

Meeting Minutes

Southwest Participant Advisory Committee (PAC)

Tuesday, March 18th, 11:00 am

Virtual Meeting (Zoom)

Location (in-person): 622 Homewood Avenue, Pittsburgh, Pa

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



Chair: Nicole Burton

Co-Chair: Ally Hindman

Scribe: Kathleen Shiomos

1. Call to Order

Ally Hindman, Community Relations Representative for AmeriHealth Caritas Pennsylvania (ACP) Community HealthChoices (CHC) called the first quarter Participant Advisory Committee (PAC) meeting for the SW zone to order at 11:05 am.

2. Welcome, Introductions, and Updates

Ally Hindman introduced the Community Outreach team as well as Nicole Burton, Manager of Long-Term Services and Supports (LTSS) for ACP CHC.

Meeting attendees introduced themselves either in-person, virtually, or in the Zoom chat.

Ally Hindman completed the level setting for the meeting, and Nicole Burton reviewed the meeting agenda.

3. Health Education & Outreach Activities

Ally Hindman, Community Relations Representative reviewed the health education and outreach updates for the SW, including:

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

Resources:

- <https://www.amerihealthcaritasp.com/community/wellness-center-hazleton.aspx>
- <https://www.amerihealthcaritasp.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: N/A

Next Steps: N/A



4. 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

Feedback: N/A

Next Steps: N/A

5. 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: N/A

Next Steps: N/A

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

Nicole Ragab presented on behalf of 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. HCBS Waiver Services Spotlight - Chore Services

Jennifer, Manager of Collaborative Services provided an overview of the newest Home and Community Based Services (HCBS) waiver 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 have been referred for a behavioral health consultation before Chore Services can be provided.

Feedback:

PAC Chairperson asked about what the chore service referral process looks like.

Jennifer responded It will depend on the hoarding disorder need. If a Participant only needs chore services, it will go through the Utilization Management (UM) process.

Next Steps: Jennifer to send out the quick guide to PAC Chairperson.

8. 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 ACPCHC 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.amerhealthcaritaschc.com/participants/eng/benefits/ltss.aspx>

Feedback: N/A

Next Steps: N/A

9. HCBS Waiver Services Spotlight - Participant Directed Services Video

Lauren, DCW Workforce Program Manager reviewed ACP CHC 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: N/A

Next Steps: N/A

10. Open Forum

Ally Hindman encouraged any meeting attendees with specific questions related to the topics presented 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

11. Next Meeting

The second quarter PAC meeting for the SW zone will be held on June 17, 2025. Ally Hindman 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.

12. Meeting Adjourned

Nicole adjourned the meeting at 12:23 pm after all inquiries from the Participants were addressed.