

# PARTICIPANT ADVISORY COMMITTEE

## PHP PAC VOLUNTEER PROGRAM



### WHAT IS THE PAC?

The PAC is the Participant Advisory Committee. It is a committee of volunteers representing the membership of Partners Health Plan as well as our Plan "Ombudsman". PHP is dedicated to providing quality services and supports, one way to achieve this is to stay connected to our members and their advocates. This committee is facilitated to ensure that our members have a voice and can provide important feedback. Information shared by PAC Members is meant to help the plan at large and steer us to improve as needed. Member-specific issues or personal needs should be discussed with your Care Manager directly.

### WHO CAN VOLUNTEER?

Committee members are volunteers and include either Plan Members or advocates of Plan Members (such as a parent or guardian).

### WHAT IS EXPECTED OF ME IF I VOLUNTEER?

Volunteers are asked to attend our quarterly PAC meetings (4x per year, Winter/Spring/Summer/Fall). Meetings can be done either in-person or virtually through use of your computer or phone and are about one hour in length. PHP Leadership will present various topics at each meeting, including information about enrollment, grievances and appeals, care coordination, quality initiatives and an open forum for comments. PAC members are provided with meeting dates in advance and are asked to RSVP. In addition, we may ask for feedback and ideas on various projects, innovations and strategic plans throughout the year. Contact on these issues can be made via phone, mail or email, based on preference.

### HOW CAN I VOLUNTEER AND WHAT HAPPENS NEXT?

We welcome volunteers at any time! You can volunteer by speaking to your Care Manager or by emailing or calling PHP's Community Relations Department ([mwatson@phpcares.org](mailto:mwatson@phpcares.org), 646-844-4020 ext. 1516). We can provide you with a welcome packet and the date of our next meeting!

[WWW.PHPCARES.ORG](http://WWW.PHPCARES.ORG)