

Meaningful Consumer Engagement Webinar Series

Webinar #2: Member Meetings

Date: June 11, 2014, 2-3pm ET

CONSUMER ENGAGEMENT WEBINAR SERIES

Webinar Questions

Engagement and General Information

Q: Does Commonwealth Care Alliance (CCA) pay Personal Care Assistants (PCAs) to attend meetings?

A: If a member would like to attend the meeting with his/her PCA, s/he is welcome to bring the PCA, as long as the PCA is scheduled to work during that time or has agreed to adjust their schedule in order to attend the meeting. The PCA is therefore being paid for the same number of hours s/he would ordinarily be paid, whether being at the meeting or at the member's home.

Q: Do you allow non-members, prospective members to attend? Do you invite them through Flyers around their communities?

A: Although most member meetings are, by definition, for members only, some members who attend the meeting are occasionally accompanied by non-member friends, neighbors, caregivers, etc., who have interest in joining the plan.

Q: Do you offer a call in option (for attending meetings)?

A: Currently, CCA does not offer a call in option. However, such an option would be a helpful way to increase participation among those who are unable to attend in person or who live too far from the meeting location (e.g., rural areas). When using a call in option, it is important for the on-site participants to use a portable microphone to ensure that those on the phone can hear what is being said. Also, it would be important to amplify the sound of the call in participant to ensure that everyone can hear him/her.