

# PARTICIPANT ADVISORY COMMITTEE

PHP CARE COMPLETE FIDA-IDD (MEDICARE - MEDICAID PLAN)



PARTNERS  
HEALTH PLAN

## MEETING DATES | 2021

Thursday  
Mar 18, 4:00PM

Wednesday  
Jun 23, 4:00PM

Tuesday  
Sep 14, 4:00PM

Wednesday  
Dec 15, 4:00 PM

## 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 contacting us at [RSVP@phpcares.org](mailto:RSVP@phpcares.org) or 646-844-4020 ext. 1516

We can provide you with a welcome packet and the date of our next meeting!

For more information, visit [www.phpcares.org](http://www.phpcares.org) or call (855) 747-5483/TTY 711. 7 days a week, 8:00 AM - 8:00 PM

The State of New York has created a Participant Ombudsman Program called the Independent Consumer Advocacy Network (ICAN) to provide participants free, confidential assistance on any services offered by Partners Health Plan. ICAN may be reached toll-free at 1-844-614-8800 (TTY users call 711, then follow the prompts to dial 844-614-8800) or online at [icannys.org](http://icannys.org).

Partners Health Plan is a managed care plan that contracts with Medicare and the New York State Department of Health (Medicaid) to provide benefits to Participants through the Fully Integrated Duals Advantage for Individuals with Intellectual and Developmental Disabilities (FIDA-IDD) Demonstration.

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

H9869\_PAC Committee\_2021\_Approved