PARTICIPANT FEEDBACK MEETING
Meeting Minutes
4.21.21 @ 4:00pm | Via TEAMS (virtual)

In Attendance:
PHP Personnel
- Karleen Haines, Chief of Community Relations
  Joined 4/21/2021, 3:54:41 PM
- Stephan Deutsch, Chief Medical Officer
  Joined 4/21/2021, 3:57:08 PM
- Annrose Bacani, Director of Outreach & Enrollment
  Joined 4/21/2021, 3:57:40 PM
- Nick LaBruna, Outreach Associate
  Joined 4/21/2021, 3:58:14 PM
- Jennifer Rechner, Care Coordination Regional Director
  Joined 4/21/2021, 3:58:25 PM
- Premila Kumar, Chief of Quality Initiatives
  Joined 4/21/2021, 3:59:44 PM
- Lila Benayoun, Chief of Operations
  Joined 4/21/2021, 3:59:46 PM
- Renata Goldman, Care Coordination Regional Director
  Joined 4/21/2021, 4:00:26 PM
- Natalia McGarry, Care Coordination Senior Director
  Joined 4/21/2021, 4:01:00 PM
- Giselle Peter, Care Coordination Regional Director
  Joined 4/21/2021, 4:01:02 PM
- Diane Marrone, Chief of Care Coordination
  Joined 4/21/2021, 4:01:13 PM
- Kathleen Walsh, Director of Business Process
  Joined 4/21/2021, 4:01:39 PM
- Susan Wallach, Asst. Director Network Management
  Joined 4/21/2021, 4:03:15 PM

Members/Member Representatives
- Olivia Lashambae (Guest), family member/advocate
  Joined 4/21/2021, 3:54:41 PM
- Martha Carney (Guest), family member/advocate
  Joined 4/21/2021, 3:54:41 PM
- Edwina Cox (Guest), family member/advocate
  Joined 4/21/2021, 3:59:07 PM
- Tom McCabe (Guest), family member/advocate
  Joined 4/21/2021, 3:59:19 PM
- Anthony Hasan (Guest), PHP member
  Joined 4/21/2021, 4:01:04 PM
- Jeanette Reyes (Guest), family member/advocate
  Joined 4/21/2021, 4:01:04 PM
- Pam Parlakian (Guest), family member/advocate
  Joined 4/21/2021, 4:01:52 PM
- Linda Coull (Guest), family member/advocate
  Joined 4/21/2021, 4:02:12 PM
- Joanne Frerks (Guest), family member/advocate
  Joined 4/21/2021, 4:02:20 PM
- Barbara Hanning (Guest), family member/advocate
  Joined 4/21/2021, 4:03:20 PM
- Liz Corvi (Guest), family member/advocate
  Joined 4/21/2021, 4:06:36 PM
- Edward Eiseman (Guest), family member/advocate
  Joined 4/21/2021, 4:06:53 PM
- Linda Eiseman (Guest), family member/advocate
  Joined 4/21/2021, 4:06:53 PM
- Lynn Decker (Guest), FIDA-IDD Ombudsperson
  Joined 4/21/2021, 4:08:49 PM

Welcome and Thanks for Joining
- Karleen Haines, welcomed everyone to the meeting, explained how to mute and unmute audio; as well as quickly introduced the leadership team members present.

COVID-19 Update
- Updates were provided to the group by Premila Kumar, Diane Marrone, and Dr. Stephan Deutsch
- PHP shared that our highest COVID-19 positive cases and members lost, to date, occurred in April of 2020 (97 cases); There was a ‘second wave’ of positive cases among our membership in January of 2021, where an marked increase in cases was reported.
- Hospitalizations and deaths due to COVID-19 among our membership has decreased significantly with only 1 case reported in the month of March 2021.
- We reviewed geographic statistics for our coverage area. The breakdown of COVID-19 positive cases in our coverage area: 41% NYC 5 Burroughs, 40% Long Island, and 19% Lower Hudson Valley.
- Regarding vaccinations, leadership shared with the group that 57% of members living in the community (with family/independently) have received at least one dose; 75% of members living in group home/residential settings have received at least one dose; overall 69% of PHP FIDA plan members have started the vaccination process.
- PHP has worked diligently with Care Design NY and other community partners to obtain vaccine supplies to host several successful ‘pop up’ vaccine clinics through various locations and counties. This ensured supplies were made available specifically to our members and their caregivers.
- Leadership reminded the group that our website has a special site dedicated to the latest COVID-19 vaccine information. Meeting participants were also prompted to join our email subscriber list in order to receive newsletters and other informational blasts sent out by the plan.

Network Development & Provider Relations
- Susan Wallach, Asst. Director of Network Development, shared PHP’s progress in maintaining and supporting our growing network of DD and healthcare providers.
- PHP completed 2020 with more than 750 new providers & facilities to our network.
- Our 2021 Focus:
  - Contract with providers for more home-based services including: Mobile Radiology, Home Phlebotomy (Lab), Home Physician Groups
  - Adding new and updating I/DD Agency contracts
  - Launch a new Provider Engagement Program

Care Coordination
- Diane Marrone, Chief of Care Coordination, gave update on additional care coordination activities.
- Care Coordination continues to be delivered primarily through telehealth. Care teams have recently been provided a new face-time tool (Google Duo app).
- Face to face visits occurring on a limited basis when service delivery cannot be effectively completed remotely. Please contact your CM if you need a face-to-face visit.
- PHP has been hosting regional focus groups to gather information related to member needs around future planning. Many families have been concerned about this topic, including the difficult decisions and planning around the question: ‘what will happen to my loved one when I am no longer able to advocate for them’. Focus groups consisting of members, parents, and guardians are commencing to gather feedback for further review.

Messaging & Community Engagement
- Karleen Haines, Chief of Community Relations, reviewed PHP communications update.
- The plan sent notification to our membership at the start of the year, the name change of our transportation vendor from “Logisticare” to “Modivcare”.
- Reminder that our website has an updated section under the “Participants” tab title Member Health Library. Families can find various educational pamphlets and flyers there on important health and wellness topics, including Diabetes & You, Breast Cancer Screening, and High Blood Pressure.
- Reminder that families and members are welcome to join PHP as we host a series of free education sessions through the Learning Table. Topics have included Making sense of COVID-19 Vaccines and Keeping a Healthy Heart.
- PHP promoted subscribing to our email subscriber list by visiting our website https://www.phpcares.org/about/news/newsletters/.
- Upcoming Event: April 29 Film Preview, invitation through our colleagues at Care Design NY to view documentary film “3 Conversations in April”
Strategic Plan & Future Initiatives

- **Chief of Operations, Lila Benayoun** updated on a few strategic plan initiatives
- **SIP-PL**: A follow up meeting is being scheduled with the New York State Division of Budget (DOB) leadership, attended by the other emerging SIPs-PL.
- **Future Products**: PHP continues to explore the possibilities of introducing other Medicare products, such as a D-SNP or I-SNP and assessing the financial impacts and necessary resources to successfully launch these products. We are also reviewing the potential for geographic and membership expansion.
- **Telemedicine**: This service played a vital role during this pandemic as it saved many members from an unnecessary ER visit, thereby minimizing COVID exposure. This service is available to all of our members with approximately 75% currently covered by the service. We continue expansion efforts to ensure all PHP members have access to our telemedicine program.
- **PHP successfully transitioned to its new Pharmacy Benefit Manager (PBM) contract, effective January 1, 2021, with little to no member or provider abrasion. Our new PBM is “MedImpact” (formerly “PerformRX”).**

Open Forum

- **Family member (EC)** raised concern regarding her grandson and his medication approvals. She questioned if this was connected to the change in PHP’s pharmacy benefit manager (PBM) from PerformRx to MedImpact. Shared that there were several denials of a previous medication and as a result, a new medication needed to be started. Lila Benayoun, responded that the team (Operations & Care Management) would promptly look into the specifics of the situation to ensure that the plan was doing everything to support the member with any medication needs and clarify reasons for denials.
- **Family member (MC)** asked a question about PHP’s telemedicine program. Shared a scenario in which her son was home with her for a weekend visit (from a DD agency residential group home), which he often does. During a recent visit to her home, she had an urgent concern about a possible medication error on her part. Normally, she contacts the DD agency residential RN, though it took some time for that nurse to contact her back. She wondered if she could have used the PHP telemedicine line instead. Diane Marrone responded that advocates are welcome to utilize the telemedicine program or PHP’s 24/7 nurse advice line (number located on back of PHP ID card) at any time, even if member is not physically at the group home. Member is covered, as a PHP participant. Nurse advice line number was again shared with mother. Diane will revisit with the PHP leadership team, ways in which we can enhance education of our telemedicine program to families, specifically for visits home/holidays/vacations. In the chat window during the meeting, a graphic of the back of the PHP ID card was shared, along with the 24/7 Nursing Care hotline: 1-855-769-2507.
- **Family member (BH)** brought up concern regarding a question posed to her daughter during a recent annual IAM Assessment conversation. Care Manager posed a question regarding individual’s thoughts about future planning, including wishes around funeral arrangements. Parent mentioned that although the Care Manager was kind and upbeat, and although she understands that this may be good information to have on file, she was a bit taken back by the question at the time. She questioned if this is a new question on the IAM, since no one had asked that in previous IAM discussions and if OPWDD specifically added it to the assessment. Diane Marrone responded that future planning information has always been a part of the overall assessment, though strongly agreed that questions and the way that they are presented (to whom and when) are very important. Diane shared that the development of the IAM was a collective effort from many stakeholders and that care teams are subject to multiple trainings throughout the year on conducting an effective and sensitive IAM assessment. Diane Marrone and Natalia McGarry will touch-base with this particular Care Manager, in addition to reviewing training curriculums to ensure that they adequately address this issue and provide staff with the tools they need to support members/families through the IAM process.
Family Member (PP) mentioned that she recently completed extensive paperwork for the organization that supports his group home, to become his ‘standby guardian’ should anything happen to her. She stressed how important she feels it is to plan properly and map out what will happen in the future. It was shared that although the process was tough to get through, it was worth it for an added sense of comfort.

In response to our presentation on facilitating focus groups on ‘Future Planning’ with families; two family members volunteered to take part in focus groups in the future (EE and PP).

In response to our presentation on recruiting more participants for our PAC, parent (JR) volunteered to participate in PHP’s PAC (participant advisory committee) in the future.

Family member (LC) brought up concerns about her son experiencing difficulty in returning to day habilitation program when it opens up. Many individuals are now used to being home, instead of attending program throughout the day, due to COVID-19 closures. Routines will again be disrupted, with individuals possibly not wanting to leave the home. Diane Marrone shared that a meeting can be arranged with PHP care team and the DD day program provider to work together on this specific issue; circle of support can develop a plan on how to work with the individual and his comfort level on a possible phase-in return, and how best to approach this.

Meeting Closed

Meeting was closed by host, Karleen Haines, at 5:15pm

Reminder about the next Member Feedback Session date of JULY 13, 2021 at 4pm