

Friday, June 17, 2022, 10:30am-11:30am
Virtual Meeting (Zoom)

Meeting Chair: Dikeeta Brown

Meeting Co-Chair: Nicole Ragab

Meeting Scribe: Kathleen Shiomos

1. Call to Order

Nicole Ragab, Community Outreach Program Manager, called the meeting to order at 10:33am.

2. Welcome and Introductions

Dikeeta Brown, LTSS Manager and Meeting Chair, welcomed the group to the second quarter Participant Advisory Committee (PAC) meeting for the Southeast zone and reviewed the agenda for the meeting. Dikeeta completed the virtual meeting level setting, including a reminder not to share Personal Health Information (PHI) during the meetings. Dikeeta reminded the PAC members that they can contact Nicole with any personal service-related questions, and she will help to connect them to their Service Coordinator.

3. New Business/Updates: Quality (CAHPS, HEDIS)

Erica Perry, Supervisor Quality Management Supervisor, provided an update on the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey and reminded Participants to get regular preventive health screenings. The CAHPS survey is distributed on an annual basis giving Participants the ability to share their experiences and ratings of their healthcare providers and plans, including hospitals, home health care agencies, and doctors. The second questionnaire was mailed on April 12, 2022, post card reminders were mailed on April 19, 2022 and telephone interview calls began on May 3, 2022.

Preventive Screening Reminders:

- Cervical cancer screening
- Preventive screenings for diabetes like your regularly scheduled hemoglobin A1C, kidney function tests, and eye exams
- Routine examinations for high blood pressure
- The Centers for Disease Control and Prevention (CDC) recommends that everyone over the age of six months get a flu shot. Flu shots are a covered benefit by the Health Plan.
- Reminder to have a dental exam twice per year and brush for at least two minutes, twice per day

If Participants need help finding physical or dental providers, visit our website at www.keystonefirstchc.com and click “Find a Doctor, Medicine, or Pharmacy”, or call Participant Services at 1-855-332-0729 (TTY 1-855-235-4976).

PAC Member asked; for a person, who has to see a dentist under anesthesia, would Keystone First Community Health Choices (CHC) cover that? Erica explained that a Participant would need to submit a prior authorization request to determine whether that would be covered, prior to the procedure.

Action Items: N/A

4. New Business/Updates: FMS Transition

Suzanne Thomas, Technical Support Manager, provided an update on the transition process for self-directed services from Public Partnerships (PPL) to Tempus Unlimited. Tempus is using stakeholder meetings, letters, broadcast messages, Listserv messages as well as in-person events to assist Participants, Common Law Employers (CLEs), and Direct Care Workers (DCWs) complete this transition. Service Coordinators are also assisting Participants with this transition process.

For a successful transition, Participants, CLEs and DCWs need to:

- Complete packets
- EVV System – DCWs use app for time entry and portal for corrections or TVV/IVR for time entry; CLEs use portal or TVV/IVR to approve time
- Setup EVV – receive welcome email, register for app and portal access, attend training sessions

Tempus will begin issuing checks for June dates of service beginning on July 1, 2022 and payroll schedules for DCWs will remain the same.

Tempus is looking to schedule another round of in-person help sessions following the first payroll schedule. Information will be distributed once details are confirmed.

Tempus Call Center: 844-983-6787

Tempus website: <https://pa.tempusunlimited.org>

EVV Training Materials: <https://pa.tempusunlimited.org/training-materials/>

PAC member asked if the same options that are currently available in the PPL portal, including the ability to view paystubs, timesheets, request forms, etc. will be available in the Tempus portal going forward. Suzanne confirmed that the same options, plus additional trainings and FAQs are available on the dashboard of the Tempus portal.

PAC member mentioned that they have been struggling to receive packets for their new Direct Care Worker, after calling and speaking to an enrollment specialist multiple times. Suzanne suggested giving the new DCW information to the Service Coordinator so they could initiate the packet in the portal.

PAC member explained that they are currently without a caregiver, and due to the long call times and difficulty communicating with Tempus, they sent their DCW paperwork in two weeks ago but have not

gotten a good to go date yet. PAC member also commented that Tempus is sending out RAVE messages, multiple times after 11pm, when Participants are sleeping.

Action Items: Suzanne to escalate Participant’s individual concerns with Tempus and the assigned Service Coordinators. Jenn Rogers to email link to Tempus Portal to PAC Member having difficulty accessing.

5. New Business/Updates: Elder Abuse – Older Adult Protective Services Act (OAPSA)

Clayton “JR” Reed, Executive Director, Lehigh County Office of Aging and Adult Services, gave a presentation on Elder Abuse, how to recognize and identify abuse, and how to understand when, where and how to report abuse. OAPSA distinguishes between voluntary and mandatory reporting, and defines abuse as the infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish. Neglect is defined as the failure of oneself or the failure of a caretaker to provide goods or services essential to avoid a clear and serious threat to physical or mental health. Exploitation occurs when a person misuses or takes the assets of a vulnerable adult for his or her own personal benefit. In Pennsylvania, elder abuse can be reported via the Elder Abuse Hotline at 1-800-490-8505 or through any Area Agency on Aging.

PAC member entered the following questions into the zoom chat: What if a consumer refuses to wash? What if a consumer is a wanderer, can a caregiver place deadbolts on the door and or a detective device on the individual? Does OAPS investigate instances of abuse or neglect in the nursing facility setting? JR explained the following: if a consumer is in immediate risk of health issues, then yes, protective services would work to help the caregiver provide better care, but it would be dependent upon the situation. In the case of the wanderer, caregivers can put higher locks on the doors or wander guards that alarm when someone is leaving. Lastly, JR explained that yes, OAPS investigates instances of abuse and neglect in nursing facilities and anyone who suspects abuse, neglect or exploitation should call the Elder Abuse Hotline at 1-800-490-8505.

Resources:

<https://www.pa.gov>

<https://www.dhs.pa.gov/about/Fraud-And-Abuse/Pages/Adult-Protective-Services.aspx>

Action Items: N/A

6. Heard in the Community: Cents & Sensibilities, Financial Planning Resource

Jennifer Rogers, Director of LTSS Program Management and Quality, offered an overview of the Pennsylvania Assistive Technology Foundation (PATF) and their Cents and Sensibilities curriculum. Soon, Service Coordinators will have access to this curriculum through the eLTSS platform to assist Participants with financial goals as identified in their Person Centered Service Plan (PCSP). The Cents and Sensibility curriculum is free to the public, and can be found at <https://www.studymoney.us/>. Those interested can

also request a paper copy of the curriculum be sent to their home. The curriculum offers courses on money fundamentals, money mapping (budgeting), saving, benefits and working, assistive technology, among others.

Action Items: N/A

7. Open Forum

PAC Member asked for assistance with their Personal Emergency Response System (PERS) device because it is not working properly. Member explained that even after a full charge, the button does not work to alert emergency services.

Action Items: Nicole to contact Member's Service Coordinator to initiate a new device to be sent to the Member as soon as possible.

8. Next Meeting

Nicole announced that the third quarter PAC meeting for the Southeast zone will be held on Friday, September 16, 2022 @ 10:30am.

9. Meeting Adjourned

Nicole adjourned the meeting at 11:40am after all inquiries from the PAC members were answered.