What is a CHC Participant Advisory Committee (PAC)?
All Community HealthChoices (CHC) plans offer the chance to join a group of fellow participants, caregivers and healthcare professionals called a Participant Advisory Committee (PAC). PACs give a voice to needs and concerns of participants in CHC plans by letting members give advice and share experiences. All CHC plans must have a PAC in each of the five CHC zones across the state. PAC meetings are held every three months.

How Can I Be Part of a CHC PAC?
Contact your CHC plan to apply or see CARIE’s other CHC PAC fact sheets for more information. CHC plans chose PAC members and, if needed, will help members attend meetings.

What Happens at PAC Meetings?
CHC plans report on the following: any updates or proposed plan changes; the number and nature of complaints made to the CHC plan; any quality improvement proposals; and, the minutes of the previous PAC meeting. Meeting minutes are shared with the public.

PAC members can ask questions and share concerns about topics related to services, quality of life, and CHC plan issues. Your advocacy at meetings helps improve CHC for all.

Tips for Preparing for a PAC Meeting:
If you are a PAC member, preparing ahead of time can help you be more effective in sharing your thoughts. Here are some tips to create an advocacy plan:

1. Be clear with what you want to say. Think about:
   - Good: What worked well? Who/what should be recognized?
   - Bad: What went wrong? If there is more than one problem, try breaking it down. Focus on what is most important to you and have that addressed first.

2. Set a goal: What would you like addressed first? What can wait to be addressed over time? What would be a good outcome for you?

3. Gather documents: Gather plan information and other documents to support your message. Bring any notes such as from your Advocacy Journal.

4. Know your rights. Here are a few:
   - You have the right to file a complaint at any time and for any reason.
   - You have the right to appeal any loss or denial of services.
   - If you are not happy with your CHC plan, you can change plans at any time.
   - Call CARIE at 1-800-356-3606 for help with CHC or Medicare.