



Keystone First

Community HealthChoices

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**Keystone First Community HealthChoices
Participant Advisory Committee (PAC)
Meeting Minutes**

Virtual Only:

301-715-8592,,2930463069#,,#,4226#

Time: 2:00pm – 3:30pm

Date: Wednesday, September 30, 2020

Co-Chair: Jenn Rogers

Co-Chair: Maritza Padua

Agenda Item	Owner(s)	Discussion
Welcome and Introductions	Maritza Padua	The group was welcomed to the Keystone First Community HealthChoices (CHC) Participant Advisory Committee (PAC) Meeting. Introductions followed.
Review and Approve Q4 2019 Meeting Minutes	Maritza Padua	The meeting minutes were approved by, Mr. William Severs, and seconded by Sara Reitenauer.
Old Business Discussion	Jenn Rogers	<ul style="list-style-type: none"> Keystone First CHC will schedule a meeting to train Participants on how to use the PPL portal more effectively. Jenn Rogers explained that, while this training was put on hold due to COVID-19 restrictions, the plan did add information on this topic in the third quarter (Q3) Participant Newsletter. Discussion has resumed with PPL, the PAC will be updated, and this item will remain on the PAC agenda until completed. Transportation: The plan developed a questionnaire (modeled after the MTAP questionnaire currently in use) and Service Coordinators are being trained prior to use. The plan will report out to this group once that data is compiled. Jenn Rogers discussed the new MTM Reloadable Wallet Card for public transportation needs, including TrailPass purchases. There will be an information mailing about the Wallet Card prior to 1/1/21. There will also be a 'facts and questions' mailer for lost and stolen cards.



		<ul style="list-style-type: none">○ Several Participants on the call said they had not received their TrailPasses in the mail yet. Participants were asked to reach out to Maritza if they had not received their cards by the 5th of the month.
Overview of Consumer Assessment of Healthcare Providers Survey (CAHPS)	Jenn Rogers	Jenn Rogers explained the purpose of the CAHPS survey and encouraged everyone to participate.
Supplemental Nutrition Assistance Program (SNAP)	Jenn Rogers	<p>Jenn Rogers explained that one of the plan's goals is to connect our Participants with the proper resources, including SNAP. The Committee was asked why they believe Participants are not using this resource.</p> <ul style="list-style-type: none">● Feedback from the committee: There is a lot of misinformation in the community regarding SNAP. The benefit is looked upon as taboo in the community. Some think it requires too much work for such a small amount of money. It is also believed that seniors would rather not apply because they are afraid it may affect the food they get from other resources such as the Hunger Coalition.
Keeping up with your medications	Maritza Padua	<p>Maritza Padua posed the question: Why does the committee think Participants don't get their prescriptions filled?</p> <ul style="list-style-type: none">● The committee suggested it has to do with the Participant's ability to establish a relationship with their Pharmacist. It was noted that smaller pharmacies tend to go beyond their scope of work and establish relationships with the local medical providers so they are able to care for their customers from a holistic perspective.
Frequently Asked Questions (FAQs)	Nashay Blocker	Nashay Blocker delivered the Contact Center report, reminded Participants that there is 24/7 contact center access, and explained the purpose of the CAHPS Survey.
Open Discussion/Topic Suggestions	All	Topics suggestions from the Committee for future meetings: Home Modifications process and procedure, and PPE—protection for all.
Adjournment	Maritza Padua	The meeting was adjourned at 3:40pm.