

Tuesday, June 10th, 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, Community Relations Representative for AmeriHealth Caritas Pennsylvania (ACP) Community HealthChoices (CHC) called the second quarter Participant Advisory Committee (PAC) meeting for the Lehigh Capital zone to order at 11:02am.

2. Welcome, Introductions, and Updates

Nguyen, Community Relations Representative, introduced the Community Outreach team as well as Carrie, 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 new PAC Participant and Provider members, which included two nursing facility satellite meetings that were also taking place at Laureldale Skilled Nursing and Rehab (Berks County) and Bethlehem North Nursing and Rehab (Lehigh County).

Fiorella, 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 Updates

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/reading>
- <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: 2024 Consumer Assessment of Healthcare Providers & Systems (CAHPS) Interventions

Marci, Director of Quality Management, provided an overview of the CAHPS Survey and reviewed the 2024 survey intervention plans to address areas of improvement indicated by the 2024 CAHPS survey results.

The HCBS CAHPS Survey is a telephone-only survey developed to measure experience with the Medicaid HCBS delivered by providers, including Service Coordinators.

Feedback:

An in-person Provider PAC member asked if the Quality team has looked at how transportation affects Participants getting to behavioral health appointments

Marci responded that managed care organizations like ACP CHC do not provide medical transportation and do not have access to that data. We may be able to look at MTM (the non-emergency medical transportation provider) complaints to see how it is affecting participants getting to community activities.

An in-person Provider PAC member also noted that if a Participant is connected with Peer Support, they may be able to help with transportation. Additionally, another Provider noted that Participants can utilize ride-sharing apps like Commute PA as another way to get transportation.

Next Steps: N/A

5. CHC Programs and Updates: SeniorLAW Center Partnership

Robert, ACP CHC Housing Program Manager, and Christian from SeniorLAW Center provided an overview of the SeniorLAW Center partnership benefitting ACP CHC Participants who are 60 and over. The goal of the program is to increase access to legal services with housing insecurities and improving ability for Participants to live more stably in the community with the help of legal services. The program partnership includes dedicated staff members to address ACP CHC Participant's needs.

If you are a Homeowner, SeniorLAW Center can help if:

- You are at risk of losing your home because of mortgage/tax foreclosure risk, property tangled titles, deed transfers, or real estate and inheritance tax issues.
- You have unsafe housing or repair needs like home contractor fraud, property damage you are unable to repair on your own, or you are issued code violations by your local jurisdiction.
- You are experiencing utility issues like unlawful disconnection, dispute with an agency over bills or repairs, or you've experienced a shutoff.

Resources:

- SeniorLAW Center Helpline: 1-833-546-3707 (TTY 711)
- <https://www.seniorlawcenter.org>



Feedback:

A PAC Provider member if these services are for all AmeriHealth Caritas Participants and members.

Robert noted that this is a free service for any Pennsylvanian over the age of 60, but ACP CHC Participants have access to their own direct hotline number and will get priority on some services.

Deputy Director of Berks Agency on Aging/PAC member noted that Berks County has a tax referral program that could help Participants with housing concerns as well.

Next Steps: N/A

6. Resources from our Community Partners: The Impact of Alzheimer's & Dementia in Our Community

Katie from the Alzheimer's Association presented information on the impact of Alzheimer's & Dementia in our community. The mission of the Alzheimer's association is to lead the way to end Alzheimer's and all other dementia by accelerating global research, driving risk reduction and early detection, and maximizing quality care and support.

Katie reviewed the following information:

- Populations at higher risk for Alzheimer's disease
- The impact of Alzheimer's disease on families
- The 10 warning signs of the disease
- The importance of early detection
- The current state of Alzheimer's and dementia treatments
- Suggestions for ways to take charge of your brain health

Resources:

- Alzheimer's Association 24/7 Helpline – 800-272-3900
- Free education and support – <https://www.alz.org>

Feedback:

A PAC Participant expressed that the presentation provided so much valuable information, especially ways to prevent or slow down the progression (of Alzheimer's) that they were not previously aware of.

Next Steps: N/A

7. HCBS Waiver Services Spotlight: Pennsylvania Adult Day Services Association (PADSA) – Benefits of Adult Day Services

Leslie, Executive Director from PADSA presented information on the benefits of Adult Day services. Adult Day Services are community-based centers designed to assist in meeting the complex medical, physical, social, and emotional needs of people with multiple functional limitations. Services are provided through an individualized care plan that integrates therapeutic, social, nursing, nutritional, and rehabilitative services. Centers are licensed by the PA Department of Aging and/or PA Department of Human Services and



inspected annually. Participants interested in utilizing Adult Day Services should speak to their Service Coordinator.

Resources

- <https://www.padsa.org>
- <https://www.aging.pa.gov>

Feedback:

A PAC Provider member asked where does the funding come from for this program?

Leslie responded that Centers are funded through Medicaid, CHC managed care organization, Veteran Affairs programs, Area Agencies on Aging, private pay, and long-term care insurance.

Another PAC Provider member asked how Participants get to the centers?

Leslie noted that Participants at their centers travel to centers by many ways including through support from friends/family, county funded transportation programs, and some centers have their own transportation.

Another PAC Provider member asked if centers are utilizing Peer Support specialists, especially during the first stages of joining the program.

Leslie noted that yes, they do utilize peer support and know of some Participants who will do tours of the center with their Peer Support specialist.

A PAC Participant asked about the availability of the centers.

Leslie noted that this varies in different areas. She redirected the group to their “center finder tool” for the presentation.

Next Steps: N/A

8. 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, Community Outreach Manager, extended a thank you to everyone who has participated in today’s meeting and encouraged attendees to join the next meeting.

Feedback: N/A

Next Steps: N/A

9. Next Meeting

The third quarter PAC meeting for the Lehigh Capital Zone will be held on Tuesday, September 9th. 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.

10. Meeting Adjourned

Nguyen adjourned the meeting at 12:55pm after all inquiries from the Participants were addressed.