

Community HealthChoices Resources and Tools

September 2021 MLTSS SubMAAC

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**CARE IS THE HEART
OF OUR WORKSM**

Delivering the Next
Generation
of Health Care

Community Resources – Aunt Bertha



Aunt Bertha allows people in need to find no cost and reduced cost health and community-based services. There are many benefits of using Aunt Bertha for this work:

- Care managers and community health workers use one platform for all social care-related referrals whether they are part of Flexible Services or not.
- Important information about the patient/referral is securely passed along to the community-based organization (CBO) right from within the platform.
- CBOs record detailed referral outcomes (e.g., how many and types of meals provided) directly in the platform and this information is passed back to the accountable care organizations (ACOs).
- ACOs have access to real-time reporting dashboards that allow them to monitor service utilization across multiple Flexible Services programs.
- CBOs have access to a suite of reports to track services provided and these reports can be used to easily invoice the ACO.
- Aunt Bertha provides ACOs with data and reports for Flexible Services reporting required by the state.

Aunt Bertha, continued



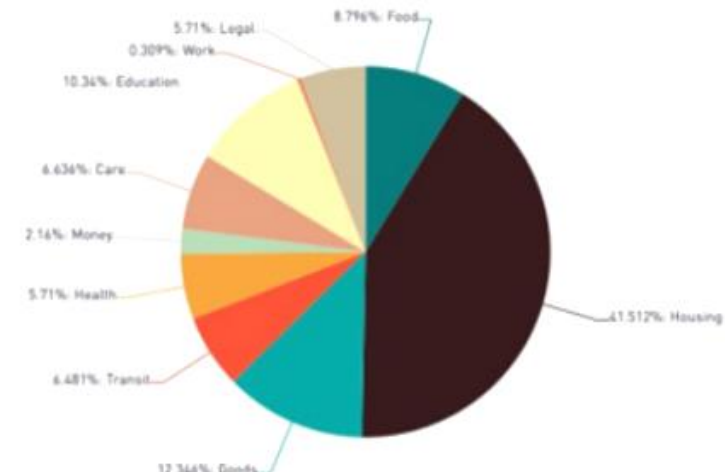
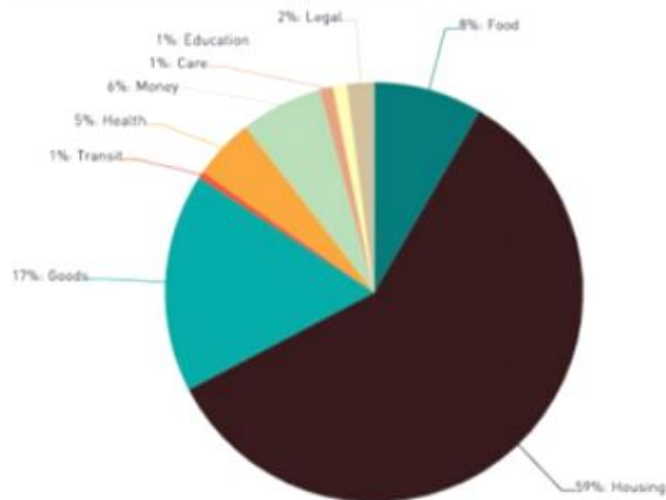
What are CHC users searching for?

Southwest, Lehigh/Capital, Northeast, Northwest

Southeast zone

① Searches by Category | 2020-01-01 to 2020-12-31

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Top search terms are **Housing, Goods, and Food.**

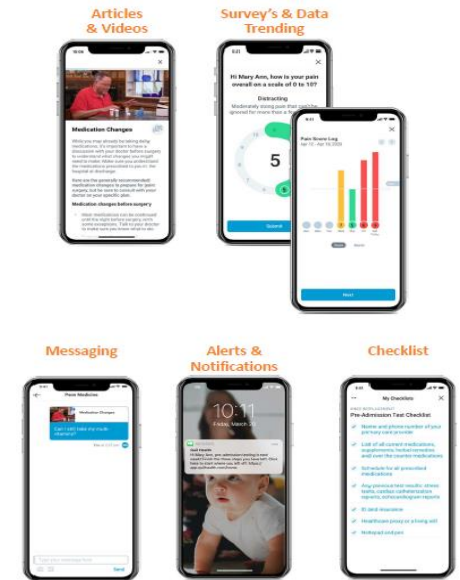
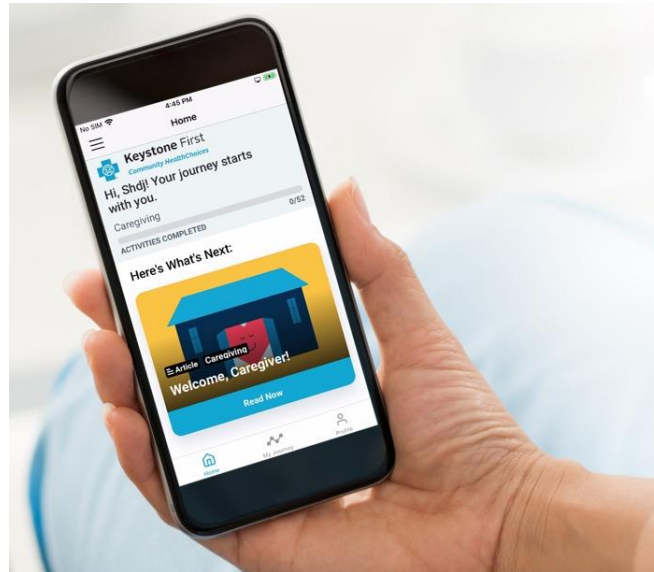
Top search terms are **Housing, Goods, and Education**

Zone-specific data reported by Aunt Bertha 1/1/20 – 12/3120

Caregiver Support Tool – Quil Health App



The Quil app is a digital health engagement solution offering organized and actionable information to support a caregiver's specific journey.



Quil Engage

The consumer engagement platform that informs, guides and activates consumers

Quil Engage on Xfinity

Consumers and their loved ones who are Comcast Xfinity T.V. subscribers nationwide just say “Quil Health” or “What Happens Next” into their voice remote to bring their journey onto their television.

This enables individuals to have meaningful discussions with their families / caregivers, in the comfort of their living rooms, and allows them to complete key care plan items on the T.V.



Behavioral Health Resources

Persevere PA – Is available 24/7, including holidays and is a resource staffed by skilled and compassionate counselors available to counsel Pennsylvanians struggling with anxiety and other challenging emotions. You can contact Persevere PA at **1-855-284-2494**. For TTY, dial **724-631-5600**.

The Compassionate Friends (TCF) – Supporting Family After Child Dies

<https://www.compassionatefriends.org>

The Pathways Center for Grief & Loss - Helps meet the individual needs of anyone in our service area region who is coping with the serious illness or loss of a loved one.

<https://www.hospiceandcommunitycare.org/grief-and-loss/>

PAHrtners Deaf Services – Offers a wide range of behavioral, developmental and therapeutic support programs to Deaf and Hard of Hearing individuals. <https://pahrtners.com/>



Housing Resources

PAHousingSearch.com – Is a resource to help consumers find a home that fits their needs and budget. <https://www.pahousingsearch.com/>

USAGov – Provides information and services to help with finding and keeping a home. <https://www.usa.gov/finding-home>

Housing Alliance of Pennsylvania – A statewide coalition working to provide leadership and a common voice for policies, practices and resources. <https://housingalliancepa.org/>

Pennsylvania Housing Finance Agency (PHFA) – Works to provided affordable homeownership and rental apartment options for older adults, low- and moderate-income families, and people with special housing needs. <https://www.phfa.org/>

Pennsylvania Assistive Technology Foundation (PATF) – helps Pennsylvanians obtain the assistive technology they need to go to work, be active participants in their communities, and live in their homes. <https://patf.us/>

Housing Resources, continued

Habitat for Humanity – Helps build homes for those in need. <https://www.habitat.org/>

Project HOME – Empowers adults, children, and families to break the cycle of homelessness and poverty, to alleviate the underlying causes of poverty, and enable all of us to attain our fullest potential as individuals and as members of the broader society. <https://projecthome.org/>

Affordable Housing Online – Provides the most complete database of Federal housing assistance and exhaustive affordable housing data for each state, county and city in America. <https://affordablehousingonline.com/>

LowIncomeHousing.us – Provides low income housing apartments throughout the United States. <https://www.lowincomehousing.us/>

Employment Resources and Tools

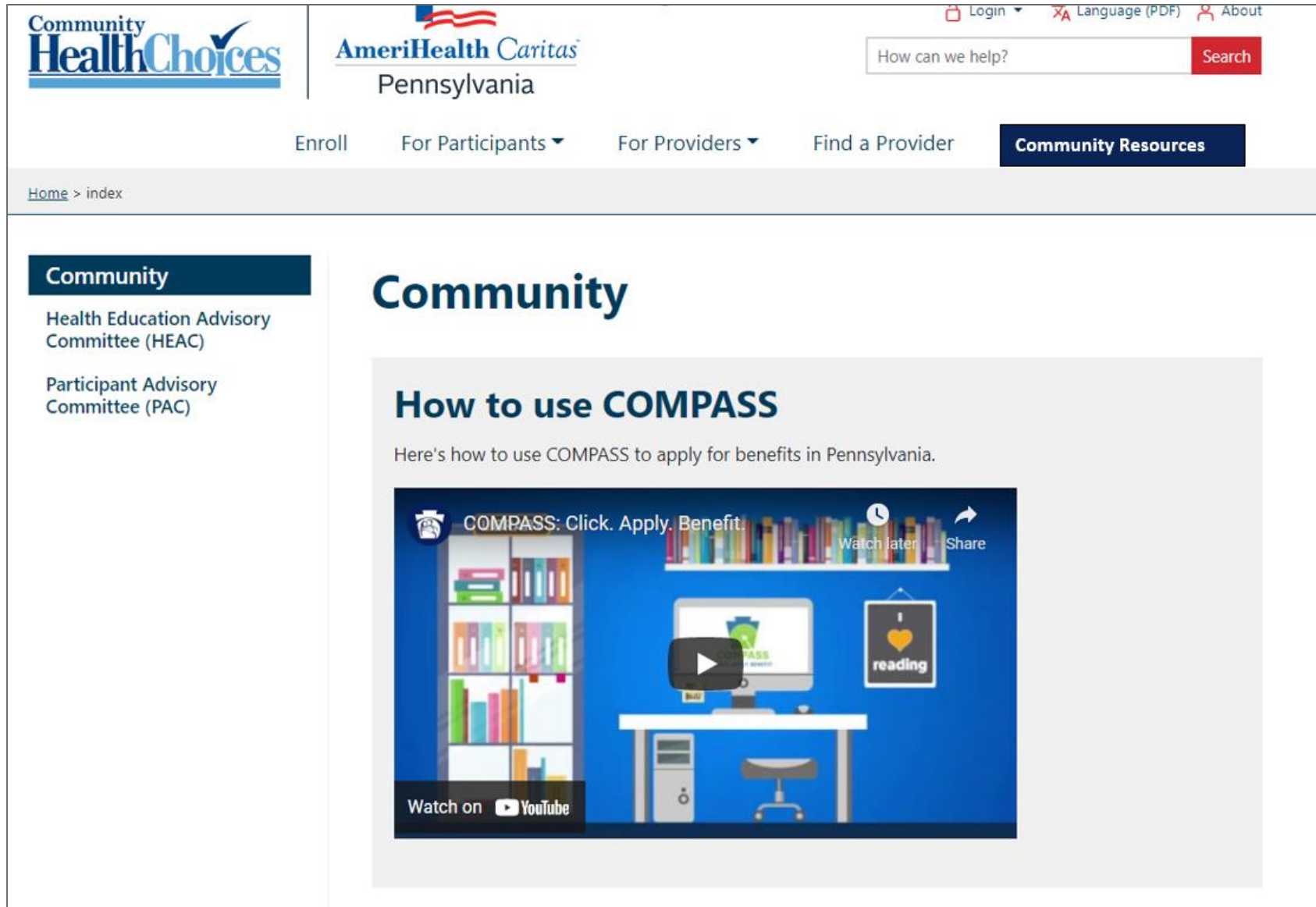
Pennsylvania Office of Vocational Rehabilitation – Provides vocational rehabilitation services to help persons with disabilities prepare for, obtain, or maintain employment.

PA CareerLink® – Is a tool job-seekers can use to search and apply for job openings across the Commonwealth or narrow it down to their own town.

Job Accommodation Network (JAN) – Offers free, expert, and confidential guidance on workplace accommodations and disability employment issues.



Community Resources on our websites



The screenshot shows the website interface for AmeriHealth Caritas Pennsylvania. At the top left is the 'Community HealthChoices' logo. To its right is the 'AmeriHealth Caritas Pennsylvania' logo. In the top right corner, there are links for 'Login', 'Language (PDF)', and 'About', along with a search bar containing the text 'How can we help?' and a 'Search' button. Below the header is a navigation menu with options: 'Enroll', 'For Participants', 'For Providers', 'Find a Provider', and 'Community Resources' (which is highlighted in a dark blue box). Below the navigation is a breadcrumb trail: 'Home > index'. On the left side, there is a 'Community' sidebar with a dark blue header and two links: 'Health Education Advisory Committee (HEAC)' and 'Participant Advisory Committee (PAC)'. The main content area features a large 'Community' heading, followed by a section titled 'How to use COMPASS' with the subtitle 'Here's how to use COMPASS to apply for benefits in Pennsylvania.' Below this is a video player showing a video titled 'COMPASS: Click. Apply. Benefit.' with a play button overlay. The video player interface includes 'Watch later' and 'Share' buttons. The video content shows a desk with a computer monitor displaying the COMPASS logo, a bookshelf, and a sign that says 'I reading'.

More than
35 YEARS
of making
care the heart
of our **work.**

