



**Participant Advisory Committee**  
*March 17, 2022*

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

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

<b>Mar</b>	<b>PHW Staff/Observers</b>	<b>Title</b>
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)*

<b>Mar</b>	<b>Name</b>	<b>Title</b>
P	Darlene Sherman	LTSS Participant
P	Marlene Guzman	LTSS Participant
X	Donna Hook	LTSS Participant
P	Julia A. Robins	LTSS Participant
P	Bailey Carey	PA Health Management
P	Marlene Guzman	LTSS Participant
X	Cathy Caris	LTSS Participant

+Informational or Old Business

\*Action Required

*Privileged and Confidential*



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X	Anthony House	BH Provider
X	Melinda Clesca	Envolve Dental
X	David Yadush	PH Provider

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<b>I. Call to Order</b>	Greg Hershberger called the meeting to order at 1:04 PM	N/A	N/A	Greg Hershberger
<b>II. Announcements +</b>	Roll call was conducted.	N/A	N/A	Greg Hershberger
<b>III. Review/Approval of the Minutes</b>	Greg Hershberger discussed that minutes are posted on our website and reviewed.	N/A	N/A	All
<b>IV. New Business +</b> 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. Darlene asked about the 4 <sup>th</sup> shot, basically is the shots going to be ongoing throughout the year, just like the flu shot? Dr. Davuluri did say that it is looking like as variants still are active, we will more than likely see it continue the path on shots.	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

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C. HEDIS Operations	<p>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. Stacey asked how reliable are the home tests for colorectal cancer screening. Heather replied that there are always risks and the home test are less reliable.</p>	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 1:37 PM</p> <p>Participant Advisory Committee Started at 1:38 PM</p>	N/A	N/A	
A. Complaints and Grievances Q4 2021	<p>Tanika Taylor presented Q4 Complaints and Grievances. Tanika presented that the biggest C&amp;G is access and availability, including in the NE area.</p>	N/A	N/A	

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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 2021. Stacey asked if the whole Team in the call center is at home taking calls and how are they linked to trainings. Joanna said good questions and yes the call center is currently remote and that PHW provides all necessary trainings for new employees and ongoing trainings for current staff. Marlene asked how many are new. Joanna stated that we continue to interview and have openings, but we do have senior staff taking the calls.</p>	N/A	N/A	
C. Transportation	<p>Shane' Jeffery presented on transportation for PHW. Shane presented on Provider no shows. 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</p>	N/A	N/A	

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A. Performance Improvement Project (PIP)	<p>normal employment and participants that may want employment which is documented on their PCSP. Kay stated that OVR but PHW is actively working with the state.</p> <p>This concluded the Participant Advisory Committee Meeting at 1:55 PM.</p> <p>The Board Advisory Committee meeting started at 1:56 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. Marlene and Stacey want to be a part of the committee.</p>	Yes	April 2022	Marci Kramer
B. LTSS Experience with Care Management Report	<p>Malik Haynes is working on the annual report and should be completed for next meeting.</p> <p>This concluded the Board Committee meeting.</p>	N/A	N/A	

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<b>VII. Next Meeting Date +</b>	June 23, 2022 at 1:00 PM	N/A	N/A	N/A
<b>VIII. Adjournment *</b>	Greg asked for a motion to adjourn. Marlene made the motion at 2:01 PM and Stacey second.	Adjourned	N/A	N/A

Respectively submitted,

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