Member Feedback Session
7.13.21 @ 4:00 PM
Via TEAMS

In Attendance:

PHP Staff:
- Diane Marrone, Chief of Care Coordination
- Karleen Haines, Chief of Community Relations *(meeting facilitator)*
- Kathleen Walsh, Director of Business Process
- Premila Kumar, Chief of Quality Initiatives
- Jennifer Rechner, Director of Care Coordination
- Natalia McGarry, Senior Director of Care Coordination
- Danielle Wiltsie, Director of Individuals, Families & Advocate Support
- Annrose Bacani, Director of Outreach and Enrollment
- Tracy Corraro, VP of Analytics & Informatics
- David Tanis, Provider Relations Account Manager
- Kerry Delaney, Partners Health Plan CEO
- Jim Moran, Care Design CEO

Plan Ombudsman:
- Lynn Decker

PHP Members / Self-Advocates:
- Ackeem Duggan

Family Members/Advocates:
- Steve Short
- Martha Carney
- Marianne Barbera
- Pamela Parlakian
- Germaine Scott
- Edwina Cox
- Domingo Nieves
- Suzanne Booth
- Barbara Hanning
- Barbara Rosenblum
- Ed Eiseman
- Isaura Santiago

Purpose of Member Feedback Sessions:

- Karleen Haines reviewed the goals of the Member Feedback Sessions, which provides plan updates and facilitates an open forum for members and their advocates. We are looking for feedback regarding participant care, services, input on quality improvement activities, and performance improvement projects.
- Today’s session will have updates on Care Coordination, Network Development, Strategic Planning, Advocacy Initiatives, and an Open Forum.
- We thank you all for your time and input and for volunteering your time.
  - The next All-Member Feedback Session: Thursday October 7th at 4 PM
  - The next Participant Advisory Committee: Tuesday September 14th at 4 PM
Covid-19 Update
➢ Premila Kumar reviewed the volume of COVID positive cases and unfortunate deaths among our membership. The two peaks/waves that we experienced were noted in April 2020 and Jan 2021. Currently there are no new PHP members who tested positive for Covid-19 and no members have passed away from Covid-19 since February.
➢ Currently 87% of PHP members have started the vaccination process (this is up from 50% from 3 months ago). 94% of PHP members living in certified residences (hardest hit from the pandemic), have started the vaccination process.
➢ There is a new incentive program ($10 CVS gift card) for members who received the vaccine. This is a thank you for getting the vaccine.

Care Coordination Update:
➢ Care Coordination continues to support members in need of receiving updated information about vaccines and how to schedule an appointment. CC staff will continue to follow up with members who have refused and will continue to provide additional supports/education, as needed. The plan will monitor the number of members who are partially vaccinated, totally vaccinated, and the number who have refused.
➢ There is a renewed focus on preventative care. This includes regular preventative medical check-ups on top of vaccinations. (Most routine check-ups were delayed/put off by many during the pandemic).
➢ There is an anticipation of a “return to normal” service delivery. Face to face visits can be done now upon request. If anyone has not personally seen their care manager face to face, and feels they need to at this point, please reach out to your care management team.
➢ A special Focus Group was developed and conducted related to future planning. We worked with Care Design and PHP members, and their advocates, on identifying areas in which members/advocates need more information and guidance on future planning (What will support look like for my loved one, when I am no longer able to direct their care). More outreach/work groups may occur down the line on further discussions/sub focus groups on this topic. Educational topics for PHP staff, members, and advocates for further education will follow.

Network Development & Provider Relations:
➢ 2021 Year to date, PHP has added 480 new providers to our network. This is compared to 750 all last year, so we are on a faster pace of growth.
➢ New focus on physicians who provide care in the homes, as well as lab work and radiology providers who come to the home.
➢ Focus for the remainder of the year:
   o Continue to add IDD providers and other health care providers.
   o Train new account managers in the Provider Relations department.
   o Move forward with provider engagement and education initiatives.

Strategic Plan Initiatives:
➢ Future Products: PHP has begun advocacy of moving the FIDA I/DD demonstration program to a permanent program as well as exploring the development of a DSNP (FIDE) I/DD specific plan offering. We continue to explore the possibilities of introducing other Medicare products, such as an I-SNP and assessing the financial impacts and necessary resources to successfully launch these products. Efforts continue in the development of an expansion and growth strategy plan to be presented at the September Board of Directors meeting.
Advocacy Initiatives:

- PHP has developed a new unit, titled “Member Relations & Advocacy Department” meant to:
  - Support positive member experiences.
  - Manage incoming complaints and compliments, track trends.
  - Facilitate advisory groups, and family/member feedback sessions, as well as education events.

- Karleen introduced Danielle Wiltse who has worked as the Director of Individuals, Families & Advocate Support at Care Design. Karleen and Danielle will work within this new department to track complaints, compliments, trends, etc., for the benefit of having more positive member experiences.

5.07 Forums and Feedback to OPWDD:

- PHP sent their collective response to OPWDD last week.
- This included our thoughts on how to support the workforce, self-direction, independence, use of technology, etc.

Kerry Delaney, PHPs CEO:

- Said a brief message and thanked everyone for attending, advocating, and providing feedback.

Participant Ombudsman: Lynn Decker had the following report and question:

- The issue with the helpline phone has been resolved. Members/advocates can reach Lynn or ICAN at:
  - Lynn Decker, ICAN Advocate
  - Ldecker@cidny.org
  - Direct phone: 646-442-4188
  - ICAN helpline: 844-614-8800

- Lynn discovered that the extended treatment unit at OPWDD’s Bernard Fineson Center (in Queens) is not in PHP’s network. Lynn was wondering if this is being worked on to get this facility in network. Diane responded that this is not specific to network contracting for PHP, as “extended treatment units” were carved out of the PHP benefit package. Service through this center is provided by fee for service funding and not under managed care membership. For the particular PHP member in question, proper alternative choices have been provided to support the individual with needed services. Lynn noted that this person is happy with the way PHP is helping them.

Open Forum:

- Family member MB: Is interested in joining the PAC meeting.
- Family member IS: Is interested in joining the PAC meeting. Happy to hear that new providers have been added to PHP’s network. Talked about how this population has suffered greatly during the pandemic. She is looking for an FI for her son though use of trust dollars, as well as losing 3 out of 4 long term caretakers. It also took 7 months to get her son vaccinated, but this occurred only after PHP stepped up and helped up with special vaccination clinics. She felt that we have lived up to the mission of Partners Health Plan with regards to the Covid-19 vaccinations. She expressed concern that a similar crisis “can happen again” and that the I/DD community will need to plan for “the next pandemic”. She further mentioned that she would like to see that PHP does continue to live up to its mission to serve this population, as OPWDD is looking to PHP to bring in the providers and services in order to take better care of individuals with special needs. As mother and caregiver, she is concerned that Aides hired by homecare agencies in general are not adequately trained on how to support individuals with I/DD and autism.
➢ Member AD spoke up and talked about his support for PHP. He said, “If it wasn’t for you guys, I wouldn’t be able to be live on my own, be independent”. He wanted to thank PHP in overall and mentioned his appreciation for several staff for their support to him and his personal growth.

➢ Karleen mentioned the “Member Health Library” on PHP’s website, which includes information for our members and families to access. You can access the information by visiting our website here https://www.phpcares.org/, go to the “Participants” Tab and select “Member Health Library”. Or utilize this direct link: https://www.phpcares.org/member-health-library.

➢ Karleen reminded everyone that PHP has a specialized telemedicine program for our members (in addition to the 24-hour nursing care hotline) to act as a virtual urgent care/emergency care center. This was a huge success to PHP members to minimize exposure in doctors’ offices and hospitals during the pandemic. Diane expanded on these benefits with this special telemedicine program with Station MD. PHP has collected data and information about this, which has been featured in some online articles, like this one: https://www.healthcareitnews.com/news/telehealth-tool-keep-people-disabilities-out-hospital

A question came up if the group homes are aware of this program. It was mentioned that there are many DD agencies with residential programs that participate in the PHP telemedicine program through StationMD. In addition, family members may be able to utilize the telemedicine program if their loved one (PHP member) is visiting their home on weekends for example. Parents were urged to lean on their Care Coordination team for support.

For more information about PHP’s telemedicine program for members, use the following link: https://www.phpcares.org/telemedicine/.

Meeting Close:

Karleen Haines closed the meeting at 5:15pm

End of Report