



Participant Advisory Committee
March 14, 2022

Internal Attendance Record (Quorum, if applicable = [# needed or NA])

(X = phone conference, P = in person attendance)

Mar	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	Marci Kramer	Director, Quality Improvement
P	Keri Harmicar	Manager, Outreach and Marketing
P	Shane' Jeffery	Transportation
P	Tanika Taylor	Director, Grievance & Appeals
P	Joanna Lewis	Director, Operations
P	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
P	Susan Foster	Supervisor, Case Management
P	Dr. Davuluri	Medical Director
X	Olivia Martin	Director, Service Coordination
X	Felicia Alexander	Community Outreach Specialist
P	Tamara Nakamura	Quality Improvement Coordinator II
P	Jessica Grindle	Marketing Analysis
P	Kay Gore	Manger, LTSS

External Attendance Record

(X = phone conference, P = in person attendance)

Mar	Name	Title
P	Leslie Dowell	LTSS Participant
P	Patricia Brown	LTSS Participant
X	Keith Yeager	Wellcare Participant
X	Kenard Cruz	LTSS Participant
P	Rickey Banks	LTSS Participant
P	Jodie Baney	Center For Independent Living Central PA
P	Yasmine Maldonado	PA Health Management

+Informational or Old Business

*Action Required

Privileged and Confidential



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P	Joan Steinberg	Caregiver
P	Andy Steinberg	LTSS Participant
P	Mike Grier	Pennsylvania Center For Independent Living President
X	Anthony House	BH Provider
X	Melinda Clesca	Envolve Dental
X	Marsha Simonds	PH Provider

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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 1:10 PM	N/A	N/A	Greg Hershberger
II. Announcements +	Roll call was conducted.	N/A	N/A	Greg Hershberger
III. Review/Approval of the Minutes	Greg Hershberger discussed that minutes are posted on our website and reviewed.	N/A	N/A	All
IV. New Business + A. COVID-19	Dr. Davuluri provided a statewide and PHW update on COVID-19. Spikes in the region Dr. Davuluri Updated info: Public Health Emergency extended which gives more control to the government to allow testing and vaccines. Numbers are rising currently good thing is the severity is not high and the hospital admissions for Covid are low. Education regarding the vaccination to members.	N/A	N/A	Dr. Davuluri
B. Fluvention	Susan Foster presented on Fluvention campaign and how the goal is for 21.4% of participants to receive the Flu vaccination, and currently we are only at 12.88% which is 5% down from last year at this time. Susan discussed Key Metrics and there were no questions at this time.	N/A	N/A	Susan Foster

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C. HEDIS Operations	Heather Eilert presented on how March is Colorectal Cancer month and various preventive care options including routine colonoscopy and in home testing kits. Susan presented on maintaining a healthy diet to reduce the risks of colorectal cancer. are working on that process at this time.	N/A	N/A	
D. Health Education Materials	<p>Keri Harmicar presented Quarter 1 Health Education materials to the group. This included January cervical cancer awareness month and March as National Nutrition month.</p> <p>Health Education Advisory Committee Concluded at 1:48 PM</p> <p>Participant Advisory Committee Started at 1:48 PM</p>	N/A	N/A	
A. Complaints and Grievances Q4 2021	Tanika Taylor presented Q4 Complaints and Grievances. Tanika presented that the biggest C&G is access and availability, including in the L/C area. Mike Grier stated that he would help if he can. Marci Kramer stated that service reduction in hours meaning sitting in dr. office.	Yes	N/A	Tanika Taylor
B. Customer Service	Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for 2021.	N/A	N/A	

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C. Transportation	<p>Shane' Jeffery presented on transportation for PHW. Shane presented on Provider no shows. Mike Grier stated that if a provider doesn't show then there should be no charge to the participant. Shane' stated that Provider no-shows are addressed with all providers by the Logistics team. Provider no-shows if called in are often recovered by MTM Dispatch. Shane' also discussed member no-shows and member no-shows are an opportunity to educate the member on cancellation and monitor access to care.</p>	N/A	N/A	
D. Employment	<p>Kay Gore spoke about Pennsylvania's Employment First Policy and the Five employment services. Kay spoke about the metrics of all three MCO's and their performance on participants that have normal employment and participants that may want employment which is documented on their PCSP. Mike Grier asked how can we help with employment when people don't want to work? He had discussion with DHS that it is too high of a mark and most participants don't want to work. Kay stated that they are only to report on who wants to work.</p> <p>Leslie Dowell asked if PHW can find her employment and Kay stated yes we can. Kay directed Leslie to her Service Coordination Unit that was presented on the call, and Yasmine is going to reach out to Leslie. Mike Grier asked if participants can reach out directly to OVR first or the Health Plan. Kay stated that OVR but PHW is actively working with the state.</p>	Yes	5.31.22	Service Coordinator

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<p>A. Performance Improvement Project (PIP)</p>	<p>This concluded the Participant Advisory Committee Meeting at 1:48 PM.</p> <p>The Board Advisory Committee meeting started at 1:49 PM.</p> <p>Marci Kramer presented on Performance Improvement Projects for Q4 at PHW. Marci is working on the formal report analysis for 2021 as discussed last quarter. Marci did speak about Focus Groups on quality programs and improving measures. Leslie Dowell said she would like to join this group. Mike Grier asked if Marci will need more participants for this group that he is willing to help. Marci said absolutely.</p>	<p>Yes</p>	<p>April 2022</p>	<p>Marci Kramer</p>
<p>B. LTSS Experience with Care Management Report</p>	<p>Malik Haynes is working on the annual report and should be completed for next meeting.</p>	<p>N/A</p>	<p>N/A</p>	

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VII. Next Meeting Date +	June 22, 2022 at 1:00 PM	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn. Rickey Banks made the motion at 2:28 PM and Leslie second.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Greg Hershberger, Community Outreach Specialist	Signature:	Date: 4/1/22
Minutes approved by (name & title):	Signature:	Date: