

Report on Elderplan FIDA Participant Advisory Committee Meeting

December 13th 2017, 11:00 a.m. – 1:00 p.m., Brooklyn, NY

Elderplan conducted its Q4 2017 Participant Advisory Committee meeting on December 13th, 2017. The meeting was held at the Corporate Offices of Elderplan/HomeFirst.

ELDERPLAN FIDA PARTICIPANT ADVISORY COMMITTEE MEETING

Since the Q4 PAC occurred during mid-December, we designed the event with a holiday party theme. 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 during the holiday season. This included a presentation on healthy eating tips, avoiding depression as well as medication management and when to seek urgent versus emergent care. During the break and at the conclusion of the PAC meeting, a musician performed holiday and pop songs. He sang, played a saxophone and a flute. Participants thoroughly enjoyed it and some sang along. Lunch was also 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 participants of the upcoming meeting during monthly calls, which increased RSVPs. Elderplan partnered with our transportation vendor, Logisticare, as it did last quarter, because it improved our overall attendance. Logisticare performed initial and follow-up outbound calls to participants to confirm their RSVP as well as schedule their transportation pick up and drop off to and from the event. Transportation was offered to all participants and their accompanying family member or home health aides.

One week prior to the meeting, Elderplan had successfully recruited 28 participants to attend the PAC session in person, who planned to bring 24 guests, for a total of 52 attendees. The 28 participants represented approximately 7% of our membership at the time and included representation from all five Boroughs of NYC.

Attendance

As expected, there was a slight fall off in attendees, but we still had our highest attendance to date. We had 23 FIDA participants, which represented 5 percent of our membership at the time. 10 participants brought home health aides with them, 1 brought their home health aide and their spouse, and 1 mother attended on behalf of her daughter who is bedbound and non-verbal. One participant was in a wheelchair. Attendees came from all 5 boroughs. 14 of the 23 attendees spoke English. The 8 attendees who spoke Spanish as their primary language and their guests were provided with headsets for live, simultaneous translation during the session. The power point was presented in English and Spanish, and additional Elderplan staff were on hand to assist in translating during arrival, lunch, and departure for participants.

THE PROGRAM

Introduction

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

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.

FIDA participants were encouraged to ask questions at the end of each segment of the program. They were told that Care Managers were present to discuss any confidential issues or concerns with them privately.

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 programs. Specifically, he addressed coordination of Medicare and Medicaid home and community benefits, an integrated appeals and grievances process, behavioral health and the over-the-counter drug benefits.

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. We responded to participants who had questions regarding OTC. They were also given a list of covered items and each met individually with a Care Manager to address his/her specific needs. Care Managers as well as the Account Management staff from Logisticare were available during lunch to address any transportation or other issues. We encouraged attendees 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 calls with the Department of Health and their concerns have been acknowledged.

Elderplan FIDA Performance Update

John-Chad Johnson, Assistant Vice President, provided FIDA Performance Update. As of December 8th, 2017 Elderplan had 420 enrollments in our FIDA plan with 37 disenrollments in Q3 2017. We shared that there were five appeals by Participants or Participant's Representatives during the third quarter and only 8 grievances, 4 related to Transportation, 1 related to billing and 3 related to Customer Service. All were resolved to the Participant's satisfaction. Participants were reminded that we're here for them should they have any questions or concerns.

Healthy Eating Tips

Josephine Frisari, RN led a presentation on healthy eating during the holidays. She walked through the different scenarios and provided healthful tips on enjoying holiday meals without overindulging. She also stressed the importance of staying physically active. A participant

requested advice on spreading out her meals throughout the day given her challenges of being unable to eat in the morning. Her needs were addressed privately.

Avoiding Depression

Diane Ashley, Vice President, spoke briefly about the importance of avoiding isolation during the holidays. She suggested keeping busy, visiting with friends, family members, volunteering or simply listening to their favorite music, which led us right into the musical 10 minute break.

Managing Your Medications During the Holidays

Shafa Shah, Pharmacist spoke about the importance of taking medication on time and tips on traveling with medication including having enough supply, keeping medication in carry-on luggage and bringing a list of their medications with them. She recommended Participants to reach out to their Care Manager or Pharmacist in case of any questions or issues with refills.

Urgent vs. Emergent Care

Dominique Valentin, NP, delivered a presentation on the difference between Emergency Room Care (ER) and Urgent Care (UR) centers. She highlighted the benefits of going to an Urgent Care Center instead of the Emergency Room in non-life-threatening situations. She also engaged the group in a game with different medical scenarios and sought answers from the participants on matching each scenario with either a visit to the ER or the UC. All of the participants and their caretakers were engaged throughout the activity and requested a list of nearby Urgent Care Centers. We indicated that the plan was in the process of creating those lists.

Questions and Answers

At the conclusion of the PAC session, participants, their family members or home health aides were asked if they had any additional questions or topics they'd like to raise. Participants had questions regarding OTC and authorizations. All personal needs 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 joining.

Before concluding, Elderplan requested that participants share any issues or concerns by first contacting FIDA Participant Services directly. This will make it possible for us to address any issues immediately. Of course, if participants or families are not satisfied with the resolution, they should contact the Ombudsman at any time. Participants were 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

Lunch and Informal Conversation

Members of the Elderplan panel and staff, along with the onsite Interpreter and Logisticare staff, joined the participants, family members, and their health aides for lunch. Music resumed during lunch and through the conclusion of the event. No new issues arose for discussion during this time. At the conclusion of the PAC meeting, all participants were provided transportation safely back to their homes.