PARTICIPANT ADVISORY COMMITTEE (PAC)

Keystone First CHC/AmeriHealth Caritas PA CHC
FACT SHEET

Keystone First CHC/AmeriHealth Caritas PA CHC
PAC Contact Information*:
Maritza Padua
Community Outreach Program Manager
(267) 532-8332
mpadua@keystonefirstpa.com

Or contact Participant Services at:
Keystone First CHC at 1-855-332-0729
(TTY 1-855-235-4976), www.keystonefirstchc.com

AmeriHealth Caritas PA CHC Participant Services at
1-855-235-5115

*Keystone First CHC covers Southeast PA and AmeriHealth Caritas PA CHC covers the rest of the state.

Here are responses from a survey sent to Keystone First CHC/AmeriHealth Caritas about its PAC.

Where are PAC meetings held?
Locations vary in the Southwest and Southeast based on PAC participant feedback.

How often do PAC meetings meet?
Once every three months.

Is information about PACs in languages other than English?
Yes, if requested.

Can I attend a PAC if I am not a member?
No, meetings are only open to members and their caregivers or attendants.

Are there term limits for PAC members?
There are no established term limits.

How many people can serve on a PAC?
There are caps on PAC size. Group size varies between the Southwest and Southeast.
**How can I apply for the PAC?**
Call Keystone First CHC Participant Services at 1-855-332-0729 (TTY 1-855-235-4976) or AmeriHealth CHC at 1-855-235-5115 (TTY 1-855-235-5112) or contact Maritza Padua (contact info listed at top of other side).

**What happens after I apply?**
Keystone First CHC/AmeriHealth CHC will reach out to applicants that express an interest in joining the PAC. The goal and objectives of the PAC would be reviewed with applicants; there is no formal interview process. If the PAC is full, applicants will be placed on a waitlist and will be contacted if there is a vacancy.

**Will Keystone First CHC/AmeriHealth CHC help me with getting to the PAC?**
Yes, transportation can be coordinated.

**Are minority populations and/or participants with limited English proficiency (LEP) represented on the PAC?**
Yes.

**What is the best way for me or my family to provide feedback if I am not able or want to join a PAC?**
Participants can always provide feedback to their service coordinator, call the participant call center, speak with a Community Outreach manager, ask to speak with a supervisor or the PAC chair or co-chair.
Any comments can be shared in person, by phone or in writing.