

Report on Elderplan FIDA Participant Advisory Committee/Town Hall Meeting

December 11th 2018, 11:00 a.m. – 1:30 p.m., New York, NY

Elderplan conducted its fourth quarter 2018 Participant Advisory Committee/Town Hall Meeting for FIDA participants on December 11th, 2018. The meeting was held in the auditorium at Isabella, also a 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, an introduction to new FIDA Total Care benefits for 2019, a presentation on how to manage stress to maintain your health, and a recap of Elderplan's performance to date. In addition, Participants raised questions and feedback was solicited by Elderplan's moderator, Diane Ashley, regarding Participant's experiences with Elderplan FIDA. At the conclusion of the PAC, entertainment was provided by singer Tony Michaels. A holiday lunch was served.

Recruitment

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

Invitations were mailed to the homes of all FIDA Participants. Elderplan also partnered with Logisticare, the Plan's transportation vendor, who performed initial and follow up outbound calls to members for recruitment purposes, to confirm RSVPs, and to schedule transportation to and from the event. One week prior to the Town Hall, Elderplan successfully recruited 32 Participants to attend the PAC session, who also RSVP'd to bring 30 guests, for a total of 62 attendees. The 32 Participants included representation from all five Boroughs of NYC. A call-in option was also offered to Participants, if they could not attend the meeting in person. Transportation was offered to all Participants and accompanying family members and/or home health aides.

Attendance

On the day of the PAC/Town Hall, there was a falloff in actual attendance from initial RSVP totals. On December 11th, 27 FIDA Participants and 20 accompanying caretakers attended Elderplan's Q4 FIDA PAC/Town Hall Meeting. Participants came from the Bronx, Brooklyn, Manhattan and Queens. 22 were women and 5 were men. 18 of the 27 attendees spoke English. Elderplan provided live, simultaneous translation for Participants and guests who spoke Spanish. The PowerPoint presentation was projected in both English and Spanish. 17 Participants brought home health aides with them and 3 brought relatives, in addition to their aides. One Participant's mother attended the event on her behalf.

THE PROGRAM

Introduction

Diane Ashley, Vice President and moderator of the PAC/Town Hall, welcomed everyone to the Plan's Participant Advisory Committee meeting/Town Hall, which was held at Isabella Geriatric Center, also a member of the MJHS Health System.

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

Member Incentive Program

Josephine Frisari, RN and Assistant Vice President of Quality and Performance Improvement, reviewed the member incentive program for 2018. She went over what the program includes and how Participants can qualify to receive incentives. Participants that complete each qualified screening or service would be eligible to receive a \$15 gift card, and could qualify to receive up to \$75 of incentives, based on screenings or services completed. The screenings included are: mammogram, retinal eye exam, medication management for members with Rheumatoid arthritis, flu shot and colorectal cancer screening including fecal occult blood test. She encouraged participation with this program for all FIDA Participants. Participants were also informed that there will be changes to the 2019 incentive that will be mailed out sometime in the first quarter 2019.

FIDA Benefits and Services

Frank Polanco, VP of Sales, 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

costs, coordination of Medicare and Medicaid home and community benefits, an integrated appeals and grievances process, and an over-the-counter drug benefit.

Participant Services, Care Managers, and Account Management staff from Logisticare (our transportation provider) were present and available to address any issues Participants had. Healthplex (our dental provider) also attended to address questions Participants raised in previous PAC sessions regarding their dental network. Healthplex had computers and printers on hand to assist all Participants in locating a dentist nearby.

Benefit Update

Frank Polanco, VP of Sales, and Chad Johnson, AVP of Medicaid and Integrated Products, announced that effective January 1st, 2019, there would be a change with how OTC benefits are distributed. Though the amount of the OTC benefit will not change and will remain at \$600 yearly, the benefit will change from being disbursed \$50 monthly to \$150 quarterly. This change was made based on feedback received from Participants at previous PAC sessions.

Participants were advised that Elderplan FIDA Total Care would have a new vision provider, Superior Vision, effective January 1st, 2019. In addition, a new benefit, (ADL) Activity of Daily Living and (IADL) Instrumental Activity of Daily Living, was introduced. Through assessment, training, supervision, cuing or hands on assistance, this benefit provides services and supports to help FIDA participants: perform a specific task more independently or access the community more easily.

Also, it was announced that FIDA Total Care has contracted with City MD, thus expanding the number of urgent care centers that are within Elderplan network. As part of the presentation, the participants were reminded when to utilize an urgent care center. In conclusion, Participants were informed they would receive a new Elderplan FIDA ID card in the mail for 2019.

Managing Stress

Rosalinda Bracero, a representative of R.A.I.N., conducted a presentation on managing stress. She emphasized the importance of decreasing stress levels to promote a healthy life balance for all Participants. During the presentation, she discussed how to identify stress and provided tips on how to decrease stress levels through various methods. She also emphasized that there are various agencies and resources in the community that are available to assist Participants, such as meals on wheels, G.W.E.P. and Bronx Health. At the conclusion of the presentation, Rosalinda engaged in a meditative stress-removing exercise. She encouraged Participants to partake in the exercise and to use these stress-relieving techniques in the future.

Maintaining Your Health

Dr. Chou, D.O. and Medical Director of Elderplan/Homefirst, conducted a presentation on ways Participants can maintain their health. The topics discussed included: the importance of exercising, mindful relaxation, getting involved in the community, eating healthy and staying connected with friends and family. He emphasized the importance of following these recommendations to maintain a healthy and happy lifestyle.

Elderplan FIDA Performance Update

As of September 26, 2018, Elderplan had 463 enrollments/Participants in FIDA and 47 disenrollments from July to September 2018. There were nine appeals filed by Participants or Participant's Representatives during this reporting period and forty-four grievances between July 1st to September 31st. All grievances were resolved to Participants' satisfaction. Participants were reminded that Elderplan is here for them, if they should have any questions, and to call Participants Services for assistance.

Conclusion of Program

Prior to concluding, Participants were reminded that our dental provider, Healthplex, was onsite to assist with answering questions regarding dental benefits and with finding a dental provider near their home.

In closing, all Participants were thanked for choosing Elderplan FIDA Total Care and for traveling to participate in their FIDA PAC/Town Hall at Isabella. It was announced that the next meeting will be held at the same location.

Participants were requested to bring Plan issues to Elderplan's Participant Services for resolution, before reaching out to the Ombudsman, so Elderplan can have an opportunity to resolve them. Participants were provided with the following contact information:

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

Before concluding, Participants were given contact information for Ombudsman Services. It was explained that Participants have the Ombudsman as a resource, should they feel the Plan has not adequately resolved their issue(s) or questions.

FIDA Participant Ombudsman

1-844-614-8800

TTY: 711

Online: icannys.org

Lunch

Members of the Elderplan panel and staff joined Participants for lunch. Entertainment was provided during holiday theme lunch by singer Tony Michaels. At the conclusion of the PAC/Town Hall meeting and lunch, all Participants were provided transportation back to their homes.