Here are responses from a survey sent to UPMC CHC about its PAC.

**Where are PAC meetings held?**
In the Southwest: Cumberland Woods Village, 700 Cumberland Woods Dr., Allison Park, PA 15101.

In the Southeast: Center in the Park, 5818 Germantown Ave., Philadelphia, PA 19144.

**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, PAC meetings are closed to the public. Caregivers and participants are welcome to attend with their care recipient or caregiver, if the caregiver or participant are admitted PAC members. However, if an attendee is not a PAC member, UPMC CHC asks that they remain professional and respectful of the meeting in occurrence. UPMC CHC tries to have a full representation on the PAC of all individuals involved in the UPMC CHC program.

**Are there term limits for PAC members?**
Participants should expect to serve on the committee for one year, with the option to extend to two years.
How many people can serve on a PAC?
While there is no cap on membership, it is important to maintain a manageable number of members to help enhance direct conversation and feedback. UPMC CHC will always have PAC members be representative of their participant population, however there is also room for providers and caregivers.

How can I apply for the PAC?
Prospective applicants can apply online at https://www.upmchealthplan.com/onlineforms/chc-participant-advisory-committee.aspx or by contacting UPMC CHC Participant Services at 1-844-833-0523 (TTY 711).

What happens after I apply?
Once an application is received, a staff member of UPMC CHC will reach out and discuss the interest in becoming a PAC member. Depending on time of year (onboarding typically occurs in the spring), and vacancies on each PAC, there will be a scheduled phone interview.

Will UPMC CHC help me with getting to the PAC?
Yes. For their participant population, they offer the option of providing transportation in full. If a participant prefers to drive themselves, UPMC CHC will reimburse for mileage expenses. UPMC CHC will also reimburse caregivers for mileage expenses if they are not traveling with their care recipient.

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 to or want to join a PAC?
Please feel free to contact Participants Services 1-844-833-0523 (TTY 711) or email questions and concerns to CHCparticipant@upmc.edu.

Additional Information:
The purpose of the PAC is to establish a participant-led forum which provides guidance and support to UPMC in its ongoing implementation and improvement of CHC. Information obtained through the PAC is critical in the development, implementation and refinement of effective participant and provider education, outreach programs, services, resources and means of communication. UPMC CHC’s primary goal is to respect participants’ choices and improve their quality of life by incorporating their suggestions into their policies and procedures for providing services.

UPMC CHC also hold Participant Forums throughout service zones that are open to participants who are not members of the PAC. UPMC CHC participants will receive an invitation when a Participant Forum is scheduled in their area.