**CRC Advisory Minutes**

6/13/19

**Present:** Elena Chace,Jessica Clark, Brianne Edwardsberry, Ellen Forman, Eric Hanson, Dorene Kyando, Kalina Sebeva, Martha Southworth, Sarah Taddei, Bianca Viazzoli

**Excused:**

**Advisory members’ action steps/follow-up requests:**

* **Please share minutes in full or in part as you deem appropriate.**
* **Before next meeting please ask if your team has any feedback, questions, project ideas, resource sharing or topic suggestions for staff meeting review.**
* **Special request- collecting stories:** have you heard of transportation brokers threatening to patients if they’ve made PT-1 reservation with too short notice? (This should **not** be happening if the appointment is urgent and the patient had less than 3 business days’ notice of appointment.) Please let Ellen know!

**Next meeting: Sept 12, 12-1, SS Conference room**

***Style note****- Agenda in black text; discussion, further information and tasks in* ***purple****.*

* **Welcome our new Oncology Resource Specialist Bianca Viazzoli** (started 6/10). She is now accepting referrals (reminder to place Epic referral to ensure our work is captured.)
* **Welcome Kalina Sebeva from ID Clinic** (taking over for Melanie Cohn-Hopwood – new Trans Health clinic is now on Thursdays.)
* We’re delighted that **Dorene Kyando** is with us again this summer.Will be helping to update some of our resource lists.
* **Transition planning**- membership rotation is due in September (2 year term; staggered - roughly half of membership rotates each year). **Big thanks to those who stayed on this year to offer continuity (Eric, Martha, Melanie).** Please recruit a replacement from your team and let Ellen know.
* **Selected Updates**
  + MLRI [**ConnectorCare Advocacy Guide**](https://www.masslegalservices.org/content/connectorcare-advocacy-guide) (new guide)
  + Updated [**How to Find a Therapist**](http://healthcare.partners.org/ss/ssframebottom/policymanuals/How_to_Find_a_Therapist-Single_Document_Rev4-19.pdf) and [**Spanish version**](http://healthcare.partners.org/ss/ssframebottom/policymanuals/How_to_Find_a_Therapist-Single_Document_Rev4-19-SPANISH.pdf)
  + [**Immigration Clinics and Lawyers**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Legal/Immigration_Clinics_and_Lawyers.docx) list
  + Updated [**Non-Citizens: Know Your Rights**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/SpecificPopulations/SP_Immigrants_Prms_Undoc/Non-Citizens_Know_Your_Rights_Handout.pdf) patient handout
  + New Kids Express **book lists for families with children**- [Coping with **Cancer**](http://healthcare.partners.org/ss/ssframebottom/staffresources/For%20Staff/KidsExpressBooklist-Cancer.docx) and [Coping with **Death/Grief**](http://healthcare.partners.org/ss/ssframebottom/staffresources/For%20Staff/KidsExpressBooklist-Death.docx) (Lauren DeMarco)
  + **Food**- Local Access to Food List [Adult](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/Nutrition/Local%20Access%20to%20Food_Adult.docx) **|** [Pedi](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/Nutrition/Local%20Access%20to%20Food_Ped.docx)
  + Webpage update: [Brain Injury page](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/SpecificPopulations/SP_Chronic%20Illness_Brain.html)

**Team feedback, questions, project ideas and/or resource sharing?**

* **Homeless resources handout-** some on team are interested in using it.Includes more detailed info than standard housing list- such as details about when to line up for a bed (important for d/c planning), includes day shelter and food resources. Tension between readability/plain language guidelines and keeping handout to one double-sided page. Too many pages are overwhelming – may be refused or lost. **Ellen to convene a task group** to discuss further- Sarah and Briana volunteered. Suggestion to also ask Cassidy- used to work for Boston Health Care for the Homeless Program (BHCHP). Lindsey Krenzle had initially brought to Ellen’s attention as was also considering options. ACT team – Sam Ciarocco may be additional resource. BHCHP also going to Blake 11 on weekly basis to meet pts. – Pat C.- also seek her input.
* **211 Help Steps App**- **CRC** to investigate further; consider newsletter article
* **Mindfulness**-**based Apps**- create a list? We have one- from our website index: Mindfulness- see [Sample Meditation Apps handout](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Health%20&%20Illness/meditation-apps.pdf). Suggestion to review/consider including Harvard phone-line that offers guided meditations. **CRC to review**

**Seeking Feedback**

* **Spaulding Rehab tour-** level of interest?Yes- modest interest
* **Boston Healthcare for the Homeless-** interest in having them present at staff meeting? Yes- more robust interest. Noted it is hard to find them/use their site. Would be helpful to know how to reach and how they can help.

**Updates, Reminders, Highlights**

* **McInnis House tour yesterday.** Random tips/notes: official position is that they do **not** have capacity to offer permanent housing advocacy; but they do what they can. Harm reduction model- don’t require sobriety. They give Narcan to anyone who wants it. Offer suboxone inpatient; do not have a methadone license- but do transport. Staffing- RNs 24/7; PAs and NPs daily. MDs available a couple of times a week or on call. Pts. must be independent with ADLs. They distribute meds, but pts must be able to self-administer. No insurance or citizenship requirements. Outpatient dental clinic onsite. Outpatient safe space for people who are using- not supervised injection, but people can go there after they’ve used. Can voucher outpatient meds (but must have BHCHP PCP).
* **MassHealth LICSW Registration Requirement confirmation letter** - thanks to those who responded to mini poll. Many of you who responded did not get a confirmation letter. Want to confirm registration was received? email request to check status to [PEC@maximus.com](mailto:PEC@maximus.com); include your name and your NPI, Application Tracking Number (ATN) **OR** SSN.
* **PT-1 Consumer Web Portal (CWP) update – in flux.** 
  + **Provider approval issues-** may be bugs or may differ from what described in training. Seems to only retain most recent provider approval – no list of previously approved providers among other issues. Awaiting response from MassHealth Customer Service
  + **Wheelchairs-** when indicate patient (or escort) will be using a w/c a new field asking for w/c dimensions opens- required field. Pts. may not know dimensions. Advise caution in entering standard dimensions unless we know it is a standard wheelchair- don’t want them to arrive with a vehicle that can’t accommodate w/c. Awaiting response from Customer Service- is there a way to enter that information later once dimensions are confirmed to avoid delay?
* **Veteran’s benefits -** Elena attended training, major revision of our [Veterans webpage](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/SpecificPopulations/SP_Veterans.html) – see **accompanying handout** for this group’s reference (not a pt handout)- will create patient handout. (Elena reviewed in detail in meeting.)
* **Resource Highlight: Massachusetts Defense for Eviction (MADE)** **is a free, self-guided online interview for tenants facing eviction and who have already received a court summons**. MADE was developed by lawyers at Greater Boston Legal Services and is based on vetted forms created by the Massachusetts Law Reform Institute. It uses questions in plain language to help tenants prepare seven forms needed to defend against an eviction in court.

MADE can be accessed from anywhere in Massachusetts on a computer or cell phone, which allows tenants with limited income or job flexibility avoid costly trips to legal aid. Instead of getting a referral and sitting through a 4 hour legal clinic, tenants can use the MADE site to complete the interview at home or at a social service agency in an estimated 25 to 90 minutes. Tenants who do come to legal aid for scheduled clinics can work at their own pace and get help as needed.

**Tenants will need access to a printer** to bring completed forms to court. They may be able to print the finished interview at a local [Court Service Center.](https://www.mass.gov/service-details/learn-about-court-service-centers)

Currently 25% of tenants don't show up for their eviction hearing. **MADE also reminds tenants of key deadlines in the court process by text and email.**

Currently available in English and Spanish. For more information, see <https://gbls.org/MADE>

* **MassHealth Reimbursement for using one's own vehicle (question in staff meeting after discussion of PT-1 and public transport reimbursement) - costs for using one's own vehicle are no longer reimbursed except in "exceptional circumstances".** 
  + Exceptional circumstances require that **NEITHER public transportation nor other forms of MassHealth transportation** (such as dial-a-ride or taxi through a **PT-1**), **are available or appropriate.**
  + See regulations at [130 CMR 407.411 (E) (3)](https://www.mass.gov/files/documents/2017/09/29/130cmr407.pdf) for more detail on public transit “availability”
  + If seeking reimbursement for personal vehicle expenses follow same procedure for public transit reimbursement (documentation that was to a MassHealth covered medical service including the address, receipts), additionally must include documentation to support the request for an exception due to "exceptional circumstances".

**Next Meeting: Thursday September 12,** 12-1,SS Conference Room