

Thursday, December 9, 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, Manager of Community Outreach for AmeriHealth Caritas Pennsylvania (ACP) Community HealthChoices (CHC) called the fourth quarter Participant Advisory Committee (PAC) meeting for the Lehigh Capital Zone to order at 11:05 am.

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 a satellite meeting that was taking place at Laurel Lakes Rehab and Wellness Center Skilled Nursing Facility (Chambersburg, PA).

Nguyen completed the level setting for the meeting and Carrie reviewed the meeting agenda.

3.Health Education & Outreach Activities

Nguyen, Manager of Community Outreach, reviewed the health education and outreach updates for the Lehigh Capital, including:

- 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
- Participant Communications
- Participant Handbook

Resources:

- <https://www.amerihealthcaritaspa.com/community/wellness-center/reading>
- <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: N/A

Next Steps: N/A

4. CHC Programs and Updates: Health Equity 2024 Program Evaluation

Jasmine Moore, Health Equity and Quality Analyst, presented information regarding 2024 Health Equity program.

- Health Equity (HE) means that everyone has a fair and just opportunity to be as healthy as possible.
- The Health Equity and Culturally and Linguistically Appropriate Services (CLAS) program ACPA CHC established a planned approach to promote culturally responsive care and services to improve Health Care Disparities, Community Involvement, Provider of Network Cultural Responsiveness and Assessment of Language Services.
- 2024 Goals included:
 - Improve CBP HEDIS rates for Black/African American Populations – which was partially met.
 - Improve Hemoglobin A1c Control for Patients with Diabetes – which was partially met.
 - Improve Participant self-reported Race Ethnicity and Language (REL) data - goal was met.
 - Create a Service Coordination (SC) CBP Health Equity Council for African American/Black Participants – which was partially met.
 - Implement process for SCs to perform quarterly CBP care gap outreach – which was partially met.
- HEDIS Performance Measure by Race, Ethnicity and Language (REL)
 - AmeriHealth Caritas (AC) CHC looks at certain health conditions and health care activities over the year to make sure AC CHC is delivering the best care to our participants. This is done through a certain set of HEDIS measurements that look at this information by REL to measure the health of the community. AC CHC uses this information to identify opportunities for improvement.

Feedback: N/A

Next Steps: N/A

5. CHC Programs and Updates: Winter Blues- Signs and Symptoms of Seasonal Affective Disorder

Jennifer Ford-Bey, Manager of Collaborative Services presented information on Winter Blues – Signs and Symptoms of Seasonal Affective Disorder (SAD)

- Seasonal Affective Disorder (SAD) is a type of depression that comes and goes with the seasons and symptoms that last 4-5 months.
 - Symptoms include depression in a recurrent seasonal pattern, oversleeping, overeating, irritability, guilt, loss of pleasure in hobbies, fatigue, social withdrawal, etc.
 - Winter SAD should not be confused with Holiday Blues. Holiday Blues focuses stresses during a certain time of year or date which causes feelings of sadness or anxiety meanwhile SAD symptoms last longer.
 - Symptoms of winter or summer pattern SAD include episodes occurring during specified season for at least two consecutive years, depressive episodes are more frequent than at other times of the year.
 - Treatment includes light therapy, Psychotherapy, Antidepressant medication and vitamin D.
 - Talk to your healthcare provider about the benefits and risks of treatment options.



- Resources:

- www.nami.org
- <https://www.nimh.nih.gov/health/topics/depression>
- <https://www.nimh.nih.gov/health/publications/tips-for-talking-with-your-health-care-provider>
- <https://www.nimh.nih.gov/health/publications/seasonal-affective-disorder>
- <https://www.nimh.nih.gov/health/trials>
- <https://www.warmline.org/>

Feedback: A PAC Member mentioned that diet could also affect mental health. Jennifer commented that it is true. Eating a specific diet could be one of the contributors to having mental health issues, however, it is always good practice to speak with primary care physicians as well as behavioral health professionals and discuss what is best for you.

Next Steps: N/A

6.Resources from our Community Partners- “Love Letters: for Cancer Screening

Tim Brucker and Jessica Di Stefano from Genentech presented information on the Love Letters for cancer campaign.

- Genentech is partnering with ACS, Optum, and Stand Up to Cancer to launch a culturally and socially sensitive screening campaign to help change the trajectory of cancer rates for Black and Latina women.
- Love Letters is a community cancer screening campaign directed towards Black and Latina women to address health disparities, inequities and increase screening.
 - It uses letters from Black and Latina real people to loved ones lost to cancer or survivors.
 - Latina and Black artists created original portraits in memory and in honor of the women the letter is addressing.
 - These real stories create a culturally relevant connection, which breaks through barriers that may prevent screenings.
 - “Love Letters” educational resources are designed to be placed in community settings to encourage women to learn more about getting screened.
- Resources
 - Love Letters Campaign video - <https://www.youtube.com/watch?v=RA5YEZ7luxU>
 - <https://www.cancerscreenweek.org/resources.html#additional-screening-resources>
 - <https://www.cancerscreenweek.org/resources.html>

Feedback: A PAC Member asked why the campaign is focused on Black and Hispanic populations. Jessica mentioned this campaign came at a point in time during the pandemic where there were health disparities and increased mortality rates among the Black and Hispanic populations.

A PAC Member mentioned this campaign should be geared to all populations. Jessica explained they have campaigns for all races. However, they are currently focusing on the Black and Hispanic communities due to the health disparities.

A PAC Member asked how doctors are discussing the right treatments for each ethnic group? How does that conversation come along? Jessica mentioned doctors are also receiving culturally sensitive training that helps each ethnic group receive breast cancer screenings as early as possible. It is important to understand that there



are different barriers for each ethnic group. Therefore, Genentech has been currently working on navigation guides to assist providers and community members to facilitate these culturally sensitive conversations.

A PAC Member asked if Genentech has seen any difference in screening rates after their campaign? Jessica commented that Love Letters does not currently see the data information. However, in New Jersey, they have seen a rise in screening rates since they started a more focused plan of providing information to specific communities.

Next Steps: The Community Outreach will send the Love Letters materials to the group.

7. CHC Programs and Updates: Quality- Flu Shot and Screening Reminders

Nguyen Nguyen, Manager of Community Outreach, discussed benefits of Flu Shots and Breast Cancer screenings

- Flu Shot
 - It is recommended for everyone over the age of 6 months to receive the vaccine.
 - You can receive your flu shot or nasal flu vaccine from your doctor or at a participating pharmacy.
 - Speak with your doctor to make sure it is right for your situation.
- Breast Cancer
 - Centers for Disease Control recommend if you are between the ages of 40-49 talk to doctor about when you should receive screening. If you are between the ages of 50-74 you should have a screening mammogram every two years.
 - Women with disabilities - Let scheduling know you have specific needs. Talk to your doctor about your concerns.
- Resources
 - <https://www.cdc.gov/right-to-know/php/campaign/index.html>
 - <https://www.cdc.gov/flu/vaccines/index.html>

Feedback: N/A

Next Steps: The Community Outreach team will send the information via email and mail as needed.

8. Open Forum

Nguyen 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.

Nguyen 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

9. Next Meeting

The first quarter PAC meeting of 2026 for the Lehigh Capital zone will be held on March 10, 2026. The Community Outreach team 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 12:25 pm after all inquiries were answered.


Internal Attendance (In-person= P, Virtual = V)

Method of Participation	Internal Staff	Title
P	Nguyen N.	Manager, Community Outreach
V	Ally H.	Community Relations Rep
P	Fiorella S. T.	Community Relations Rep
V	Yolanda S.	Community Relations Rep
V	Carrie W.	Co-chair/Manager SC
V	Kathleen S.	Executive Assistant II
V	Jennifer F.B.	Manager LTSS Behavioral Health/Collaborative Services
V	Jasmine M.	Health Equity and Quality Analyst
V	Deanna S.	Sup. Service Coordinator
V	Emily H.	Service Coordinator
V	Kathleen W.	Service Coordinator
V	Lea S.	Housing Coordinator
V	Robert M.	Housing Program Manager
V	Sarah K.	Sup. Service Coordinator
V	Singin C.	Behavioral Health Coordinator
V	Steven D.	Sup. Service Coordinator
V	Tammy T.	Director Service Coordinator


External Attendance (In-person= P, Virtual = V, Member not present= M)

Method of Participation	Name	Title
P	MG	LTSS Participant
P	Th. W	NF Participant
P	Ti. W	NF Participant
P	HW	LTSS Participant
V	GG	LTSS Participant
P	CD	LTSS Provider
M	AV	Dental, BH, PH
V	KS	BH Provider
V	CT	LTSS Provider
V	JDS, TB, AW	Genentech
V	CB, MS, RK	OLTL
P	CD	LTSS Provider
M	LY	Family Caregiver
M	RS	NF Participant
M	ER	Dental, BH, PH
M	EPP	LTSS Participant
M	EB	LTSS Participant
P	KG	DCW
M	DH	NF Participant
M	BO	NF Participant
M	ME	NF Participant