



Participant Advisory Committee Meeting Minutes
March 12, 2019

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

March	June	Sep	Dec	Name	Title
P				MM	LTSS Participant
P				KK	LTSS Participant
P				GL	Participant
P				PF	LTSS Participant
P				NW	LTSS Caregiver
				LB	Participant
				Anthony House	BH Provider
P				Andrea Costello	TRIPIL
P				Anna Zaydenberg	ComForcare Senior Services
P				CR	Participant
P				MT	Participant and Tripl



Participant Advisory Committee Meeting Minutes
March 12, 2019

External Attendance Record

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

March	June	Sep	Dec	Community Observers	Title/Program
P				Sarah McElhattan	Dir. Community Wellness & Support Svcs., SAM
P				Erin Ninehouser	Dir. Campaigns & Consumer Engagement, PA Health Access Network
March	June	Sep	Dec	PHW Staff/Observers	Title
P				Daniel Kleinmann	Community Relations
P				Greg Hershberger	Project Manager
X				Marci Kramer	Director, Quality Improvement
X				John Mee	Sr. Director, Vendor Mgmt.
P				Felicia Alexander	Pathways Facilitator
P				Jim Swingle	Manager, HEDIS and Stars Operations
X				Malik Haynes	Manager, Quality
				Danielle Brunner	Marketing & Communications Specialist
				Emily Godfrey	Manager, Provider Relations
P				Jim Amato	PC II
P				Sarah McElhattan	Service Access and Management

Participant Advisory Committee Meeting Minutes
March 12, 2019

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
I. Call to Order	Jim Swingle called the meeting to order at 10:05 am.	N/A	N/A	Jim Swingle
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 *	December meeting minutes were approved as corrected to reflect the time adjourned for the December 2018 meeting.	December meeting minutes were approved as written.	N/A	All
IV. Old Business	There was no old business.	N/A	N/A	
V. New Business A. Provider Education Plan	Participant GL asked about rating the agencies that provide PAS and home health services. Marci reported that she brought this up with the State on our weekly update call. The State mentioned that they have talked about this. GL wants Participants to have input into the rating process. Marci reported on the provider education plan on behalf of Kate McMahon, Director of Provider Relations. She provided a recap of the Participant’s input at the last meeting and asked if anyone had any additional topics they would like to	N/A	Marci will check back in on this topic with the State Marci will provide feedback to Kate	Marci Kramer Marci Kramer

+Informational or Old Business

*Action Required

Participant Advisory Committee Meeting Minutes

March 12, 2019

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<p>C. Value Added Benefits</p>  <p>PHW Overview of Benefits.docx</p>	<p>Mee reported there are weekly meetings with the transportation broker. Participant PF asked the committee to remind the transportation teams about proper etiquette with a service animal. Participant Representative NW discussed transportation concerns she has with the NF in Butler County where her husband resides. NW was informed that nursing facilities are responsible for scheduling the transportation for its residents.</p> <p>As discussed at the December meeting, there were changes in Value Added Benefits for 2019. Marci will provide the list of value added benefits for Participants to refer to. The new reward card pertains to vision benefits. (Attached to the minutes)</p> <p>Matt from TRIPL asked the committee to remind caregivers of body limitations for those with spinal and traumatic injuries. Jim Swingle will take that as a takeaway to PHW University.</p>		<p>Marci will provide the Value Added Benefits information.</p> <p>Jim Swingle will include in PHW University.</p> <p>C&G will present 2018 data in June 2019</p> <p>Angela to provide hard copy of data</p>	<p>Marci Kramer</p> <p>Jim Swingle</p> <p>Colleen Miles</p> <p>Angela Lucente-Prokop</p>
<p>D. Complaints & Grievances</p>	<p>Complaints and Grievances will be tabled to the June 2019 meeting where the CY 2018 data will be presented.</p>			
<p>E. Customer Service</p>	<p>Don Livingston presented customer service statistics for Q4 2018.</p>			

Participant Advisory Committee Meeting Minutes
March 12, 2019

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	 Q4 Metrics.xlsx Provider Anna Zaydenberg, ComforCare, stated providers have told her they do not have the information they need. Tanika Taylor will address concerns regarding escalations and authorizations. Anna Zaydenberg was invited to join the Provider Advisory Group. Meeting dates for the remainder of the year were provided to the group along with the contact information.		shared. Tanika Taylor to follow up. Marci Kramer provided dates and contact information.	Tanika Taylor Marci Kramer
VIII. Adjournment	Jim concluded the meeting at 12:15 pm	Adjourned	N/A	Jim Swingle

Respectively submitted,

Minutes prepared by (name & title): Jim Swingle, Manager, HEDIS Operations	Signature:	Date: 03/12/19
Minutes approved by (name & title):	Signature:	Date: