



Participant Advisory Committee Meeting Minutes
December 11, 2018

Committee Participants (Quorum, if applicable = [# needed or NA]
 (X = phone conference, P = in person attendance)

June	Sep	Dec	Name	Title
P			Anna Keith	PHW Director, Community Relations
		P	Keri Harmicar	Director, Marketing & Communications
P	P	P	MM	LTSS Participant
P	P		KK	LTSS Participant
P		P	GL	Participant
P	P	P	PF	LTSS Participant
P		P	NW	LTSS Caregiver
X		X	LB	Participant
X		X	Anthony House	BH Provider
P		X	Andrea Costello	TRIPIL
P		X	Marsha Simonds	ComForcare Senior Services



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PHW & External Attendance Record

June	Sep	Dec	Community Observers	Title/Program
P		P	Erin Ninehouser	SC for PA Health Access Network
June	Sep	Dec	PHW Staff/Observers	Title
P			Rory Farrand	VP Medical Management
P			Shakesha Gantt	Manager, Service Coordination
P	P	P	Keri Harmicar	Community Relations
P			Olivia Martin	Manager, Service Coordination
P			Selena Schmidt	Sr. Project Director
P	P	P	Marci Kramer	Director, Quality Improvement
X			Kate McMahon	Director, Provider Relations
P			Karie Batzler	Manager, Medical Management
	X		Colleen Miles	Director C&G
	P		John Mee	Sr. Director, Vendor Mgmt.
	P	P	Joseph Elliott	Manager, Operations
	P		Felicia Alexander	Pathways Facilitator
		P	Jim Swingle	Manager, HEDIS and Stars Operations
		X	Malik Haynes	Manager, Quality
		P	Danielle Brunner	Marketing & Communications Specialist
		X	Emily Godfrey	Manager, Provider Relations

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
I. Call to Order	Keri Harmicar called the meeting to order.	N/A	N/A	Keri Harmicar
II. Announcements + Roll Call	Roll call and introductions were made by all in attendance via phone and in-person.	N/A	N/A	Jim Swingle
III. Review/Approval of the Minutes *	The meeting minutes were reviewed and approved unanimously by the group.	September meeting minutes were approved as written.	N/A	All
IV. Old Business +	There was no old business.	N/A	N/A	
V. New Business +	<p>Provider Education Plan: Emily Godfrey, Manager of Provider Relations, shared plans for continuing provider education. Provider Relations is required to complete an Annual Provider Education Plan and Emily was asking for Participant input on topics for the 2019 Plan.</p> <p>Emily noted that topics in development are opioid education, shared goal setting, tools for prognosis and best practices (providers be prompt and follow up with participants). Dementia training classes were completed in</p>	N/A	Emily will bring suggested topics to her team for inclusion in to the Annual Provider Education Plan. Provider Relations will report back to the PAC at the March 12, 2019 meeting.	Emily Godfrey

+Informational or Old Business

*Action Required

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	<p>November of 2018. Dental and OB/Gyn were not a focus in 2018.</p> <p>One Participant asked that providers are educated on the true meaning of “accessible.” Education of the providers will ensure that practitioners are accountable. Sample questions may include “Is your office accessible to participants?” This includes exam tables, front doors, etc. It was noted several of the older buildings in Pittsburgh are not ADA accessible.</p> <p>PHW should also provide education on privacy. There are noted privacy issues with language barriers. Plan participant, PF suggests that vision loss needs considered when educating providers on accessibility. Aging can produce gradual or sudden vision loss. Privacy is also of concern. A participant’s aide should not be the one to fill out personal information in this situation. A nurse at the provider’s office should assist in filling out the information.</p> <p>Tony House suggested that some consumers are so happy to have the appointment that they don’t bring up large issues. When dealing with sensitive issues such as mental</p>			

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	<p>health, many questionnaires will often have to be translated by another family member. Often, privacy is abandoned to complete the questionnaire. Patients are often reluctant to admit what they don't understand, which may amplify mental health or literacy issues.</p> <p>Emily asked the group in regards to CHC, has anything changed for better or worse? The answer was no.</p> <p>Complaints and Grievances: Carol Adams spoke and shared that the number one complaint is related to MTM transportation, either being late or failing to show up at all. The number one grievance is in relation to approvals with access to prescriptions. Carol reminded the group that they can file a complaint or grievance by calling 1-844-626-6813, by fax at 844-873-7451 or by emailing phwcomplaintsandgrievances@pahealthwellness.com.</p> <p>The C&G process, as well as the difference between a complaint and grievance was explained. A complaint is what you are dissatisfied with in the way you are treated. A grievance is a service that you are denied.</p>		<p>Complaints and Grievances to follow up.</p>	<p>Colleen Miles</p>

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	<p>Marci Kramer stated that complaints and grievances are confidential with no retaliation against anyone who files a complaint or grievance.</p> <p>Participant PF stated she was not aware that PHW offered both Medicare and Medicaid. She would like some more info on both programs.</p> <p>Customer Service: Joe Elliot, Manager of Operations, reviewed the call volume and speed to answer. Over 90% of calls are answered in less than 30 seconds. The abandonment rate is less than 1%. The number one calls topic continues to be requesting ID cards, transportation and PCP questions. Joe’s quality team monitors two calls per staff member weekly. The calls are reviewed and the employee is coached when necessary.</p> <p>Participant, GL asked if a supervisor would be available if there is an issue and said that talking to PHW on the phone is very stressful for her and she is not being helped. A team member told her that “it is not their responsibility to call her back.” GL voiced</p>		<p>Customer Service to follow up regarding PC education. Will report back at March 12, 2019 meeting.</p> <p>Marci will bring these issues to the weekly meeting with MTM.</p> <p>Marci’s team will coordinate this effort</p>	<p>Joe Elliott</p> <p>Marci Kramer</p> <p>Marci, Angela Lucente-Prokop, and John Mee</p>

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	<p>concern regarding our transportation service, as she has so many issues. Joe confirmed that when a supervisor is not readily available, the call will be returned within one business day.</p> <p>Marci said that her team will mention everyone’s concern in the weekly PHW transportation call. There are performance metrics for transportation. There should be a tracking method to know who is coming and when. Any transportation issues should be sent to Complaints and Grievances for review.</p> <p>Erin suggested that we build a fact sheet with information for Participants - who is available and when, who to call to resolve an issue, etc. The group agreed that this was a great idea.</p> <p>Participant GL requested consistent communication skills between customer service and service coordinators. One person called her back 12 times in a two hour period and they often argue with her over the phone. Marci will add these items to the list for service coordinator training.</p> <p>Participant PL’s participant reward card does not work. It says, “account undefined.” GL</p>		<p>and will report back at the March 12, 2019 meeting.</p> <p>Marci to bring this issue to the Manager of Service Coordination (Olivia Martin)</p> <p>Program Coordination to follow up in regards to rewards card. Marci/Jim will get information to the group on the rewards card changes from 2018 to 2019.</p>	<p>Marci Kramer Jim Swingle Olivia Martin</p> <p>Marci Kramer Jim Swingle</p>

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	<p>only received \$10 when she thought she had \$25. Marci will make sure that we send out info on the 2019 reward card changes.</p> <p>Educational Classes: Keri Harmicar, Director of Marketing and Community Relations, said that it is best for us to communicate all programs in PA and we are still learning what items we should offer in our educational classes. Specific items for health education will be discussed in the Health Education Advisory Committee following this meeting.</p> <p>One Participant asked if there was a rating system for home health care providers. Marci said that PHW will investigate quality of care issues brought to our attention and that this might result in an on-site visit at the provider. Participant GL would like to see Participants rate homecare facilities. Marci said that she will take this idea to the State.</p> <p>No further new business was discussed.</p>			
VIII. Adjournment *	Marci concluded the meeting at 2:00 pm	Adjourned	N/A	



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Respectively submitted,

Minutes prepared by (name & title): Danielle Brunner, Marketing and Communications Specialist Jim Swingle, Manager, HEDIS Operations	Signature:	Date: 12/19/18
Minutes approved by (name & title):	Signature:	Date: