

## SUMMARY – June 7, 2018

### FIDA Participant Advisory Committee (PAC)

GuildNet convened its quarterly 2018 meeting/call of the Participant Advisory Committee (PAC) on June 7, 2018. Eight participants joined telephonically, in addition to GuildNet staff and the ICAN Ombudsman (Sara Chappell).

#### Updates on Enrollment/Grievances/Appeals

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

- **Enrollment:** GuildNet has 429 FIDA participants in NYC as of June 1.
- **Grievances:** We take your feedback very seriously. When you report dissatisfaction to your care manager, we record this feedback as a grievance.
  - 14 resolved same day grievances were received since the last meeting. “Same day” means if a participants calls in with an issue, we try to fix it in the same day. These grievances were related to home care workers coming in late or calling in absent.
  - 32 non-same day grievances were received. Several grievances were related to pharmacy issues. GuildNet partners with Emblem on the Medicare/pharmacy benefit. Pharmacy issues included the card not working or being processed. GuildNet works closely with Emblem and pharmacies to have these issues resolved as soon as possible.
- **Appeals:** Seven appeals were processed. Participants appealed requests for specific services. Six participants asked for increases in home care aide hours and one asked for a specific DME item. Of seven appeals, three decisions were reversed and granted and three were partially reversed, which means GuildNet came to an agreement with the participant/family; the DME denial was upheld—it was agreed it was not a medical necessary item.

#### Update on Programs and Services

In order to provide more focused service, GuildNet has dedicated FIDA care teams

- Our FIDA duals care teams are led by Michael McHugh. GuildNet encourages participants to call with any questions and/or comments about their GuildNet Gold Plus FIDA services.

- Michael McHugh emphasized that customer satisfaction is very important to the GuildNet FIDA team. When participants call, they should expect to get customer service and to be connected with the right person---member services, their care manager, and/or a social worker. If at any time participants are not happy with our customer service, Michael invited to them to call him at the 800 number. GuildNet also has 3 specialty care management teams: Palliative, Intensive Case Management and Long Term Nursing Home who work with FIDA members with those specific care needs.

## **New GuildNet Logo/Member Card**

Joselyn Salazar, Director, Marketing, mentioned the new GuildNet logo, which participants will see in latest GuildNet newsletter. Participants can expect to receive new membership cards by January 2019.

## **GuildNet Gold Plus/FIDA Rewards**

In an effort to help participants take good care of their health through prevention efforts, GuildNet sent FIDA participants information about the GuildNet Gold Plus FIDA Rewards program, "Passport to Good Health."

Premila Kumar, Vice President, Population Health Management/Quality Assurance Performance Improvement, described the GuildNet Gold Plus FIDA Rewards for members. With the Passport to Good Health, FIDA participants are eligible to receive rewards up to \$110 total on a CVS gift card for completing all requirements, which include:

- **Visiting Primary Care Provider (PCP) twice per year** – doctor must verify on form provided to participants, who will receive gift card with \$15 for one PCP visits/\$30 for two visits.
- **Advance Care Planning** - Additional \$15 added to gift card if participant discusses advance care planning with doctor. Doctor must indicate in writing that you had a discussion about advance care planning.
- **Eye exam** - \$20 gift card
- **Flu vaccine** - \$10 gift card
- **Colonoscopy** - \$15 card
- **Mammography** - \$10 card
- **Diabetes screening** - \$10 card

If FIDA participants did not receive the Passport to Good Health, Premila urged them to please let their care manager know.

## **Telehealth Program**

Another important GuildNet program is the Telehealth program for FIDA participants with diabetes, heart failure or chronic obstructive pulmonary disease (COPD). If you have difficulty managing health, have been hospitalized multiple times, or if blood sugar is frequently high or low you can participate in the GuildNet Telehealth program. GuildNet will provide a glucometer, weighing scale and/or a blood pressure monitor as needed. Information from the glucometer, scale or blood pressure monitor is transmitted to a nurse, who will read the data in real time. If your blood sugar is very high, the nurse will follow-up and call to find out why the blood sugar is high and provide additional education on Diabetes care. When you are discharged from the hospital with Heart Failure you may be eligible to join the Telehealth program and get a scale and blood pressure monitor which will help you to keep track of any weight gain or increase in blood pressure. The weight measurements will be sent to a nurse, who will work with the member's care manager and/or doctor if there is a consistent increase in weight. Participants can speak to their care managers to get this exciting program.

## **Participant Feedback/Issues**

1. Participant's daughter cited frequent changes to home care vendors/aides and dissatisfaction with dental care. FIDA team Director Michael McHugh described other options such as CDPAS and SDC as alternatives to current aide service. Michael promised to share dissatisfaction with dental services with provider relations and initiate a formal grievance.
2. Another participant was uncomfortable with aide; FIDA case management offered to follow-up.
3. A family member representing participant who was very sick, in ICU, but made it home after rehab. She thanked GuildNet and her wonderful care manager for organizing and helping her recover and return home.
4. Another family member commented on the great benefit of OTC card.

## **ICAN Ombudsman**

Sarah Chappell, ICAN Ombudsman, reminded participants that if anyone has any issues with the plan, related to grievances or wants advice on services denied or reduced, please give the ICAN help line a call. Confidential assistance/advice is provided and the number is: 1-844-614-8800.

- The next meeting is telephonic and scheduled for September 13 from 2:00 – 3:30 p.m.