



Participant Advisory Committee/LC
March 10, 2021

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

Mar	PHW Staff/Observers	Title
X	Greg Hershberger	Community Outreach Specialist - Chairperson
X	Marci Kramer	Director, Quality Improvement
X	Shirley A. Stahler	Quality Improvement Specialist I
X	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
X	Tanika Taylor	Director, Operations
X	Joanna Lewis	Manager, Operations
X	Auren Weinberg, MD	Chief Medical Officer
X	Jay Pagni	Senior Director, External Relations & Business Development, G&A
Mar	ADHOC	Title
X	Pamela Suhan	Quality Improvement Coordinator I
X	Hollie Worthington	Quality Improvement Project Manager

External Attendance Record
(X = phone conference, P = in person attendance)

Mar	Name	Title
X	RB	LTSS Participant
	PB	LTSS Participant
	KY	LTSS Participant
	KC	LTSS Participant
	JJ	LTSS Participant

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
I. Call to Order	Greg Hershberger called the meeting to order at 10:29 AM.	N/A	N/A	Greg Hershberger
II. Announcements +	Greg conducted the roll call.	N/A	N/A	Greg Hershberger
III. Old Business A. Review/Approval of the Minutes * B. Follow up from Previous Meeting	<p>Meeting minutes were accepted without any changes.</p> <p>KC questioned his grievance. Jay Pagni followed up with him and found his grievance has been resolved.</p> <p>Greg provided information to KY for him to file a grievance.</p> <p>Greg reached out to KC's Service Coordinator for his issues.</p>	<p>Accepted</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>
IV. New Business A. 2020 HCBS CAHPS Survey Results.	<p>Hollie Worthington presented the 2020 HCBS CAHPS Survey Results. She explained that the surveys are completed to assess the Participants experiences. The targeted groups are 18 – 85 year olds.</p> <p>The results are broken down into six groups:</p> <ul style="list-style-type: none"> • Age • Health Status • Education • Ethnicity • Race 	N/A	N/A	N/A

+Informational or Old Business

*Action Required

Privileged and Confidential

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<p>B. Complaints and Grievances 4th Quarter 2020</p> <p>C. Customer Service 4th Quarter results</p>	<ul style="list-style-type: none"> Urban/Rural <p>She presented the comparison of the 2019 vs 2020 Global and Overall Ratings. She also presented the Composite results for 2019 vs 2020 and the Composite results for PHW vs Statewide.</p> <p>They identified and listed the Successes and Areas for Improvement. She asked the Participants if they had any feedback on transportation.</p> <p>For the specific results of the survey, please see slides 15 – 25.</p> <p>Jay Pagni presented the Complaints and Grievances 4th Quarter 2020 results. He stated that Access & Availability is the top complaint category for the 4th quarter.</p> <p>Grievances had a significant increase for Quarter 4. This is because there was a reduction or change in the Participants PAS services.</p> <p>For more detailed information on complaints and grievances, please see slides 28 – 32.</p> <p>Joanna Lewis presented the Customer Service results for Quarter 4, 2020. She informed the Participants that Customer Service received 48,950 Participant calls in Quarter 4 and 224,734 year to date. The average speed to answer for Quarter 4 was 18 seconds giving them a rating of 88% and year</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>

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	<p>to date was 15 seconds with a rating of 90%. The abandoned rate was below 5% for the quarter and year to date. The goal was met for the quarter and the year.</p> <p>There were 23,193 Provider calls in Quarter 4 with an average speed of answer of 17 seconds. There were 105,701 calls year to date with an average speed of answer for 15 seconds. The abandoned rate was below 5% for the quarter and year to date. The goal was met for the quarter and the year.</p>			
VII. Next Meeting Date +	Next meeting will be held on June 9, 2021.	N/A	N/A	N/A
VIII. Adjournment *	Greg adjourned the meeting at 10:58 AM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Shirley A. Stahler, Quality Improvement Specialist I	Signature:	Date: 3/18/21
Minutes approved by (name & title):	Signature:	Date: