

## **Report on Elderplan FIDA Participant Advisory Committee and Feedback Session**

September 27<sup>th</sup> 2017, 11:00 a.m. – 1:00 p.m., Brooklyn, NY

Elderplan conducted its Q3 2107 Participant Advisory Committee and a Feedback Session for our FIDA Participants on September 27th, 2017. The meeting was held at the Corporate Offices of Elderplan/Homefirst (part of the MJHS family).

### **ELDERPLAN FIDA PARTICIPANT ADVISORY COUNCIL/FEEDBACK SESSION**

The event was carefully designed to engage Elderplan FIDA Participants. The program included a brief overview of the valuable benefits offered by our FIDA plan, a recap of the Plan's performance to-date, and educational information about staying healthy, which included a presentation on understanding and avoiding depression as well as the importance of flu vaccines. In addition, a Q&A was encouraged throughout. At the conclusion of the PAC, we conducted the feedback session. Midway through the meeting, an exercise promoting relaxation and stress elimination was conducted, which included a laughing and meditation activity. Lunch was served at the conclusion of the session.

### **Recruitment**

Elderplan is highly committed to recruiting participants for the PAC session. Invitations were mailed to the homes of all FIDA Participants. In addition, our Care Managers reminded our members of the upcoming meeting during monthly calls, which did lead to additional RSVPs.

Elderplan partnered with our transportation vendor, Logisticare, who performed initial and follow-up outbound calls to members to confirm their RSVP as well as schedule their transportation pick up and drop off to and from the event. Elderplan chose to partner again with Logisticare, as with last quarters PAC, as it improved our overall attendance.

One week prior to the meeting, Elderplan had successfully recruited 31 participants to attend the PAC in person, who planned to bring 24 guests, for a total of 55 attendees. The 31 participants represented approximately 9.1% of our membership at the time and included representation from all five Boroughs of NYC.

Transportation was offered to all participants and their accompanying family member and home health aides.

### **Attendance**

As expected, there was a slight fall off in attendance. We had 21 FIDA participants, and 17 accompanying caretakers at our Q317 Elderplan FIDA Town Hall Meeting and Feedback Session. This represented approximately 6% of our membership at the time. The Town Hall attendees came from Manhattan, Bronx, Brooklyn and Queens. Twelve of the 21 attendees spoke English. The nine attendees and their additional guests who spoke Spanish were provided with headsets for live, simultaneous translation during the Town Hall session, the presentation was translated into Spanish, and additional Elderplan staff were on hand to assist in translating during arrival, lunch, and departure for participants needing such service. Sixteen participants brought home health aides with them, two brought family members with them. A mother

attended on behalf of her daughter who is bedbound and non-verbal. Four participants needed the assistance of walkers and canes and one participant was in a wheelchair.

## **THE PROGRAM**

### **Introduction**

Diane Ashley, Vice President, welcomed everyone to the Plan's Participant Advisory Committee meeting and Member Feedback Session.

At the start of the program, Participants were given a brief history of MJHS, how Elderplan was one of the original social HMOs and how we continue to carry on a tradition of compassion, dignity and respect first established by the Four Brooklyn Ladies when they founded MJHS in 1907.

Before proceeding with the program, Participants were encouraged to ask questions and given the opportunity to share their thoughts at the conclusion of each brief section of the program.

### **FIDA Benefits and Services**

Frank Polanco, Vice President, explained the benefits offered by Elderplan FIDA and how they differ from other integrated and long term care program, specifically, coordination of Medicare and Medicaid home and community benefits, an integrated appeals and grievances process and the over-the-counter drug benefit.

Elderplan addressed questions and concerns raised by FIDA Participants at the conclusion of the benefit segment, and advised participants and family members that Care Managers were onsite to speak with participants regarding any concerns or issues they would like to discuss privately.

As in past sessions, many of the questions centered on the desire of Participants for clarity on over-the-counter items, and issues with transportation. All participants who had questions regarding OTC were given a list of covered items and each met individually with a Care Manager to address his/her needs. Care Managers as well as the Account Management staff from Logisticare were available during lunch to address any issues the participants have brought up directly. We encouraged participants to call Participant Services, at any time, if they have a problem or concern. Elderplan also told participants that we shared their feedback from the previous PAC sessions with regulators during the bi-weekly calls with the Department of Health and their concerns have been acknowledged.

### **Elderplan FIDA Performance Update**

As of September 15th, 2017 Elderplan had 381 enrollments in our FIDA plan with 40 disenrollments in Q2 2017. Participants were reminded that we're here for them should they have any questions. There were eight appeals, six were filed by a Provider, 2 filed by Participants or Participant's Representatives during the first quarter period and only 8 grievances, 4 related to Transportation and 3 related to provider staff and 1 related to Quality of Day Care. All were resolved to the Participant's satisfaction.

### **Understanding and Avoiding Depression**

Anna Kimelfeld, NP led a presentation on understanding and avoiding depression. She walked through the different scenarios to help clarify the difference between feeling sadness/grief versus feeling depressed which affects your everyday routine. She also discussed the importance of getting plenty of sunlight, exercise and activity, as well as involvement with family, friends and your community and the importance of a healthy diet.

A participant did have a comment that she really enjoyed a Zumba and yoga class at her local social day care center however the service was no longer offered due to an issue with the social day no longer offering it. Elderplan responded that we would look into this issue, speak with the social day, and assist the participant in locating another social day, if desired.

### **Importance of Flu Vaccines**

Josephine Frisari, RN conducted spoke about the importance of getting the flu vaccines and the best time to get one, as well as debunking the myth that the flu vaccine causes the flu. She also reminded the participants that we will be offering flu shots on site after the PAC meeting. Upon inquiry, one member commented that he had already received a flu shot and another mentioned that her doctor told her she cannot receive a flu shot, which Elderplan responded that the participant should follow her doctor's guidance. Five members raised their hands in interest of getting a flu shot after the meeting. All five members received the flu vaccine that day.

### **How to Relax and Eliminate Stress Activity**

Sharia Jones Bey, a meditation coach engaged the group in relaxation techniques composed of breathing, laughing, stretching exercises with classical music playing in the background. She closed out the demonstration with a five minute meditation exercise allowing the group to close their eyes with the lights dimmed and relaxing music playing in the background. All of the participants and their caretakers were engaged throughout the activity. When asked if the participants enjoyed the activity, the presenter was met with unanimous applause.

### **Questions and Answers**

At the conclusion of the PAC session, participants, their family members and home health aides were asked if they had any additional questions they'd like to raise. Members had questions regarding OTC and authorizations which were addressed privately by their Care Managers after the meeting.

### **Conclusion of PAC Program**

In closing, all participants were thanked for choosing Elderplan FIDA, and all attendees were thanked for traveling to join this quarter's Town Hall Meeting and Feedback Session. Elderplan notified all attendees that we would be hosting similar events in December of 2017 and each quarter in 2018. Of course, all participants would receive an invite to attend.

Before concluding, Participants were once again given the contact information for Elderplan FIDA Participant Services and Ombudsman Services:

Elderplan FIDA Participant Services  
1-855-462-3167  
TTY: 711  
8:00 AM to 8:00 PM, 7 Days a Week

The following Ombudsman contact information was provided:

FIDA Participant Ombudsman  
1-844-614-8800  
TTY: 711  
Online: [icannys.org](http://icannys.org)

Elderplan requested that participants share any issues or concerns by contacting FIDA Participant Services directly. This will make it possible for us to address any issues immediately. Of course, participants or families may also contact the Ombudsman at any time.

### **FEEDBACK SESSION**

A number of participants indicated how happy they were with Elderplan FIDA. One participant in particular felt that we were very warm and receptive at these meetings. One shared concerns with transportation pick up times to visit his doctor. Elderplan responded with a possible plan to set up recurring trips to avoid any future issues. The group also advised that they were using their OTC benefits as a result of what they learned at the last PAC session. One participant was complimentary with our transportation vendor and the ability to change transportation