



Participant Advisory Committee

June 22, 2022

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

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

June	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	Marci Kramer	Director, Quality Improvement
P	Shane' Jeffery	Transportation
P	Ralph Ramos	Supervisor, Case Management
P	Joanna Lewis	Director, Operations
P	Rachel Heimbach	Quality Improvements Project Manager
P	Dr. Butler	Medical Director
P	Curtis Knight	Community Health Services Connector
P	Heather Eilert	Manager of HEDIS Operations (non-clinical)
P	Nichole Gilligan	Manager of Operations
P	Malik Haynes	Community Outreach Specialist
P	Michael Zimage	Quality Improvement Coordinator I
P	Deborah Boggs	Quality Improvement Coordinator I
P	Tamra Nakamura	Quality Improvement Coordinator II
P	Jessica Grindle	Marketing Analysis
P	Sandra Greenawalt	Senior Accreditation Specialist
P	Kay Gore	Manger, LTSS

External Attendance Record

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

June	Name	Title
P	Leslie Dowell	LTSS Participant
P	Patricia Brown	LTSS Participant
X	Keith Yeager	Wellcare Participant
X	Kenard Cruz	LTSS Participant

+Informational or Old Business

*Action Required

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P	Rickey Banks	LTSS Participant
P	Mike Grier	PCIL Executive Director
P	Jodie Baney	Center For Independent Living Central PA
P	Yasmine Maldonado	PA Health Management
P	Joan Steinberg	Caregiver
P	Andy Steinberg	LTSS Participant
P	Ed Butler	OLTL Employment
X	Anthony House	BH Provider
X	Melinda Clesca	Involve Dental
X	Marsha Simonds	PH Provider

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 1:05 PM	N/A	N/A	
II. Announcements +	Roll call was conducted.	N/A	N/A	
III. Review/Approval of the Minutes	Greg Hershberger discussed that minutes are posted on our website and reviewed.	N/A	N/A	
IV. New Business + A. COVID-19	Dr. Butler started by stating PHW is open to suggestions as to what the PAC would like Dr. Butler to focus on for the updates. High prevalence of cases, but number being hospitalized and dying are significantly lower. New variances, more transmissible. Being mindful of weaker or more susceptible populations. Young child vaccine approvals. Masks recommended, even in the home with high risk individuals.	N/A	N/A	

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B. Fluvention	Ralph Ramos presented on Fluvention 2021-2022. 3661 ptps elig to receive 24.31% vaccinated for the flu. This was over the goal but not as good as last year. Encouraging flu/covid vaccine and. Is there a chance of Covid/Flu vaccination in one, or just separate vaccination. Speak with PCP if you have further questions.	N/A	N/A	
C. HEDIS Operations	Heather Eilert presented on HEDIS Operations. Heather Explained what HEDIS is (stand for Healthcare Effectiveness Data and Information Set), verifying or reminding participants to get preventive services and making sure the participants are getting the care they need. Heather also reviewed when to use the different types of services ER vs. Urgent Care vs. Office Visits.	N/A	N/A	
D. Health Education Materials	<p>Greg Hershberger presented on ER Urgent Care Doctor's Office, where and when to go to either. High Blood pressure and getting it checked regularly. Also, information is available on our website. There were no further questions.</p> <p>Health Education Advisory Committee Concluded at 1:41 PM</p>	N/A	N/A	

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A. Complaints and Grievances Q1 2022	Participant Advisory Committee Started at 1:42 PM Tanika Taylor reviewed the Complaint and Grievances Slide for Q1. Advised if they have questions, please reach out to Greg or Tanika.	N/A	N/A	
B. Customer Service	<p>Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for Q1 2022.</p> <p>Michael Grier asked if there is a way to sort out how many people (participants) does the total amount of calls per specific member calls, repetitive calls. Joanna will be looking into seeing how many calls are repeat callers.</p> <p>Joanna Lewis reviewed the call center statistics. Joanna stated that we need feedback from the PAC members to help process improvements. Joanna will be reaching out to Adrian regarding her Transportation issues. Call Center is WFH and will continue to be WFH. No further comments or questions.</p>	N/A	N/A	

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C. Transportation	<p>Shane’ Jeffery presented on transportation. 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. Leslie had feedback regarding a driver that may have been driving too fast. Curtis asked if this was statewide or just Lehigh Capital area.</p>	N/A	N/A	
D. Employment	<p>Ed Butler from DHS- Employment specialist for OLTL Home and community based funding /(arpa funds) through Long Term Living office. Apps will be accepted starting 7/1- all MCOs are provided with employment opportunities or Job fairs to promote Gov Wolf’s employment first the OLTL engaged with PA OVR office. CHC waiver is the payor of last resort, so participants need to go to OVR first if interested in employment. Offer job coaching, career assessment, benefits counseling, promoting the innovator of employment. Questions Leslie: Would I go through my SC if I was interested in employment? Answer: Yes your SC should be having a conversation regarding employment. Leslie stated: she has never met her SC. Greg to follow up regarding the SC issues. Curtis is the employment specialists and he will get back to her as well. Are MCOs contracting with CILs for employment services? CILs have been doing employment services for people with disabilities for a long time?</p>	N/A	N/A	

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E. CAHPS update	<p>Rachel Heimbach reviewed what the CAHPS survey is and an example of possible questions. Also reviewed the 2021 results for Adult Medicaid for LTSS, she reviewed new programs and changes in 2022. Have the participants on the calls ever had trouble scheduling with specialist? Leslie states she has had a long wait to see the specialty providers and they were booking 1-3 + months. Did you experience trouble getting to those appointments, but Leslie was told she had to call 3 days ahead of time to obtain transportation.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:18 PM.</p> <p>The Board Advisory Committee meeting started at 2:19 PM.</p>	N/A	N/A	
A. Performance Improvement Project (PIP) Non-Clinical	<p>Non-Clinical PIP Marci Kramer reviewed, What are the CHC/MCO meanings: Community HealthChoices, MCO Managed Care Organization. Are there life skills trainings available for NHT. We do provide transition of care for participants transitioning back to the community.</p>	N/A	N/A	

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B. Performance Improvement Project (PIP) Clinical	Michael Zimage presented on Performance Improvement Projects Clinical for Q1 at PHW. Mike spoke on the measures and descriptions of discharge and post-discharge information and 6 month follow up. Mike spoke about intervention measures and data on tracking and trending measures. Mike concluded with the findings and asked if anyone had any questions for the committee, there were none.	N/A	N/A	
C. LTSS Experience with Care Management Report	<p>Tamra Nakamura presented on CLAS speaking to what PAHW is doing today with diversities across the state. She also reviewed the make up of the staff at PAHW, 2021 CLAS Evaluation, and languages spoken by participants and services that are available if needed help. Tamra reviewed the doctors in network and their ethnicity, goals for CLAS, and asked if there were any questions and anything more that she can provide.</p> <p>This concluded the Board Committee meeting at 2:46 pm.</p>	N/A	N/A	
VII. Next Meeting Date +	September 8, 2022 at 1:00 PM	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn. Leslie Dowell made the motion at 2:46 PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Greg Hershberger, Community Outreach Specialist	Signature:	Date: 7/1/22
Minutes approved by (name & title):	Signature:	Date:



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