

Report on Elderplan FIDA Participant Advisory Committee/Town Hall Meeting & Feedback Session

June 12th 2018, 10:30 a.m. – 1:00 p.m., New York, NY

Elderplan conducted its second quarter 2018 Participant Advisory Committee/Town Hall Meeting and Feedback Session for FIDA participants on June 12th, 2018. The meeting was held in the auditorium at Isabella, the newest member of the MJHS family.

ELDERPLAN FIDA PARTICIPANT ADVISORY COMMITTEE/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 Elderplan's FIDA plan, a recap of the Plan's performance to date, a focus on the importance of taking medications as prescribed, an introduction to the upcoming Health Outcomes Survey mailing and a presentation on when to go to an urgent care center versus the emergency room. In addition, participants were encouraged to ask questions throughout. Midway through the PAC, a healthy break was led by certified yoga instructors accompanied by sound healing. After completion of the PAC/Town Hall meeting, a Feedback Session was conducted. During both the PAC meeting and Feedback Session phone lines were open for Participants to call in from home. Lunch was served after.

Recruitment

Elderplan is highly committed to recruiting Participants for the Town Hall session.

Invitations were mailed to the homes of all FIDA Participants. In addition, Care Managers reminded Participants about the upcoming sessions during regularly scheduled calls. Elderplan also partnered with Logisticare, the Plan's transportation vendor, 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 the event.

One week prior to the Town Hall, Elderplan successfully recruited 35 Participants to attend the PAC and Feedback session, who also RSVP'd to bring 28 guests, for a total of 63 attendees. The 35 Participants represented approximately 7% of our membership at the time and included representation from all five Boroughs of NYC and Nassau County. A call-in option was also provided for Participants if they could not attend the meeting in person.

Transportation was offered to all Participants and any accompanying family members or home health aide.

Attendance

On the day of the PAC and Feedback Session, there was a falloff in actual attendance from initial RSVP list. On June 12th, 23 FIDA Participants and 10 accompanying caretakers attended Elderplan's Q218 FIDA Town Hall Meeting and Feedback Session. This represented approximately 5% of our membership at the time. The PAC attendees came from the Bronx, Brooklyn, Manhattan, Staten Island, Queens and Nassau County. 16 of the 23 attendees spoke English as their primary language. We provided live, onsite translation for the Participants and their guests who spoke Spanish and the Powerpoint Presentation was presented in both languages. 14 Participants were women and 9 were men. 10 participants brought home health aides with them, one brought her husband in addition. 5 participants needed the assistance of a walker and 3 were in wheelchairs.

THE PROGRAM

Introduction

Diane Ashley, Vice President/Chief Marketing Officer and moderator of the PAC and Feedback Session, welcomed everyone and introduced two special guests attending the event – Melissa Seeley, Technical Director at CMS who oversees the FIDA plans, and David Wagner, COO of Elderplan. David spoke briefly, welcoming everyone to the event and thanking the Participants for trusting Elderplan with their care.

Diane also provided background on the new location where we were hosting the PAC meeting - Isabella Geriatric Center, the newest member of MJHS Health System. It's a 705-bed residential health care facility providing short-term rehabilitation and long-term nursing care located in Washington Heights.

Before proceeding with the program, Participants were encouraged to ask questions and share their thoughts after each section of the program. In addition, after the PAC meeting was concluded, a Feedback Session was conducted during which attendees in the room - as well as Participants on the phone - were encouraged to provide input on how the plan is doing, what's working and what they'd like addressed.

FIDA Benefits and Services

Frank Polanco, VP, Sales from Elderplan, explained the benefits offered by Elderplan FIDA, and how they differ from other integrated and long term care programs. Specifically, this included the benefits of having an Interdisciplinary Team (IDT), development of a Person-Centered Service Plan (PCSP), behavioral health and substance abuse coverage, continuity of care protections, zero cost, coordination of Medicare and Medicaid home and community benefits, an integrated appeals and grievances process and the over-the-counter drug benefit.

Frank also indicated that Participant Services, Care Managers, as well as the Account Management staff from Logisticare, would meet with Participants during or after lunch to address any personal issues brought up during the session. Participants were encouraged to call Participant Services and speak with their Care Manager at any time, if they have a problems or concerns about their access to care and covered services.

The Moderator also emphasized how valuable Town Hall and Feedback Sessions are to Elderplan. Their input helps us understand what's important to Participants, what's working and what we need to focus on to improve their experience as Participants of Elderplan FIDA.

New OTC Benefit

Diane Ashley announced that, based on Participant feedback, feminine products – including tampons, maxi pads and pantyliners – will be covered as part of our over-the-counter (OTC) benefit effective July 1st. Given that Elderplan is individually offering the benefit (versus all FIDA plans), Participants will not be able to use their OTC card. Instead, Participants will be need to purchase the newly approved feminine products and then submit an itemized store receipt along with a completed Participant Reimbursement form. Participants were notified that additional information and copies of the forms will be mailed to their home in the coming weeks. It was also emphasized that these items are to be included in the \$50 monthly OTC benefit, which will not increase or change.

Several Participants mentioned that they preferred the old \$150 quarterly benefit for OTC items as opposed to the \$50 monthly maximum currently in place. The reason is that it's impossible to purchase higher priced items with the \$50 limit per month.

Elderplan FIDA Performance Update

Chad Johnson, AVP, Medicaid and Integrated Products, advised that, as of May 7, 2018, Elderplan had 474 enrollments/participants in FIDA and 60 dis-enrollments from January to March 2018. There were eleven appeals filed by Participants or Participant's Representatives during this reporting period and eighteen grievances between January 1st to March 31st. All were resolved to the Participant's satisfaction. Participants were reminded that we're here for them and they should call Participant Services or their Care Manager if they have any questions or concerns.

Importance of Taking your Medications as Prescribed

Josephine Frisari, RN and AVP of Quality and Performance Improvement, conducted a presentation on improving prescription medication adherence. She told Participants that the topic is so important that we made it a Quality Improvement project for 2018. She discussed the common reasons people don't take their medications and provided tips for taking medications, such as: taking the pills at the same time every day and using a pill box. There is also a

medication log within the member newsletter. Josephine advised Participants that we can send them a pill box and provide additional copies of the newsletter/prescription log, upon request.

An Elderplan Care Manager advised that, if needed, they can also help arrange to have medications dispensed in separate blister packs broken out by day of the week and time of day. Care Management can also set up call reminders for medication adherence. One Participant also suggested setting an alarm on your phone to remember to take your medication at a specific time every day

Help Us Serve You Better

Josephine Frisari, RN also introduced the upcoming Health Outcomes Survey (HOS) that participants can expect in the mail starting on June 1st. She went over what the survey will look like in the mail and asked participants to please complete the survey because their feedback is very important and helps us know what we're doing well and what we should focus on improving.

Healthy Break

A seated breathing yoga session was conducted as the Healthy Break portion of the PAC program. Certified yoga instructors Karin Reetz and Maegan Walton led participants and guests through a 20 minute meditative yoga session accompanied by sound healing with Tibetan bowls. The entire audience participated in the relaxing yoga breathing movements with the lights dimmed, eyes closed and the soothing healing rhythms playing in the background.

Urgent vs Emergent Care

Care Manager Maritza Kirkpatrick described situations when urgent care is appropriate versus an emergency room visit and possible triggers for each type of scenario. A magnet highlighting the information presented was handed out to members at the end of the event so they can post it on their refrigerator and reference, as necessary. Attendees were told these magnets will also be mailed out to all Participants, along with the list of in-network urgent care centers. It was emphasized that Participants should also trust their judgement. If they feel they are experiencing a life-threatening emergency, they should immediately call 911 (not their Care Manager).

FEEDBACK SESSION

After completion of the Town Hall agenda, Diane opened the Feedback Session. Participants, their family members and home health aides were all encouraged to provide feedback of any kind about the plan – what's working, what's not working?

When specifically asked how the plan is doing, Participants provided a thumbs up. They were also very happy we heard their requests and added the feminine products to our OTC benefit. One Participant asked for the full OTC list. Copies were made available to everyone.

Several Participants brought up the \$50 monthly OTC benefit as a negative. It was reiterated that the monthly \$50 was not enough if they needed a more expensive item. They requested we return to the \$150 quarterly benefit from previous years.

One participant inquired about a provider that was no longer in the plan. Another had a question regarding the dental network. Both were told that a Care Manager would meet with them privately after the session, which occurred.

Conclusion of Program

In closing, all Participants were thanked for choosing Elderplan FIDA and for traveling to participate in our first FIDA PAC Town Hall and Feedback Session being held at Isabella. It was also announced that the next meeting will be held at the same location on September 12.

Before concluding, Participants were told about the availability of Ombudsman Services to assist them should they ever have unresolved problems with the plan. We did encourage Participants to contact Elderplan first with any concerns, so that we have an opportunity to address them. If not resolved to their satisfaction, the Ombudsman should then be called.

Ombudsman contact information was given as follows:

FIDA Participant Ombudsman
1-844-614-8800
TTY: 711
Online: icannys.org

Participants were also reminded of Elderplan FIDA Participant Services contact information, which is:

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

Lunch

Members of the Elderplan panel and staff joined the Participants, and their guests, for lunch.

Transportation Home

At the conclusion of the Town Hall, Feedback Session and lunch, all Participants were provided transportation safely back to their homes.