



Thursday, March 16, 2022, 10:30 am
Virtual Meeting (Zoom)

Meeting Chair: Rasheedah Haynes

Meeting Co-Chair: Jasmine Moore

Meeting Scribe: Kathleen Shiomos

1. Call to Order

Nicole Ragab, Community Outreach Program Manager, called the meeting to order at 10:35 am.

2. Welcome and Introductions

Nicole introduced and welcomed the new Community Relations Reps Ally Hindman and Jasmine Moore. Jasmine welcomed the group to the first quarter Participant Advisory Committee (PAC) meeting for the Southeast zone.

Ally completed the virtual meeting level setting, including a reminder not to share Personal Health Information (PHI) during the meetings. The group reminded the members that they can contact Nicole, Jasmine, and Ally with any personal service-related questions, and they will help to connect them to their Service Coordinator.

Jasmine welcomed the group and reviewed the agenda and introduced the meeting's presenters.

3. CHC Programs & Updates/HCBS CAHPS Survey

Marci Kramer, Director of Quality at Keystone First CHC shared the 2022 Home and Community-Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) results for Keystone First CHC. Marci discussed survey administration barriers, including low response rates, and the length of the survey and time required to complete the survey, as well as opportunities for improvement, and interventions that are being developed based on the survey results.

Interventions include a multidisciplinary CAHPS Work Group which meets monthly to establish ongoing coordination of Participants' care, identify opportunities, and develop initiatives, ongoing collaboration with the Service Coordination and Community Outreach teams to provide resources and tools, and the creation of a visual worksheet for Participants, family members and caregivers to decide what is important to them and their care.

Action Items: N/A

4. CHC Programs & Updates/PHE Unwinding & Emergency SNAP Benefits

Nicole Ragab, Manager of Community Outreach provided an update on the unwinding of the Public Health Emergency (PHE), including the following action items:

- Participants should make sure their address and phone numbers are up to date with the Department of Human Services. They can update their information in the following ways:
 - Online via www.dhs.pa.gov/COMPASS



- Through COMPASS mobile App: myCOMPASS PA
- By phone at 1-877-395-8930 or 215-560-7226 (if you live in Philadelphia)
- or in-person at the County Assistance Office.
- Participants should sign up for email and/or text alerts to be sure they are receiving the most up to date information. Participants can sign up for text alerts: www.dhs.pa.gov/TEXT and eNotices: www.dhs.pa.gov/COMPASS.
- Finally, Participants should complete their annual renewal forms in timely manner. Participants can complete their annual renewal forms in the following ways:
 - Online at www.dhs.pa.gov/COMPASS
 - Via mail
 - In-person at the County Assistance Office
 - Or via phone at 1-866-550-4355

Nicole also provided information relating to the ending of the Supplemental Nutrition Assistance Program (SNAP) Emergency Allotment (EA) benefit. The SNAP Emergency Allotment program ended in February 2023. SNAP recipients will only receive their standard SNAP payments moving forward.

Resources:

- www.aging.pa.gov/SCC
- www.aging.pa.gov/AAA
- www.211pa.org
- www.agriculture.pa.gov/food
- www.dhs.pa.gov/SNAPCares

PAC Member Feedback

PAC Member asked, considering the increasing food costs, do you think there will be an increase in SNAP benefits? Nicole explained that we are unable to speak to legislation; however, this is a conversation that is taking place in many PAC meetings about the increasing cost of food.

Action Items: N/A

5. Resources from our Community Partners/ Identifying and Avoiding Scams

Ally Hindman gave a presentation on the importance of identifying and avoiding scams. The presentation is part of the Safe Banking for Seniors curriculum developed by the American Bankers Association. Ally discussed the following:

- Common scams
- Patterns of fraud and what to look out for
- How to recognize a scam
- How to build barriers to protect yourself from scams
- How to report a scam

Resources:

- Do Not Call Registry www.donotcall.gov



- Junk Mail Registry www.DMAchoice.org
- Free Credit Reports AnnualCreditReport.com or <https://consumer.ftc.gov/articles/free-credit-reports>

PAC Member Feedback:

PAC Member explained that they received number of phone calls and text messages from a Home Healthcare Agencies asking if they were happy with their current services, then saying that they accept Keystone First. That is when they decided to report them.

PAC Member received a phone call from someone who was reading off a script that said they were calling to talk about changes to health benefits starting next month and the extra benefits you will receive. They found out that the caller was an insurance broker trying to get me to change health plans. PAC Member told the caller that she was reporting her because the script was very deceptive to the client base receiving Medicare.

Nicole thanked everyone for offering their examples and explained that Healthcare Fraud is very popular. Nicole reminded PAC members that Healthcare Fraud can be reported on Keystone First CHC's website at <https://www.keystonefirstpa.com/about/fraud-waste-abuse.aspx>.

Action Items: N/A

6. Health Education & Outreach Activities/Heart Health & Nutrition

Cindy Celi, Manager of Healthcare Partnerships at Mom's Meals presented on Heart Health and the benefits of good nutrition.

Heart Disease is a condition that affects the heart and circulatory system that includes Coronary Artery Disease, Carotid Artery. Risk factors include smoking, high cholesterol, high blood pressure, sedentary lifestyle, high blood sugar, stress, alcohol, body weight, family history, gender, and age. Common symptoms include chest pain shortness of breath, pain, numbness in arms or legs, and irregular heartbeat. More than 20 million people over the age of 20 have coronary artery disease and marginalized and disadvantaged communities have higher rates of heart disease.

Resources:

- <https://www.heart.org/en/>
- <https://www.eatright.org/>

Action Items: N/A

7. Health Education & Outreach Activities/Health Education & Outreach Updates

Nicole Ragab explained that Keystone First CHC will no longer be hosting a stand-alone Health Education Advisory Committee (HEAC) meeting in 2023. Instead, we will be incorporating Health Education into the PAC meeting by reviewing the efforts of the Plan to provide Health Education throughout the year, including:

- Community Outreach team activities
- Member Communications' mailing and web updates
- Brick & mortar and Mobile Wellness & Opportunity Center activities



- Quality Department initiatives

Action Items: N/A

8. Open Forum

PAC Member recommended a recent experience that they had at the Sanctuary Garden:

<https://www.sanctuaryfarmphila.org/community>.

PAC Member thanked the Keystone First CHC team for putting on a great meeting. They explained that they enjoy participating because it is very informative, and KFCHC is helping Participants advocate for themselves with the information and partnering with others.

Nicole explained the Post PAC Survey and encouraged PAC members to provide feedback or requested topics for next meeting.

PAC Member asked to discuss transportation at an upcoming meeting.

Action Items: Community Outreach team will work to line up a presenter to discuss the CHC transportation benefit.

9. Next Meeting

Nicole announced that the second quarter PAC meeting for Keystone First CHC will be held on Thursday, June 15, 2023, at 10:30 am. The Community Outreach team will follow up with mail, phone calls and email.

10. Meeting Adjourned

Nicole adjourned the meeting at 12:05 pm after all inquiries from members were addressed.