCs, Managers, and Supervisors were trained on employment benefits and a refresher training will be offered as needed.</li> <li>▪ In response to PAC member discussion, presenters offered their contact information for follow-up questions. <ul style="list-style-type: none"> <li>▪ <a href="#">Lionel Waritay, Employment Coordinator KFCHC 215-444-6553</a></li> </ul> </li> </ul>	
<p>Consumer Assessment of Healthcare Providers and Systems (CAHPS) Adult Survey:</p> <ul style="list-style-type: none"> <li>• The CAHPS surveys have been mailed to a random sample of Participants to see how we (the health plan) are doing as a plan and assess the care Participants are receiving. Danielle Bruette, LTSS Quality Management Director, explained that we use CAHPS survey responses to determine how effective we have been at serving our Participants and their needs.</li> <li>▪ The <i>Home and Community Based Services CAHPS</i> survey will go out in September/October for those Participants in the community regarding the services they are receiving.</li> </ul>	Danielle Bruette
Contact Center Updates	Nashay Blocker



<ul style="list-style-type: none"> <li>▪ Nashay Blocker, Participant Contact Center Manager, presented Contact Center updates. The Contact Center has collaborated with an external vendor to conduct two surveys:             <ul style="list-style-type: none"> <li>▪ A survey that measures how the plan’s contact center is performing: The Contact Center is working to ensure they are able to have first call resolution and are looking for ways to improve participant interaction with our call center.</li> <li>▪ A satisfaction survey: A survey opportunity at the end of inbound calls where the Participant is asked if they were satisfied with the call. If the response is no, we will have someone call back to discuss their issues.</li> </ul> </li> </ul>	
<p>Open Forum/Heard in the Community</p> <ul style="list-style-type: none"> <li>▪ Greater Philadelphia Health Action (GPHA) and 39th District Chaplains – Vaccine Day May 8th 9:00 AM – 1:00 PM. Pre-registration required.</li> <li>▪ Participant input/feedback:             <ul style="list-style-type: none"> <li>▪ The State is temporarily allowing spouses, legal guardians, and persons with power of attorney to serve as paid direct care workers. Will this continue once the pandemic is over? Will anyone petition the State to continue to allow this?                 <ul style="list-style-type: none"> <li>▪ <i>We are following the directives we receive from OLTL on this topic and will keep the group updated if we hear of any changes.</i></li> </ul> </li> <li>▪ Authorizations in the PPL portal are different than what our SC says. This is causing problems. What can be done to rectify this?                 <ul style="list-style-type: none"> <li>▪ <i>KF CHC teams are aware of the issues with the PPL portal. We have escalated this to PPL, as well as made OLTL aware of the ongoing technical issues we are seeing with PPLs portal. PPL has communicated to us that we are to direct Participants and DCWs to PPL customer service for resolution.</i></li> </ul> </li> </ul> </li> </ul>	<p>All</p>



Next Meeting:  
June 18, 2021 at 2pm

Maritza Padua