

## **SUMMARY – December 7, 2017**

### **Participant Advisory Committee (PAC)**

GuildNet convened its final 2017 Participant Advisory Committee (PAC) meeting on December 7, 2017 at Lighthouse Guild headquarters in New York City. Three members attended in-person and four participants participated telephonically, in addition to GuildNet staff and the ICAN Ombudsman (Sara Chappell). GuildNet's Premila Kumar, AVP Population Health Management, was the guest speaker.

### **Updates on Programs/Services/Enrollment/Grievances**

Portia McCormack, AVP Clinical Support, Case Management welcomed and thanked everyone for participating. She provided an update on GuildNet's FIDA enrollment, grievances and appeals and shared the following information:

- GuildNet's FIDA program has withdrawn from Nassau county effective January 1, 2018.
- In NYC, GuildNet has 466 FIDA participants.
- This year GuildNet launched a team of FIDA and GuildNet Gold specialty case managers just focused on FIDA and GuildNet Gold.

Ms. McCormack noted that year-end is a good time of year for participants to think about their services, health screenings that participants may have undergone this past year, including breast cancer and colorectal screenings, and review of medications. Participants are encouraged to discuss medication reconciliation with their doctors and case managers.

Preventive care, including vision exams and flu shots, are also important and she introduced the guest speaker, *Premila Kumar, AVP Population Health Management*, to share information with participants.

## Preventive Care

### **Vision Care**

- We want to make sure all GuildNet participants get vision exams.
- GuildNet has new technology--a camera to help evaluate our participants' vision. The Fundus handheld camera, which takes a picture of the eye, can look into the back of eye to see if any issues exist, such as with cardiovascular issues, diabetes, blood pressure, and other indicators of an underlying health issue.
- If you need additional support with vision care, we can connect you with Lighthouse Guild's Health Center Eye Clinic. The optometrist there will read the eye photo and do a report. The Clinic will follow up with you, if needed, to ensure there is a full comprehensive eye exam.
- We can schedule the appointment for you with the eye clinic.
- If you prefer, we have contracts with licensed optometrists to visit you in your home who can perform a full eye exam as well.

### **Flu Shots**

If you have not already had a flu shot, it is important to get one at this time of year. Everyone has heard about flu season on TV, at your local drug store, and from your care manager and hopefully your doctor. GuildNet is giving participants a gift card for \$10 once you receive the flu shot. **Please get your flu shot and we will send you a form to get a \$10 CVS gift card.**

### **ICAN Ombudsman (Independent Consumer Advocacy Network)**

*Sarah Chappell, Esq., Health Care Advocate, Center for Independence of the Disabled NY (CIDNY)*

ICAN's Ombudsman in NYC, Sarah Chappell, briefed members about ICAN's support. She responds to participants in all 5 boroughs. ICAN is a statewide network of advocates who help people who receive long term care services through New York's managed care plans including Fully Integrated Dual Advantage (FIDA) or Managed Long Term Care (MLTC).

Participants can call with any problems they need assistance with, including fair hearings, personal care issues, DME issues or any other questions.

**The ICAN help line, which is staffed all week long, can be reached at:**

**844-614-8800**

Assistance is free of charge and completely confidential.

### **FIDA Participant Feedback**

A few participants had comments:

#### *Doctor confusion over FIDA billing:*

GuildNet's FIDA plan is unique—it is the only FIDA plan in NY that does not require participants to go to an in-network doctor. Participants can continue to use their long time doctors. When making the decision to allow participants to continue to see their own doctors, GuildNet never anticipated it would confuse doctors. Yet, participants commented on how their doctors do not recognize the GuildNet FIDA plan.

- If participants have problems with a doctor, GuildNet has a letter that explains to the doctor that they do not have to have a contract or be in-network with GuildNet FIDA. Doctors can simply send their bill to Emblem and they will be paid the Medicare rate.
- GuildNet recommended that participants experiencing this problem call their case manager, who will present the issue to provider relations. Provider relations will call the physician office and GuildNet staff may even pay a visit to the doctor's office to clarify. If the GuildNet participant is already at the doctor's office when this happens, do not leave the doctor's office—call us and we can help you.
- Joselyn Salazar, Director of Marketing, explained that when notified about doctors not understanding FIDA, the GuildNet team will go out to meet the doctor and explain the FIDA plan and billing process with Emblem.

- Michael McHugh, Director, FIDA Case Management, also asked participants to please let their case manager know when seeing a doctor for the first time and they will check to see if the doctor is in-network. If the doctor is not in-network, GuildNet will reach out and explain FIDA before the participant's appointment.

*Delays at Doctor's Office and Aide Needs to Leave:* Another participant comment was how, when an aide accompanies the participant to their doctor's office, the aide has to leave because they will not get paid overtime.

- It was recommended that participants try to schedule doctors' appointments earlier in the day during the aide's shift.
- If it is not possible to get an earlier appointment, speak to your case manager.
- Ms. McCormack and Mr. McHugh encouraged participants to let their case managers know their needs. The FIDA Care Management team is working hard to meet individual needs. In New York State, FIDA participants have a lot of benefits and protections available. When a participant is re-assessed, we meet with participants and make sure the services match their needs.
- Participants can also participate in planning their care and discuss what services are needed to keep the participant in the community, whether it is home care, Adult Day Health Care, or the need for more skilled care such as an RN visit, physical therapist, or speech therapist.
- GuildNet wants its FIDA team meetings with participants to be collaborative.
- All service requests are reviewed and if the participant is not in agreement, you can ask for a Fair Hearing. At Fair Hearings, you present information, we present information, and an Administrative Law Judge (ALJ) helps us arrive at a compromise.
- Consumer protections are important and taken seriously. Always let your case manager know what you think so we can work together in a collaborative way to meet your needs.

- **The next meeting of the GuildNet Participant Advisory Committee (PAC) is scheduled for Thursday, March 8, from 2:00 to 3:30 p.m.**