

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

September 11th 2018, 10:30 a.m. – 1:00 p.m., New York, NY

Elderplan conducted its fourth quarter 2018 Participant Advisory Committee/Town Hall Meeting for FIDA participants on September 11<sup>th</sup>, 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 health care screenings, a review of the member incentive program and a presentation on The Importance of Screening/Early Detection. In addition, participant questions and feedback were encouraged regarding their experiences with Elderplan FIDA. Midway through the PAC, a healthy break was led by certified yoga instructors accompanied by sound healing. Lunch was served at its conclusion.

### **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 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 47 participants to attend the PAC session, who also RSVP'd to bring 46 guests, for a total of 93 attendees. The 47 Participants represented approximately 10.4% of our membership at the time and included representation from all five Boroughs of NYC. A call-in option was also presented to the members if they could not attend the meeting in person.

Transportation was offered to all Participants and an accompanying family members or home health aides.

### **Attendance**

On the day of the PAC, there was a falloff in actual attendance from initial RSVP totals. On September 11th, 27 FIDA Participants and 23 accompanying caretakers attended Elderplan's Q3

FIDA Town Hall Meeting. This represented approximately 6% of our membership at the time. The PAC attendees came from the Bronx, Brooklyn, Manhattan, Staten Island, Nassau County and Queens. 16 of the 27 attendees spoke English. We provided live, onsite translation to the members and their guests who spoke Spanish alongside a PowerPoint presentation Projected in both English and Spanish. 19 were women and 8 were men. 21 participants brought home health aides with them and 2 brought their relatives in addition to their aides. One of the participants' mother attended the event on behalf of the participant.

## **THE PROGRAM**

### **Introduction**

Diane Ashley, Vice President/Chief Marketing Officer and moderator of the PAC, welcomed everyone to the Plan's Participant Advisory Committee meeting/Town Hall being 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.

### **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 and Care Managers as well as the Account Management staff from Logisticare will go around the room during lunch to address any personal issues the participants have brought up. Participants were encouraged to call Participant Services and speak with their Care Manager at any time, if they have a problem or concerns about their access to care and covered services.

### **Benefit Update**

Diane Ashley announced that effective July 1<sup>st</sup>, the number of physical therapy visits increased from 20 to 40 visits for each calendar year. She emphasized that this increase in benefit will be beneficial to all FIDA participants.

## **Health Care Screenings**

Rick Chou, D.O. and Medical Director, conducted a presentation on health care screenings. The topics included preventable and curable diseases. He discussed the importance of screenings, early detection and the effectiveness of treatment in the early stages of many diseases. He provided statistical data that showed survival rates based on the stage that treatment is started. He also discussed the different types of screenings that are available to detect the most common diseases: colon cancer, breast cancer, vision impairment and influenza. Overall the presentation focused on communicating that the best protection for our participants is screening and early detection.

## **Member Incentive Program**

Josephine Frisari, RN and Assistant Vice President of Quality and Performance Improvement introduced the member incentive program. She went over what the program INCLUDES and how Participants can qualify to receive an incentive. Participants that complete a qualified screening will be eligible to receive a \$15 gift card. The program offers a total of 5 screenings that can qualify a participant to be eligible to receive up to a \$75 incentive. 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.

## **Healthy Break**

A seated breathing yoga session was conducted as the Healthy Break portion of the PAC program. Certified yoga instructor Sharia Jones led participants and guests on a 20 minute meditative yoga ritual accompanied by sound healing music . The entire audience participated in the relaxing seated yoga breathing movements and body stretches with the lights dimmed, eyes closed and the soothing healing rhythms playing in the background.

## **Elderplan FIDA Performance Update**

As of August 8, 2018, Elderplan had 466 enrollments/participants in FIDA and 37 dis-enrollments from April to June 2018. Participants were reminded that we're here for them if they should have any questions. There were twelve appeals filed by Participants or Participant's Representatives during this reporting period and twenty-nine grievances between April 1<sup>st</sup> to June 31<sup>st</sup>. All were resolved to the Participant's satisfaction.

## **Conclusion of Program**

In closing, all Participants were thanked for choosing Elderplan FIDA and for traveling to participate in our FIDA PAC Townhall at our Isabella location. It was announced that the next meeting will be held at the same location on December 11.

Participants were asked 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. 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 the 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 an issues.

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

### **Lunch**

Members of the Elderplan panel and staff joined the participants for lunch. At the conclusion of the Town Hall meeting and lunch, all Participants were provided transportation safely back to their homes.