

Participant Advisory Committee (PAC) Meeting Minutes

Date: Tuesday, September 17, 2019

Time: 1:00 PM – 3:00 PM

Chair: Michelle Murphy

Co-Chair: Maritza Padua

Inglis Gardens at Belmont - Building 1, Board Room

2560 Belmont Avenue

Philadelphia, PA 19131

Agenda Item	Owner(s)	Discussion	
Call to Order	Michelle Murphy	The meeting was called to order at 11:26 a.m.	
Welcome and Introductions	Maritza Padua	The group was welcomed to the Keystone First Community HealthChoices (CHC) Participant Advisory Committee (PAC) meeting. Introductions of committee members followed.	
What is a Participant Advisory Committee	Michelle Murphy	PAC purpose, roles, and responsibilities were discussed. KF-CHC PAC charter was reviewed with the group. We are open to topic suggestions.	
Home Modifications	Jenn Rogers	Jenn explained that all home modification benefits are now available under one CHC program as opposed to each waiver having different benefits If you need or have questions regarding home modifications, reach out to your Service Coordinator (SC) so they can collect the information to make a decision as	



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		<p>to the scope of work and best approach. When you are face to face with your SC, explain to them “this is my current need, this is my ability level and these are my needs”.</p> <ul style="list-style-type: none"> • We worked with the other MCOs for thresholds for repair that require authorizations and what does not. • A home modification specialist and former contractor has been hired to bring expertise to compare quotes, review information. • The service of home modifications does not include repairs such as a leaking roof and structural repairs. If repairs are needed prior to home modifications we can we help find low interest loans for the repairs. 	
<p>Power of Attorney (POA)</p>	<p>Senior Law</p>	<p>According to state guidelines legal guardians, spouse and POA cannot be a caregiver due to conflict of interest.</p> <ul style="list-style-type: none"> • Different types of POA <ul style="list-style-type: none"> ○ Durable ○ Ordinary/general ○ Financial ○ Medical • Having POAs does not mean the client or Participant has no rights or say in their care. • If you have question about POA you can contact Senior Law. They can guide you and help set up POA or guardian. 	



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Question and Answer	Nashay Blocker	<p>Contact Center discussed Frequently Asked Questions (FAQ) trends.</p> <p>Frequent questions include topics such as:</p> <ul style="list-style-type: none"> - Choosing a new Service Coordinator or Entity - Service Authorizations - Compliance and Grievances <p>Participants/Caregivers can call Participant Services who will reach out to the assigned SC and have them reach out to you.</p>	
Round Table	Group	<p>Chris Barnard with the Office of Long-Term Living explained that all the services offered under the waiver programs have been combined under one CHC program. Many Participants now have more services than prior to CHC.</p> <p>Received feedback from Participants:</p> <ul style="list-style-type: none"> • Timecards <ul style="list-style-type: none"> - When Payroll Company says you have insufficient hours to cover, Support Coordinator has to shift hours from one bucket to another. SC makes request but not done in a timely manner and the direct care worker is not being paid. This is a re-occurring problem. - Time for care done electronically – Participant may not have access or capability for internet service or has a minute plan and minutes can run out. 	



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		<ul style="list-style-type: none"> • PPL (Public Partnerships, LLC) <ul style="list-style-type: none"> - PPL not getting response in timely manner. Half hour wait; may get back to you a few days later. By the time they call you back another problem may have come up. - Participants can log into PPL portal to see hours, authorizations, etc. Participants encouraged to look at portal. • Authorizations <ul style="list-style-type: none"> - Dr. McAllister explained the process of how an authorization is approved/denied. • Service Coordinators not accessible because they are out in the field so much. 	Authorization Training for the Service Coordinators is continuing to take place.
BenePhilly	Group	BenePhilly discussed how they help move people out of poverty. Provided contact information to the group if anyone is in need of their services.	
Closing Discussion			
Adjournment	Michelle Murphy	The meeting was adjourned at 3:10 p.m.	