

Participant Advisory Committee

Monday, April 23, 2018

11:00 a.m. – 1:00 p.m.

Citizen Library

55 S. College St

Washington, PA 15301

Committee Members Present: Keith Kline, Marsha Simmonds, Tonie Baughman, Gayle Lewandowski, Colleen Miles (PHW), Felicia Alexander (PHW), Anna Keith (PHW)

Members Absent: Andrea Costello, Natalie Walter, Maria Martin

Observers: Erin Ninehouser, Brenda Dare, Leah Gray

| Topic | Discussion | Action |
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| Welcome/Introductions | <p>All committee members introduced themselves and shared why they were interested in participating in this committee</p> <p>All committee members were provided with a binder for committee documents. The Participant Handbook and a copy of the PAC Charter is included.</p> <p>Anna identified where the restrooms were located, identified that we will meet weekdays during the daytime, as all committee members indicated that was best for them. We will meet from 11-1pm and lunch will be provided.</p> <p>Contact Information for Anna Keith: anna.m.keith@pahealthwellness.com</p> <p>Phone: 717-551-8094</p> | <p>Leah Gray indicated interest in being added to the committee as a provider rep. Anna indicated that she would need to have DON leadership contact her to confirm that Leah would be representing their organization.</p> <p>Natalie was unable to attend the meeting today but will be present at the next meeting. Erin Ninehouser sat in for her and agreed to deliver her binder to her.</p> |
| PAC Non-Disclosure Agreement | <p>Anna Keith, PHW Sr. Director, Strategic Partnerships, explained that the health plan has a requirement that we collect a signed non-disclosure agreement. The document was reviewed and signed copies collected.</p> | <p>Keith requested that he receive a copy of the document that he signed. Anna indicated that she would send the signed copies</p> |

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| | | out to all of the committee members. |
| PHW Orientation | Anna and Colleen walked through the Participant Handbook. All committee members were provided a copy. | Tonie shared that it would be useful for Participants if all of them were provided a binder and updates could be sent out with three-hole punch to add to their PHW binder. |
| Committee Charter | <p>Anna reviewed the Committee Charter.</p> <p>The Advisory Committee has specific responsibility to review and respond to the following:</p> <ul style="list-style-type: none"> • Satisfaction Survey results • Participant Services telephone performance levels • Participant education materials (for relevance, understanding, and ease of use) • Other topics as defined by Quality Management Committee. | |
| Rights/ Responsibilities | Colleen Miles, PHW Director, Grievance & Appeals presented materials from the Participant Handbook. | |
| Complaints/Grievances | Colleen Miles, PHW Director, Grievance & Appeals presented materials from the Participant Handbook. | |
| Questions/Concerns | Keith had a question about 508 approval of our website. | Anna indicated that she believed that the PHW site was in compliance but said she would confirm. |
| Next Meeting | Next meeting will be June 28 th from 11am-1pm. | Location to be determined – Marsha will assist in identifying a location in Allegheny County. |
| Meeting Adjourn | Meeting Adjourned at 1:30pm. | |