

SUMMARY –September 13, 2018

FIDA Participant Advisory Committee (PAC)

GuildNet convened its quarterly 2018 meeting/call of the FIDA Participant Advisory Committee (PAC) on September 13, 2018. Three participants joined telephonically, in addition to GuildNet/Lighthouse Guild staff and the ICAN Ombudsman (Lynn Decker).

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:** There are 430 Gold Plus FIDA enrollees.
- **Grievances:** Six grievances were reported; all with same day resolution. The reasons for dissatisfaction were home care and transportation related, e.g. lateness of the aide, the aide not having ID, and late transportation pick-up, which is challenging within NYC due to frequently changing traffic conditions.
- **Appeals:** GuildNet had 1 appeal related to a reduction in service. Two medical directors reviewed the appeal and it was upheld. The family member was satisfied that they would be able to manage with the change.

Update on Programs and Services

Michael McHugh, Director of the FIDA Care Management team, reviewed a few additional services with FIDA members:

- An OTC card is available to you. If you never received or lost the card and have questions about how to use the card, please let us know and we can have case manager reach out to you.
- Flu season is starting. It is really important to schedule your flu vaccination.
- Also other preventive screenings such as mammogram, colonoscopy, and other preventive screenings can be scheduled. Your care manager can help you schedule.
- Rewards program: GuildNet pays you with a gift card for getting your screenings. If you have questions about rewards please let us know and staff from Population Health can help explain the rewards program in more detail.

ICAN Ombudsman Update:

Lynn Decker, representing the ICAN Ombudsman, reviewed the ICAN Network of agencies (Independent Living Centers) that can assist people with navigating the world of public benefits and managed care. ICAN is contracted with NY State Department of Health to provide free advocacy for members. ICAN can be reached at 844-614-8800.

Lighthouse Guild Programs and Services:

Karen Wish, Chief Marketing and Development Officer for Lighthouse Guild International (LGI), reviewed LGI's specialty programs. Located at 64th and West End Avenue, LGI focuses on addressing and preventing vision loss related to health conditions.

- LGI has a health center that provides a full range of health care services, physical and occupational therapy.
- One complication of diabetes is vision loss—diabetic retinopathy. LGI's Center for Diabetes Services is an ADA Accredited self-management education program, with nutritional counseling, support groups and endocrinology.
- LGI also has low vision optometrists on staff. Low vision occurs when your eyesight cannot be corrected with ordinary glasses or corrective lens or medication. Lighthouse Guild can provide patients with devices and programmatic support that help people to live independent lives.
- Lighthouse Guild offers vocational rehabilitation for people experiencing visual loss, as well as career services and college preparation services. The goal is to ensure that if someone is experiencing vision loss, they can continue to live comfortably and independently in the community.
- Lighthouse Guild operates the only clinic in the United States for people dealing with the effects of vision loss. We also provide behavioral health services to people regardless of their vision. Services include individual, group, couples and family psychotherapy, medication and mental health day treatment. Parent support groups, which are organized by the specific vision condition and professionally moderated, provide parents with information and a forum to discuss resources available to help their blind and visually children.
- LGI sponsors a scholarship program to help outstanding legally blind high school students from across the country attend college. Our graduate school scholarship supports students pursuing or seeking a degree after college.

Other Lighthouse Guild programs and services include:

- Comprehensive Adult Day Health Care in Albany, Buffalo, Niagara Falls, and at 64th West End Avenue in Manhattan. Recently, Lighthouse Guild hosted open houses in Buffalo and Niagara Falls to provide veterans with information about these programs. Professional training program, which works with health professionals and school teachers to educate them about Low Vision and how to refer potential clients.

- Lighthouse Guild also focuses on research that aims to translate scientific findings into useful functions/tools that serve the blind and visually impaired.

Participant Feedback/Issues

1. One family caregiver discussed his mother's loss of hearing and delays in getting hearing aids. Michael McHugh offered to speak with him off-line to assist in resolving the issue.
2. There was a question about the OTC card and what it covers. One family member mentioned that some items are covered and others are not. The participant asked if a more specific list exists as to what is covered when paying for items.

Michael McHugh noted there is an OTC application on smartphones that allows the user to take a photo of the bar code to see if an item is eligible. He offered to speak off-line with the family member to provide additional details.

**The next meeting is telephonic and scheduled for Thursday,
December 6, 2018 from 2:00 – 3:30 p.m. at (866) 640-4044 Code: 304154**