

**Chair:** Manon Murrell  
**Co-Chair:** Jasmine Moore  
**Scribe:** Kathleen Shiomos  
**Date:** Tuesday, September 24, 2024,

**Location:** 1929 W 9th St  
Chester, PA 19013  
**Location (virtual):** [zoom info](#)  
**Time:** 11:00am-1:00pm

## 1. Call to Order

Nicole Ragab called the meeting to order at 11:03 am.

## 2. Welcome and Introductions

Jasmine welcomed the group to the third quarter Participant Advisory Committee (PAC) meeting for the Southeast zone. The in-person group introduced themselves followed by those on-line.

**Action Items:** N/A

## 3. PAC Member Updates/Discussion

Manon welcomed the group and reviewed the agenda and presenters. This meeting is in-person and virtual meeting. Nguyen performed the level set was completed including a reminder not to share Personal Health Information (PHI) during the meeting. The group was reminded the members that they can contact Nicole, Jasmine, Ally, Nguyen, and Fiorella with any personal service-related questions, and they will help to connect them to their Service Coordinator.

**Feedback:** N/A

**Action Items:** N/A

## 4. Health Education & Outreach Activities

Health Education & Outreach Updates – Jasmine

- Participant Newsletter - Vol 6, Issue 2 <https://www.keystonefirstchc.com/participants/eng/health-wellness/newsletter.aspx>
- Outreach Team Activities
  - 09/28/24- Keith Dawson 5K Race- The Maguire Stadium
  - 10/3/24- Caregiver Social- John F. Street Community Center
  - 10/04/23- Drexel University Health Fair- Congresso de Latino
  - 10/10/24- Concord Township Senior Fair- Thornton Rd. Glenn Mills
  - 10/12/24-Passi Autumn Festival-Passi Senior Center
  - 10/17/24- Rep. Liz Handbridge Senior Fair- Landsdale, Pa
  - 10/19/24- Healthy and Hearty Fall Festival- New Journey Christian
- Chester Wellness Center – 1929 W 9<sup>th</sup> Street, Chester PA 19013
  - 9/25/24 – Zumba Class-6:30PM
  - 9/28/24 – Yoga/Zumba Class – 9:30 AM
  - 9/26/24 – Keystone First & The Wardrobe Wellness-Resource Block Party -10AM
  - 9/28/24 – Art of Healing- 1PM
- Mobile Wellness and Opportunity Center
  - 10/3/24 -Health & Education Event – Parktown West Center
  - 10/12/24- Resident Action Committee First Annual Autism Community Fair -3200 Reed Street Philadelphia, PA



- 10/15/24- Health & Education Screening Event-Barclay Square
- Resources
  - Center for Independent Living of Bucks County – 215-781-5070
  - Center For independent Living of Philadelphia County: Liberty Resources - 215-634-2000

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

Pay Rate Calculator –Laura Holman - Tempus

- 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 DCW 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 pay rate. To calculate the maximum DCW hourly pay rate, complete the dropdown boxes, and click Calculate below.
- CLEs can update their DCWs' hourly pay rate by completing the DCW Rate Change Form found here: <https://pa.tempusunlimited.org/forms/>
- Tempus Contact Information
  - Phone:** 1-844-9TEMPUS (1-844-983-6787)
  - Fax:** 1-833-5TEMPUS (1-833-583-6787)
  - TTY:** 1-833-888-0133
  - Email:** [PAFMS@tempusunlimited.org](mailto:PAFMS@tempusunlimited.org)

### Feedback:

- Do direct care workers get unemployment at a different rate? If former employees file for unemployment, it may impact the direct care worker wage? Laura explained that the unemployment rate is determined by the government usually once a year around January.

## 6. CHC Programs & Updates / Quality- Fall Prevention

Fall Prevention- TK Dana

- Falls are the adding cause of injury for adults ages 65 and older.
- Look around your home to see what objects are in your way that could potentially be a fall hazard.
- Move items or furniture out of your walkway.
- If you have rugs, remove them, or make sure they have a non-slip backing so the rug will not slip.
- Stairs – keep objects off starts, make sure they are well lit
- Kitchen – for items that are on high shelves use grabbers or a stool with a handle.
- Bathrooms – make sure the floor and shower floor are not slippery. Have grab bars installed.
- Exercise regularly to make you stronger and improve balance and coordination – exercise will be sent out to group. Talk to your doctor before starting.
- 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

- Centers 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](http://www.cdc.gov/steady) or [www.cdc.gov/steady/patient.html](http://www.cdc.gov/steady/patient.html)
- National Council on Aging Falls Prevention (NCOA) - [www.ncoa.org/healthy-aging/falls-prevention/](http://www.ncoa.org/healthy-aging/falls-prevention/)

#### **Feedback:**

- If you use a stair glide, make sure to fasten yourself in, in case you fall out.
- Difficulty getting around in a wheelchair due to sidewalks and trees growing out of sidewalks.
- Chair exercises are very helpful to preventing falls is another option for people to exercise.
- Grab bars can be put anywhere a potential risk of falling.
- Amazon sells lights that can easily be put anywhere to light up an area.
- Any Apple watch series 4 and above if you fall it will automatically call 911 even if you are not connected to a cell provider.
- Are there flexible spending benefits for member who can receive money to purchase things such as the lighting you spoke about or the apple watch? The team will research this and send out the correct information.

## 7. HCBS Waiver Services Spotlight- Participant Directed Community Supports, Goods, Services, & Financial Management Services – Lauren Cottington

### Participant-Directed Community Supports

- The Participant-Directed Community Supports model lets Participants choose and manage their own direct care worker (DCW).

### Financial Management Services:

- If the Participant chooses to hire their own DCW, they (or an individual that they choose to be their representative) are referred to as the Common Law Employer (CLE). The CLE is responsible to hire, train and supervise the DCW. The CLE must also work with the Financial Management Services (FMS) Provider.
- CLE must work with the FMS provider – Tempus.
- All paperwork is completed before the DCW begins to work.
- The DCW only works the number of hours that are authorized in the Participant's Person-Centered Service Plan (PCSP)
- The DCW follows electronic visit verification (EVV) rules when submitting the time, they work.
- The DCW and the CLE use the FMS Provider's system to review and approve all time the DCW worked.

### Participant-Directed Goods and Services

- are 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.
- service is only available through the Services My Way (budget authority) Participant-directed model.

## 8. HCBS Waiver Services Spotlight- Residential & Structured Day Habilitation, Community Transition & Respite – Dominique Oputa

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.

- Assists the Participant to get the skills they need to be as independent as possible and fully take part in community life and are individually tailored to meet the needs of the Participant as outlined in the PCSP.
- Distinguished from Adult Daily Living Services by the therapeutic nature of the program.
- Structured Day Habilitation are day services in a small group setting directed to preparing a Participant to live in the community and includes, but is not limited to:



- Community Transition Services - one-time expenses for Participants who move from an institution to their own home, apartment, or other living arrangement.
- Respite - short-term service to support a Participant when the unpaid caregiver is away or needs relief.

## 9. HCBS Waiver Services Spotlight- Service Coordination– Manon Murrell

Service Coordinators help Participants get Long-Term Services and Supports (LTSS) and other covered and non-covered medical, social, housing, educational, and other services and supports listed in the PCSP.

- Service Coordinators
  - Give information about and help get needed services and supports.
  - Keep track of services and supports.
  - Help with Complaints, Grievances, & request Fair Hearings if Participants need and ask for help.
  - Keep 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.
  - Remind Participants to do what is needed to stay eligible for CHC and LTSS.
  - Look for services outside of CHC to meet Participant's needs. This includes Medicare, other health insurers, and other community resources.
  - Will discuss with participants needed assessments, the PCSP proves, Service alternatives including participant directed services, participant rights and responsibilities.

## 10. HCBS Waiver Services Spotlight- Non-Medical Transportation – Nicole Ragab

- 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 Keystone First 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.keystonefirstchc.com](http://www.keystonefirstchc.com).
  - This service is not connected to Keystone First CHC. 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
  - KF 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.
- 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 17<sup>th</sup> from 9:00 am to 12:00 pm. Registration link is <https://www.zoomgov.com/meeting/register/vJltcOmhrTMsEjUfw9vm38SCTILUFUI-P64#/registration> or <https://www.zoomgov.com/meeting/register/vJltcOmhrTMsEjUfw9vm38SCTILUFUI-P64#/registration>

**Feedback:**



- Is it ok for the consumer to have their direct care worker to go to the market for you? If it is self-directed care, you can ask the direct care worker to do what you need. However, you are taking a risk giving someone your card, but it is your choice.
- If the consumer is blind and takes a lot of medications, is it ok for the direct care worker to assist the consumer in taking medications. Take to your Pharmacist to see if they can package the medication in a way for you to take it easier. Talk to your Service Coordinator there are many ways to help with medication.
- How do members sign up for these additional benefits
- Do the funds include shower chair? Typically, your Medicaid pays for a shower chair.
- Is there a way to avoid speaking with the Service Coordinator (SC) such as enrolling Online. Often, members are receiving the response “contact the insurance company.” Your SC is the direct link to Person Centered Service Plan (PCSP) and Comprehensive Needs Assessment (CAN) and is able to help receive the services you need.
- Housing question in chat – answer - Your recommendations will be passed along to the Housing Team.
- Are respite services only for those with Brain injuries? Respite is available for any KF CHC Participant. If you need further clarification, talk with your SC or their manager. Will make sure participant is connected to someone that can address this.
- Can someone with a brain injury attend a Senior Center once a week and take their DCW with them?
- If your hours get reduced, are you to file a grievance/ Noticed pattern that when you participate in the community do you get your hours reduced. The PCSP tool is used to work with the participant to see what their goals, needs and health goals. It is not used to reduce hours but if you are spending more time outside your home in the community, you will need less hours at your home.
- Assessment process and PCSP – the assessment seems as though we can give some detailed information. Give as much information as possible, it will help with your overall assessment and if you do not agree you can file a grievance.
- When will MATP/TransNet allow transporting participant to psych rehab programs in the community? I understand some politician decided to stop transporting us. What can participants do? We can look into this. Also contact the County Assistance Office.
- No one brought up the question of BH transportation needs during the State Transportation Summit. They said during the summit that questions could still be submitted after the summit. If we receive the link to the Transportation Summit, we will share the link.

## 11. Open Forum

Resources that we share or are requested during the PAC meetings will be sent to the group after the meeting. They will also be on the Keystone First Community HealthChoices website under the Community tab.

<https://www.keystonefirstchc.com/community/pac.aspx>. The post PAC survey will be sent out along with the meeting materials.

## 12. Next Meeting

December 19, 2024. There is still the option to participate via zoom. We will follow up with mail, phone calls and email.

## 13. Meeting Adjourned

Jasmine adjourned the meeting at 12:48 pm.