

SUMMARY – March 8, 2018

Participant Advisory Committee (PAC)

GuildNet convened its first 2018 meeting/call of the Participant Advisory Committee (PAC) on March 8, 2018. Four participants joined 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 has 456 FIDA participants in NYC.
- GuildNet encourages FIDA participants to tell us about issues or dissatisfaction they might have with services. GuildNet records all grievances and reports on a quarterly basis to DOH.
- For the first quarter there were 5 grievances.
- We research the grievances and provide feedback to the providers. Most of the grievances are related to transportation or home care.
- GuildNet had 116 service requests, which were all resolved.
- There were 6 appeals not in favor of the requests made.

After Ms. McCormack's report, a participant raised an issue:

- The participant has a problem with Access-A-Ride not allowing the home health aide to travel on its bus. Ms. McCormack indicated that GuildNet would look into providing a letter to Access-A-Ride.

- Ms. McCormack also encouraged participants to register with Access-A-Ride to go to social appointments and other activities.
- *Joselyn Salazar, Director, Marketing*, reviewed the recently mailed GuildNet appreciation letter which thanked participants for their membership in our plans and assured GuildNet's continued operation in New York City.

Premila Kumar, AVP Population Health Management, shared information with participants about Diabetes Education and other preventive care services.

- GuildNet offers a Diabetes Education and Management Program with Certified Diabetes Educators who can help members manage their Diabetes. Education is provided telephonically or in person at the Bendheim Center for Diabetes Care at the Lighthouse Guild Health Center.
- Ms. Kumar encouraged participants to follow up with their doctor and get tested for important screenings and to review their medications when they visit their doctor. Also, it is important for participants to get an annual eye exam so that vision issues and other conditions can be addressed.
- Regular eye exams can help detect eye conditions early especially when you have diabetes and hypertension.
- GuildNet has a Vision Screening Program where members can receive a vision screening in their home. GuildNet has a Fundus camera for participants who cannot make an in-person visit to the eye doctor; GuildNet can check your vision at home and have an optometrist follow-up.
- Make sure you receive the flu vaccination. Talk to your doctor about this vaccination and other resources to keep you healthy.

Corinne Beveridge, Director, Medicare Services, discussed the new Medicare card that eliminates the Social Security number to prevent identity theft.

Participant Reminders

- Case managers are working with participants to schedule their annual wellness visits. Participants are encouraged to make sure to review medications and to be updated to date on vaccinations. It is not too late to get a flu shot!
- Participants were also reminded to complete a health care proxy form, which authorize a representative to make health care decisions when a person is not able to speak for themselves. With a health proxy form, participants can designate someone they trust to be the proxy.

Member Questions/Feedback

- One participant shared with the others how she wished her brother, who recently passed away, had a health proxy form.
- A participant asked if they need to complete a new health proxy form. It is not necessary to sign a new health proxy unless the participant is making changes.
- Another participant had questions about dental coverage and Portia will follow-up.

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

ICAN can be reached at 844-614-8800. Assistance is free of charge and completely confidential.

- **The next meeting of the GuildNet Participant Advisory Committee (PAC) is scheduled for Thursday, June 7, from 2:00 to 3:30 p.m.**