

Meeting Minutes

Lehigh Capital Participant Advisory Committee (PAC)

Tuesday, March 11th, 2025, 11:00 am

Virtual Meeting (Zoom)

Location (in-person): 600 Penn St 3rd FL Reading, PA 19602

Location (virtual): [zoom info](#)



Chair: Nguyen Nguyen

Co-Chair: Carrie Wilcox

Scribe: Kathleen Shiomos

1. Call to Order

Nguyen Nguyen, Community Relations Representative for AmeriHealth Caritas Pennsylvania (ACP) Community HealthChoices (CHC) called the first quarter Participant Advisory Committee (PAC) meeting for the Lehigh Capital zone to order at 11:03am.

2. Welcome, Introductions, and Updates

Nguyen introduced the Community Outreach team as well as Carrie Wilcox, Manager of Long-Term Services and Supports (LTSS) for ACP CHC's Lehigh Capital Zone.

Meeting attendees introduced themselves either in-person, virtually, or in the Zoom chat. Nguyen also introduced two nursing facility satellite meetings that were also taking place at Riverton Rehabilitation and Healthcare Center (Allentown, Pa) and Wyomissing Health and Rehabilitation Center (Reading, Pa).

Ally Hindman, community relations representative running tech for this meeting, completed the level setting for the meeting, and Carrie reviewed the meeting agenda.

3. Health Education & Outreach Activities

Nguyen, Community Relations Representative reviewed the health education and outreach updates for the Lehigh Capital zone, including:

- Photos of last quarter's Community Outreach team activities
- Partners in the Community
- Upcoming Community Outreach team activities
- Activities in your Community
- Wellness and Opportunity Center information and calendar of events
- Mobile Wellness & Opportunity Center information and calendar of events
- Participant Communications
- Participant Handbook

Resources:

- <https://www.amerihealthcaritaspa.com/community/wellness-center-hazleton.aspx>
- <https://www.amerihealthcaritaspa.com/community/mobile-wellness-center.aspx>
- <https://www.amerihealthcaritaschc.com/participants/eng/health-wellness/newsletter.aspx>
- <https://www.amerihealthcaritaschc.com/participants/eng/participant-handbook.aspx>

Feedback:



An in-person PAC member shared their recent experience attending the Pennsylvania (PA) Tech Summit in Philadelphia alongside Nguyen. This PAC member expressed that they were grateful for the event and the information they were able to learn.

Next Steps: N/A

4. CHC Programs and Updates - 2024 Consumer Assessment of Healthcare Providers & Systems (CAHPS) Survey Results

Marci, Director of Quality Management provided an overview of the CAHPS Survey and reviewed the 2024 survey results, including planned interventions. The HCBS CAHPS Survey is a telephone only survey developed for measuring experience with the Medicaid HCBS delivered by providers, including Service Coordinators.

Feedback:

An in-person Provider PAC member complimented Marci and her team on their work, their efforts in completing the surveys, and the results that were given.

Next Steps: N/A

5. CHC Programs and Updates - Collaborative Services Overview and 2024 Review

Jennifer, Manager of Collaborative Services, provided an overview of the Collaborative Services department including 2024 accomplishments and 2025 goals. The Collaborative Services department includes the following:

- Behavioral Health
- Employment
- Housing
- Nursing Home Transition

Jennifer also highlighted ACP CHC's partnership with SeniorLaw Center.

Feedback:

Nguyen noted that she is working with Harrisburg Salvation Army's Savvy Seniors Program for a hybrid SeniorLaw event. She will make sure that PAC members are invited should they be interested in attending.

An in-person Provider PAC member asked about how the process of a nursing home transition is triggered? Specifically, they wanted to know if this occurs internally, or if external parties can request it as well.

Jennifer responded that there could be a few different ways that a NHT is triggered, but the primary way we get referrals is through Service Coordinators (SCs) assigned to nursing facilities. These SCs are to ask Participants every 6 months if they are interested in NHT and help those with interest with the next steps. Jennifer noted that every Participant has the right to access the community and have a safe plan of care made. Unless there are extreme circumstance where the participant is very impaired or does not have any family support, we as an organization do the best we can do to help Participants get back into the community.



An in-person Provider PAC member asked if ACP CHC was utilizing Peer Support services for the NHT Participants? They further added that they currently provide services for an NHT individual in Lancaster County; a referral they received from Lancaster County Office of Aging. They are working very closely with the individual about 15 to 17 hours weekly and have helped them look for new apartments and figure out which ones are accessible for the individual since she has physical disabilities.

Jennifer explained that her team does encourage Participants to utilize Peer Support services because the NHT can be a stressful time. She noted that NHT is stressful, with not only changes to Participants' living environments, but also changes to where/how they would be receiving care as well.

Next Steps: Nguyen will send out initiations to PAC members for the virtual SeniorLaw event later in the year.

6. Resources from our Community Partners - Air Quality and Your Health

Rebecca from the Pennsylvania Department of Health Division of Environmental Health Epidemiology presented information on the effects of air quality on your health which included information on outdoor versus indoor air quality, the health effects of air pollution, who is most at risk, the main sources of air pollution in Pennsylvania, and what people can do to stay safe from air pollution.

Resources:

- <https://www.airnow.gov/>
- <https://www.epa.gov/sciencematters/do-it-yourself-air-cleaners-making-cleaner-air-more-accessible>
- [American Lung Association: Clean Air - https://www.lung.org/clean-air](https://www.lung.org/clean-air)
- [EPA: AirNow & Air Quality Index \(AQI\)](#)
- [EPA: Guide to Indoor Air Quality](#)
- [PA DOH: Air Quality Factsheet](#)
- [PA DOH: Air Quality Index Training](#)
- [PA DOH: Air Quality Resources for Schools](#)

Feedback: N/A

Next Steps: N/A

7. Resources from our Community Partners-Ridesharing Program Spotlight

Michele, from CommutePA presented information on their ridesharing program. CommutePA provides resources to commuters and employers to empower them to explore and use eco-friendly transportation options. After signing up for free online or downloading the app, users log their preferred modes of travel, including biking, walking, carpooling, telecommuting, vanpooling and transit.

This free program includes:

- An app that helps you find like-minded people near you seeking carpools and vanpools.
- Education on creating efficient and sustainable travel routes.
- Custom commute planning to figure out the best green commute options.
- Trip planners with [public transit](#), biking and walking directions.



- [Emergency Ride Home program](#) to provide reimbursement in case of unexpected events for commuters who record two weekly green trips.

Feedback:

An in-person Provider PAC member asked if these services are available in Lancaster County.

Michele informed them that yes, this program currently serves Lancaster, Adams, Berks, Cumberland, Dauphin, Franklin, Lebanon, Perry, and York counties.

Next Steps: N/A

8. HCBS Waiver Services Spotlight - Chore Services

Jennifer, Manager of Collaborative Services provided an overview of the newest Home and Community Based Services (HCBS) wavier service, chore services. Chore Services include heavy household chores which are needed to maintain the use of the home or provide a clean and safe environment. The services may be approved only when an unclean or cluttered living space impedes service delivery or increases the chances of injury from hazards. For individuals with hoarding disorders, these services are intended to be utilized with behavioral health services. The Participant must be actively engaged in behavioral health services or has been referred for a behavioral health consultation before Chore Services can be provided.

Feedback:

A PAC member asked if these chore services would cover someone with physical disabilities that made it harder for them to maintain a clean home, and who might be living with children with health conditions that are affected by the home's state of cleanliness.

Jennifer answered that the additional services listed are only available for Participants with hoarder disorders. There is a list of "Chore Services" that are available to all our Participants, which includes seasonal tasks such as snow removal, and air conditioner removal. The additional service which helps a Participant clean/organize their homes is for Participants with hoarder disorders.

Next Steps: N/A

9. HCBS Waiver Services Spotlight - "Your Long-Term Services and Supports (LTSS) Benefits" Webpage Review

Nicole, Manager of Community Outreach Programs reviewed the "Your Benefits" portion of the AmeriHealth Caritas PA CHC website. The "View your Long-Term Services and Supports" portion of the website has been added to provide additional information to those interested in learning about Long-Term Services and Supports, including Home and Community-Based Services.

Resources

- <https://www.amerihealthcaritaschc.com/participants/eng/benefits/ltss.aspx>

Feedback:



A virtual NF PAC member asked if there was an AmeriHealth Caritas PA CHC app that they could download and utilize.

Nicole noted that there is and went over the steps to download it.

Next Steps: Nguyen will make sure to get the app information to the nursing facility service coordinator to provide to the inquiring Participant.

10. HCBS Waiver Services Spotlight - Participant Directed Services Video

Lauren, DCW Workforce Program Manager reviewed the AmeriHealth Caritas PA CHC's plans to develop a participant-directed services video that will be shown to Participants as an educational tool. The video is currently in the development stage, but the plan is paying particular attention to the length of the video and making sure the video is available in multiple languages and with closed captioning. Lauren asked for feedback and recommendations on accessibility, format, and scope of the video.

Feedback:

A Provider PAC commented that they think it is "empowering" for Participants to be a part of directing their own services, being able to select their caregivers directly instead of just being assigned a caregiver from an agency.

An ACPA Community Health Educator Lina also commented that this video will be helpful to educate new Participants within the program.

Next Steps: N/A

11. Open Forum

Nguyen encouraged any meeting attendees with specific questions related to the presented topics or any concerns they may have, to bring them up at this time.

Nicole extended a thank you to everyone who participated in today's meeting and encouraged attendees to join the next meeting.

Feedback: N/A

Next Steps: N/A

12. Next Meeting

The second quarter PAC meeting for the Lehigh Capital zone will be held on Tuesday, June 10th, 2025. Nguyen will follow up with mail, phone calls and email reminders.



Today's attendees will receive a post-PAC follow-up email with the resources from today's meeting as well as a feedback survey. Attendees are encouraged to complete the survey and return it to the Community Outreach team.

13. Meeting Adjourned

Nicole adjourned the virtual meeting at 12:59pm after all inquiries from the Participants were addressed.