

## **Report on Elderplan FIDA Participant Advisory Committee/Town Hall Meeting**

June 28<sup>th</sup> 2017, 11:00 a.m. – 1:00 p.m., Brooklyn, NY

Elderplan conducted its Q2 2107 Participant Advisory Committee or Town Hall Meeting for our FIDA Participants on June 28<sup>th</sup>, 2017. The meeting was held at the Corporate Offices of Elderplan/Homefirst (part of the MJHS family).

### **ELDERPLAN FIDA TOWN HALL MEETING**

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 prevention information and summer safety tips for staying hydrated and beating the summer heat. In addition, participant questions and feedback about their experiences with Elderplan FIDA were encouraged. Midway through the Town Hall, a discussion led by a certified nutritionist centered on hydration, which included a water infusion demonstration. Lunch was served at the conclusion of the session.

### **Recruitment**

Elderplan is highly committed to recruiting participants for the Town Hall session. Invitations were mailed to the homes of all FIDA Participants. Also, Elderplan partnered with our transportation vendor, Logisticare, who performed initial and followup 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.

In addition to Logisticare's outreach, our Care Managers reminded our members of the upcoming meeting during monthly calls, which did lead to additional RSVPs.

One week prior to the Town Hall, Elderplan had successfully recruited 18 participants to attend the PAC in person, who planned to bring 16 guests, for a total of 34 attendees. The 18 participants represented approximately 5.3% of our membership at the time and included representation from all five Boroughs of NYC.

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

### **Attendance**

On June 28th, we had 16 FIDA participants, and 14 accompanying caretakers at our Q217 Elderplan FIDA Town Hall Meeting. This represented approximately 4% of our membership at the time. The Town Hall attendees came from Manhattan, Brooklyn and Queens. Twelve of the sixteen attendees spoke English. The four attendees who spoke Spanish were provided with headsets for live, simultaneous translation during the Town Hall session, and additional Elderplan staff were on hand to assist in translating during arrival, lunch, and departure for participants needing such service. Eight participants brought home health aides with them, and

two brought their spouses in addition. Two participants brought their adult children. A mother and father attended on behalf of their daughter who is bedbound and non-verbal. Six participants needed the assistance of a walker, 5 used canes or lofstrand crutches, and one participant was in a wheelchair.

## **THE PROGRAM**

### **Introduction**

Diane Ashley, a Vice President from Elderplan, welcomed everyone to the Plan's Participant Advisory Committee meeting or Town Hall.

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. It was also noted that Elderplan will be celebrating its 110 year anniversary in August.

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, a Vice President from Elderplan, explained the benefits offered by Elderplan FIDA and how they differ from other integrated and long term care programs. 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.

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 will go around the room during lunch to address any issues the participants have brought up directly. There was also a request for a list of covered items on the over-the-counter list which we were able to provide copies for each member on. We also encouraged participants to call Participant Services, at any time, if they have a problem or concern about continuing to see their physician or if their physician tells them there is a problem.

### **Elderplan FIDA Performance Update**

As of June 1st, 2017 Elderplan had 342 enrollments in our FIDA plan with 29 disenrollments in Q1 2017. Participants were reminded that we're here for them should they have any questions. There were eight appeals, one was filed by a Provider, 7 filed by Participants or Participant's

Representatives during the first quarter period and only five grievances, 4 related to Personal Care Workers and 1 related to transportation. All were resolved to the Participant's satisfaction.

### **Prevention is the best medicine**

Josephine Frisari, RN conducted a presentation on prevention, steps to keep healthy and safety tips for the summer. She spoke about the importance of getting your pneumococcal and flu vaccines, hearing exams and how important it is to visit the dentist once per year. She also stressed the importance of seeing a dentist, even if you only have dentures, as the dentist will still need to check your gums. Summer Health and safety tips were also shared with the group such as the importance of staying cool, hydrated and informed of signs of heat stroke.

### **Healthy Break: Hydration and Infused Water Demo**

Sandra Gucciardi, a certified Nutritionist engaged the group in an interactive discussion on the importance of staying hydrated and demonstrated how to make fruit infused water beverages using strawberries, lemon and mint and cucumbers. A printed handout was available to the participants, which included recipes for various water infused beverages. Samples were also provided to participants and attendees. The participants were engaged and seemed to enjoy the demonstration and samples.

### **Final Questions and Feedback**

At the conclusion of the Town Hall, participants, their family members and home health aides were asked if they had any additional questions or comments they'd like to share.

One participant's daughter shared concerns with Logisticare's long wait times and the ability to change transportation reservations. The participant's daughter discussed her concerns with Elderplan's Care Manager and a Logisticare Account Managers (Elderplan's transportation vendor) during the lunch break. Daughter expressed her satisfaction in having the ability to meet directly with a Care Manager and the vendor during the PAC to discuss and hopefully resolve these issues.

Two Care Managers and their Supervisor went around the room to check in with each participants individually to discuss private health matters during the lunch break as well. participants and family members expressed their pleasure in getting to meet their Care Managers in person.

### **Conclusion of 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. Elderplan also let everyone know that we would be hosting similar events each quarter in 2017, and each participant would, of course, 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)

It was requested that if there are issues encountered by a participant, please contact the FIDA Participant Services first for resolution. Of course, participants or families can contact Ombudsman at any time; however, the plan would like to be aware of all participant issues and have an opportunity to resolve.

**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 participant health aides for lunch. No new issues arose for discussion. At the conclusion of the Town Hall meeting and lunch, all Participants were provided transportation safely back to their homes.