



**Keystone First Community HealthChoices  
CHC Participant Advisory Committee (PAC)**

**Agenda**

**Chair:** Maritza Padua

**Date:** Friday, December 17, 2021

**Scribe:** Kathleen Shiomos

**Time:** 12:00pm-1:30pm

Agenda Item	Owner(s)	Time	Action/Steps
<b>Call to Order</b>	Nicole Ragab, Community Relations Representative	Nicole Ragab called the meeting to order at 11:05 AM.	N/A
<b>Welcome and Introductions</b>	Nicole Ragab	Nicole welcomed the group to the Keystone First CHC PAC meeting and introduced today’s presenters, Frank Santoro, Jessica Grinderslev, Fatima Muhammad, and Percy Rosales.	N/A
<b>New Business/ Updates</b>			
FMS Transition Update	Frank Santoro, Director of Plan Operations & Administration	<p>Frank Santoro provided an update on the FMS Vendor transition from Public Partnerships to Tempus. Frank provided a brief explanation of self-directed services, which allow Participants to have more control over who is providing the services and gives them the power to manage their workers as the Common Law employer.</p> <p>Frank discussed recent activities including mailings and upcoming trainings. Frank provided Tempus’ Contact Information</p> <ul style="list-style-type: none"> <li>• Email address: PAFMS@tempusunlimited.org</li> <li>• Call Center Number:1-844-9TEMPUS (1-844-983-6787) 7:30AM-4:30PM M-F</li> <li>• Fax: 1-833-5TEMPUS (1-833-583-6787)</li> <li>• Tempus Website: <a href="https://pa.tempusunlimited.org">https://pa.tempusunlimited.org</a></li> </ul>	N/A

		<p><i>*full PowerPoint attached*</i></p> <p><b>Questions</b>  <i>PAC member AH asked a question:  Is there a way we could provide Service Coordinators with more information for the training and transition for the Participants that are having trouble accessing the training or have questions about the paperwork? AH explained that Participations have been unable to get through on the phone lines and emails are not being responded to.</i></p> <p>Frank Santoro explained that yes, we can do a better job communicating the information to the SC's and is a great takeaway. Additionally, the Tempus call center is receiving a large influx of calls and know they are not at the service level they should or want to be. They are looking at ways to fix these issues. Tempus is hiring 44 call center reps so the call center can be more responsive.</p>	
<p>CAHPS Open Projects/HEDIS</p>	<p>Allison Krause, Coordinator, Quality Improvement</p>	<p>Allison Krause provided an update from the Quality department. Allison reminded everyone to get preventive screenings, including, eye exams, diabetes screening, high blood pressure, routine exams, etc. She also reminded Participants to remain compliant with their medication and to get a flu shot, which are a covered by the Plan.</p> <p>Allison reminded everyone to remember to bring Keystone First CHC ID cards to all appointments because the ID card is necessary to access your benefits. If a Participant does not have their ID card, they should call Participant Services at 1-855-332-0729 (TTY 1-855-235-4976) to request a replacement card.</p> <p>Allison spoke about Trigger Events. She explained that Trigger Events include hospitalizations, emergency room visits, transfers to a Long Term Care or Nursing facility, or transfers home. Participants should contact their Service Coordinators (SC) when they experience a trigger event, they will need to do a reassessment.</p> <p>Lastly, Allison informed Participants that Fall Prevention education will be rolled out to the Service Coordinators for inclusion in the Participant assessment in 2022.</p>	<p>N/A</p>

<p>Culturally Linguistically Appropriate Services (CLAS) Program Evaluation</p>	<p>Fatima Muhammad, CLAS Coordinator</p>	<p>Fatima provided a Culturally Linguistically Appropriate Services (CLAS) program update. She explained that the purpose is to provide effective, equitable, understandable and respectful quality care and services that are responsive to cultural health beliefs and practices, preferred languages, and health literacy. Fatima discussed the National Standards and Guidelines, the CLAS strategic plan, Race Ethnicity and Language (REL) data, and the many ways that Keystone First CHC is addressing CLAS standards.</p> <p><b>Questions:</b></p> <p><i>PAC member CZ mentioned that the slide deck shows 52% of Participants are not self-reporting REL data. CZ asked, what is being done to have more people self-report the data? CZ suggested a campaign to Participants, saying we care and want to meet your needs and to do so need your cultural background. This may not seem as intrusive.</i></p> <p>Fatima explained that Keystone First CHC is stressing self-reported data and joining the Participant Advisory Committees is one of the strategies in place to increase the number of Participants willing to self-report by speaking to the significance of the data. Also, we have an internal CLAS committee to brainstorm ideas on how to have Participants provide this information to us.</p> <p><i>PAC member CZ asked a question: Who is receiving the Cultural Sensitivity Training?</i></p> <p>Fatima explained that Service Coordinators and anyone who goes into a Participant’s home receives the training.</p>	<p>Fatima Will bring suggestions back to the CLAS committee and leadership.</p>
<p>PECO – Energy Assistance</p>	<p>Percy Rosales, Low Income Outreach Advocate</p>	<p>Percy provided information on energy assistance programs available through PECO. Percy explained that PECO offers a range of low-income assistance programs that provide both situational and continuing assistance to address both short and long-term needs. Eligibility is based on the Federal Poverty Guideline (FPL), and the FPL is based on total gross household income and the number of individuals in the home.</p> <p>Information on all of the programs can be found on the PECO website <a href="http://www.peco.com/help">www.peco.com/help</a></p>	

		<p>PECO Assistance Programs</p> <ul style="list-style-type: none"> <li>• Customer Assistance Program (CAP) – 1-800-774-7040</li> <li>• LIHEAP Program —1-800-34-HELP-4</li> <li>• Matching Energy Assistance Fund (MEAF)</li> <li>• Customer Assistance and Referral Evaluation Services (CARES) –1-800-774-7040</li> <li>• Low Income Usage reduction Program (LIURP) —1-800-774-7040</li> <li>• Gift of Energy</li> <li>• Payment Arrangement – for balances less than \$3,000</li> <li>• Temporary Options to Maintain Service</li> </ul>	
<p><b>Open Forum</b></p>	<p>All</p>	<p><i>PAC member AH asked a question:</i>  <i>What is the process to request that Spouses and POA be grandfathered in as DCW? AH explained that around Mid-March 2020, this allowance was made until June 30, 2020 with additional extensions upon request. To date, an allowance has been made for her spouse until March 31, 2022. She explained that she has had difficulty with getting/keeping direct care workers.</i></p> <p>Chris Barnard from OLTL explained that according to the Center for Medicaid Services, POA, Spouses, Legal representatives and Representative payees are not able to be direct care workers. Due to the pandemic, there was change in appendix K for exceptions. Exceptions must be COVID related, sent to OLTL, and reviewed by the executive committee. Currently the exception cut off is March 31, 2022. If the federal government extends this it will be re-visited. As far as being permanently grandfathered in, it is not currently allowed at this time.</p> <p>The following questions were submitted via chat but due to time constraints were unable to answer. A Keystone First CHC representative will contact the Participant(s) to discuss questions:  <b><i>There is a system communication problem with MTM and SC system regarding monthly transportation authorization. This ongoing problem has caused an interruption with Participants being able to get to doctor’s appoints, therapy, dialysis, etc.</i></b></p>	<p>Service Coordinator will be contacted to outreach to Participant for follow-up</p>

	Maritza Padua	<p><b><i>When will the moneys be placed on CDT Key card so that Participants will no longer have to wait for a train pass or going to a Kiosk machine, (There may be possible legal repercussions for Center of Independent Living via Community Legal Services</i></b></p> <p><b><i>Difficulty Getting through to Tempus with Scheduling training.</i></b>  <b><i>Is transportation reimbursement (LYFY/Uber) or DCW gas reimbursement for no-shows with CCT?</i></b></p> <p>PAC Member AH asked a question:  Is there an 8% increase or bonus for direct care workers?  PAC Member CC replied to the question and explained that the 8% increase is part of the American Rescue Plan, and it is being handled through the Office of Long Term Living.</p> <p><b>Health Education Advisory Committee Meeting</b>  Tuesday, December 21, 2021 at 11:00 AM</p> <p><b>2022 Meeting Dates: *meeting dates are subject to changes</b>  March 18, June 17, September 16and December 16 of 2022.</p>	
<b>Next Meeting:</b>	Nicole Ragab	<p><b>March 14, 2022</b>  Paper invites will be sent out to everyone, emailed to anyone who has provided emails and a reminder call will be made to confirm meeting.</p>	N/A
<b>Adjourn</b>	Nicole Ragab	Nicole adjourned the meeting at 12:15 PM	N/A

# FMS Vendor Transition for Self-Directed Services Update

Presented by Frank Santoro

Director of LTSS Plan Operations and Administration  
December, 2021



**Keystone First**  
*Community HealthChoices*

Delivering the Next  
**Generation**  
of Health Care

# Agenda

- **Self-Directed Services Program Overview Update**

Introduction

Recent Activities

Mailers

Tempus Meetings

Upcoming Activities

Training Topics

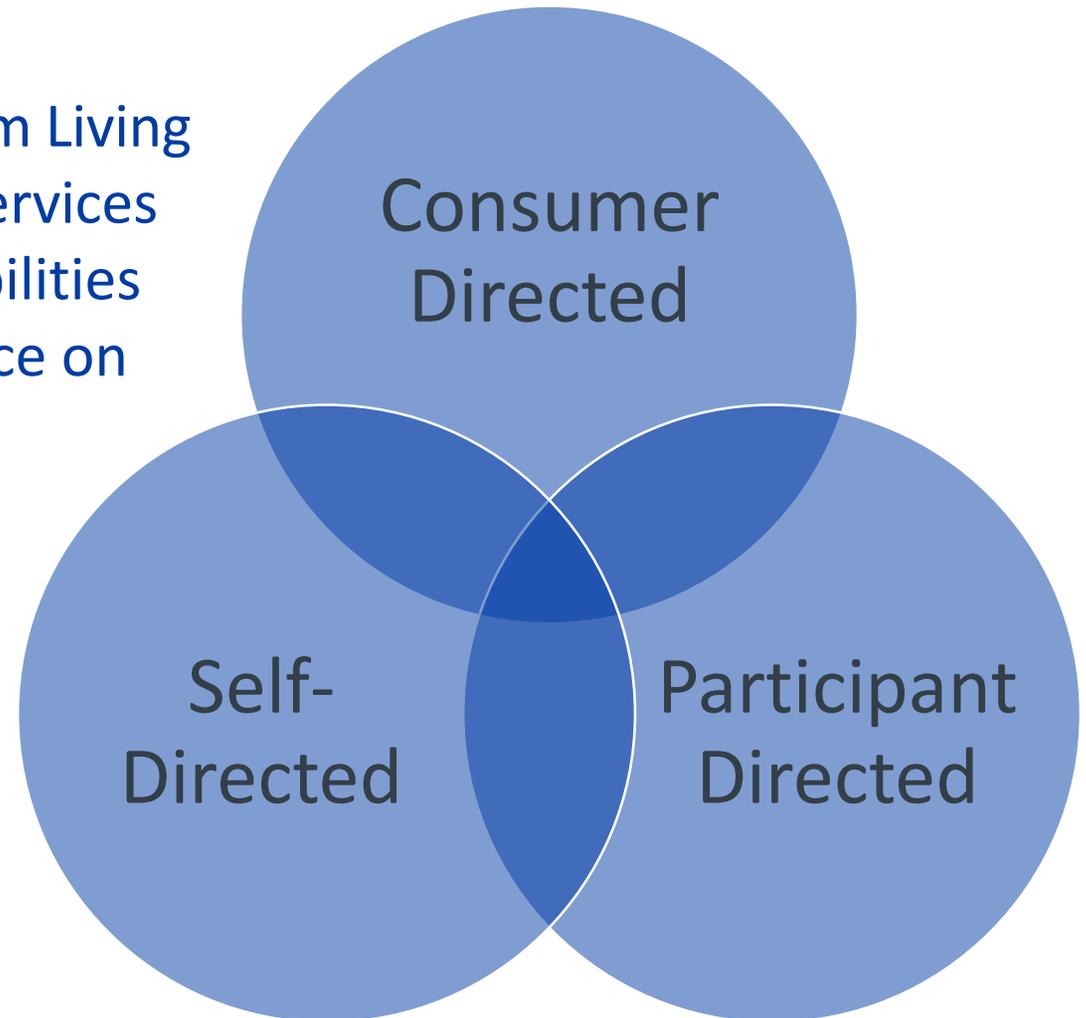
Questions



# Self-Directed Services Program Overview Update

Pennsylvania Office of Long-Term Living Home and Community-Based Services (HCBS) offer persons with disabilities and Pennsylvania seniors a choice on how services will be delivered.

Self-Directed Services enable Participants to take more control of services giving them the power to manage their own workers as the Common Law Employer.



# Self-Directed Services Program Overview Update

## Mailers

- October Mailers – October 15, 2021
  - Welcome To Tempus – Participant/CLE
  - Introduction to November packet:
    - Announcement of Forms to complete
    - Contact information for questions
    - Instruction on how to attend a Tempus information session
  - Direct Care Worker Transition Packet sent to EACH of your DCWs:
    - Cover Letter
    - DCW Enrollment Checklist
    - Direct Care Worker Agreement (requires signature of both CLE and DCW)
    - Direct Care Worker Information and Acknowledgement Form (requires signature of both CLE and DCW)
- November Mailer – November 15, 2021
  - Participant/Common Law Employer Transition Packets
    - Cover Letter
    - CLE Enrollment Checklist
    - Common Law Employer Agreement (requires signature of CLE/sign and return)
    - IRS Form 2678 –Employer/Payer Appointment of Agent (requires signature/sign and return)
    - Tempus Notice of Privacy Practice



***It's important to complete the forms and return to Tempus at your earliest convenience.***

# Self-Directed Services Program Overview Update

## Tempus On-Line Meetings

Tempus will host one-hour call-in and Online WebEx sessions in December to answer questions about the transition and how to complete transition forms and paperwork. Login Information is included in transition packets and posted to the Tempus website at <https://pa.tempusunlimited.org/>



December 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 7:00 PM	2 2:00 PM	3 9:00 AM	4 10:00 AM
5	6 1:00 PM	7 11:00 AM	8 7:00 PM	9 2:00 PM	10 9:00 AM	11
12	13 1:00 PM 7:00 PM	14 11:00 AM	15 7:00 PM	16 2:00 PM	17 9:00 AM	18 10:00 AM
19	20 1:00 PM	21 11:00 AM	22 7:00 PM	23 2:00 PM	24 9:00 AM	25
26	27 1:00 PM 7:00 PM	28 11:00 AM	29 7:00 PM	30 2:00 PM	31 9:00 AM	

# Self-Directed Services Program Overview Update

## Tempus In-Person Meetings

Tempus is hosting on-site sessions per the below schedule. You may attend any time throughout the day, meet the Tempus team, and ask any questions you may have on the transitions. Tempus is also establishing three permanent locations (Pittsburgh, Philadelphia and NE/NW/LHC) for your convenience.

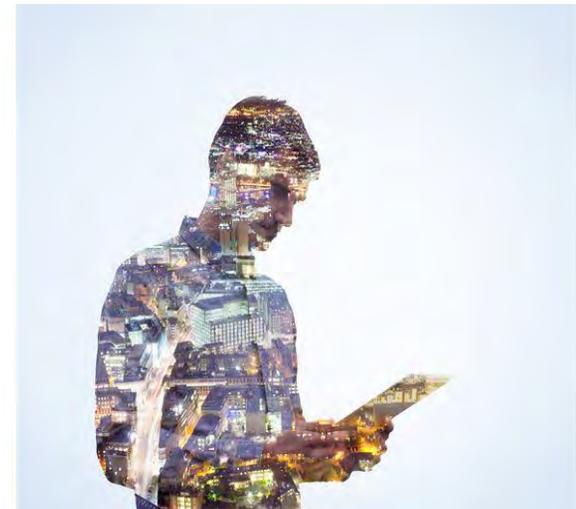


December 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 In-Person 9am-6pm Pittsburgh	2 In-Person 9am-6pm Pittsburgh	3	4
5	6	7	8 In-Person 9am-5pm Philadelphia	9 In-Person 9am-5pm Philadelphia	10	11
12	13 In-Person 9am-6pm Erie	14	15 In-Person 9am-6pm Clarks Summit	16 In-Person 9am-6pm Lancaster	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

# Self-Directed Services Program Overview Update

## Upcoming Events

- Training – training will be conducted for Participants/CLEs and DCWs:
  - Call in/Online WebEx Sessions
  - In-Person Sessions
  - How-To Guides and Training Videos posted on the Tempus website
- Training Topics Include:
  - EVV Training for timesheet submission
  - PPL cut-off for payroll submission
  - Tempus payroll submission (March, 2022)
  - Tempus phone system to clock in and out
  - Tempus portal navigation
  - Setting up user accounts for Tempus



## TEMPUS CONTACT INFORMATION:

- Email address: [PAFMS@tempusunlimited.org](mailto:PAFMS@tempusunlimited.org)
- Call Center Number: 1-844-9TEMPUS (1-844-983-6787) 7:30AM-4:30PM M-F
- Fax: 1-833-5TEMPUS (1-833-583-6787)
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# Questions?

