

Participant Advisory Committee

September 16, 2026

PA Health & Wellness Northeast Participant Advisory Committee Meeting
September 16, 2026
MyCIL, Scranton, PA

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

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

September	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
X	Kayla Stadelman	Community Resource Coordinator III
P	Athena Aardweg	Program Manager II
X	Jessica Anglin	Senior Product Performance and Analyst
X	Dr. Venkateswara Davuluri	Medical Director
X	Drea Bey	Membership Retention Specialist
X	Susan Foster	Care Management Supervisor
P	Theresia Kody	Senior Resource Specialist
X	Jesse Salazar	Accreditation Specialist II
X	John Savidge	HEDIS Operations Manager
X	Cole Johnson	Supervisor of Grievances and Appeals
X	Tanesha Huger	Manager, Contact Centers Operation
X	Brendin Tupta	Project Manager I
X	Felicia Alexander	Health Equity Specialist
X	Zenaida Cosme	Community Resource Coordinator III
X	Kay Gore	Senior Manager, Community Engagement
X	Crystal Giles	Manager of Operations

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External Attendance Record

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September	Name	Title
X	Yaasmiyn White	OLTL Representative
X	Jennifer Lessa	OLTL Representative
X	Angela Kritzer	OLTL Representative
X	Cathy Caris	Participant
X	April Ward	Bayada
P	Kelly Brown	CIL Partner
P	Bo Hoban	CIL Partner
P	Harold Cameron	Participant
X	Bob Searfoss	Caregiver
X	Misty Dion	CIL Partner
X	Jodi Ricketts	CIL Partner
X	John Basinger	CIL Partner
X	Miriam Pagan	Participant
X	Yasmine Maldonado	External Service Coordination Partner

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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 1:01 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. MD Update B. Health Education	Presented by Dr. Butler. <u>Physical Activities</u> Background • Less than half (45.2%) of US adults with mobility disability reported engaging in aerobic physical activity • Important because it can potentially alleviate and/or prevent down-stream health complications and promote healthy aging Who Can Help? • Your local Center for Independent Living centers • Local gyms – ADA requires all gyms to be accessible • Caregiver • Family Member Dr. Davuluri: 150 minutes/week is what the CDC says to be active. Dr. Butler: Don't get discouraged, start where you are and increase your active time as you can. Greg: VFI has a beautiful accessible gym <u>Managing Cholesterol</u> Low-density Lipoproteins (LDL) levels	N/A	N/A	

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B. Covid-19/Fluvention	- Called the “bad cholesterol,” since having too much LDL significantly increases the risk of early heart disease, heart attack, and stroke How can we do this to maintain or lower our levels? - Physical Activity - Heart Healthy Diet - Healthy Weight - Medication <u>Men’s Health Tips</u> What to do? - Regular Check-ups - Keep your PCP informed of any concerns - Healthy Weight - Much needed rest - Manage Stress Reminder: If you have any topics you want to go through to let us know and we will make sure they get covered.			
	Presented by Susan Foster. We are not just focusing on Flu. We are focusing on respiratory illness season. What Is Respiratory Illness Season? People get sick with respiratory illnesses such as Flu, COVID-19 and RSV most often during respiratory illness season. This season usually starts in late fall and ends in early spring. The best way to prevent getting a respiratory illness such as Flu, COVID, and RSV	N/A	N/A	

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	is by getting a flu vaccine each year, as well as good personal hygiene, like hand washing. <u>What is Flu (Influenza)</u> - The flu is a sickness caused by the Influenza virus. There are different kinds of flu viruses, but Influenza A and B are the types that most often make people sick each year. <u>What is COVID-19 (Coronavirus Disease 2019)</u> - COVID-19 is a sickness caused by a coronavirus called SARS-CoV-2. - COVID-19 spreads from person to person through the air just like the flu through coughing, sneezing, and talking. We are starting to see a light uptick of Covid-19 in the US. <u>What is RSV (Respiratory Syncytial Virus)</u> - RSV is both the name of the virus and illness that it causes. - RSV belongs to a different virus family than both influenza and coronaviruses. It belongs to the Pneumoviridae family. - RSV spreads when people touch germs or breathe in droplets from coughs and sneezes. <u>Who is at higher risk?</u> Anyone can get sick, but some people have a higher risk, such as: - Infants and children younger than 2 - adults age 65 and up - pregnant women people with long-term health problems (like diabetes, heart disease or asthma) We are here to help you stay healthy this season and beyond.			

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C. HEDIS Operations	Knowing what to do and who to call can help you feel your best. • Talk with your doctor to learn about all your options to stay well. • Wash your hands often • PA Health & Wellness covers preventative vaccines • Stay home if you're sick • Call a nurse anytime 24/7 at 1-844-626-6813 TTY 711 Questions? Greg: Can you touch on the measles outbreak? Susan: We have had pockets of measles outbreaks throughout the US and recently had an outbreak at Penn State. It is highly contagious, spots on body, many times on the trunk. Very painful. It is a tough disease for children. Measles vaccine is 97% effective with minimal side effects. Also, be aware of ticks. In PA we have a lot of ticks due to our geographic area. Check your body after coming inside, especially warm, moist areas like creases of legs and arms, groin. PHW Website: www.pahealthwellness.com PHW Participant Services: 1-844-626-6813 (TTY 711) PHW Flu Website: https://www.pahealthwellness.com/members/ltss/benefits-services/flu-shots.html			
	HEDIS measures presented by John Savidge. <u>Women's Health: Preventative Care</u> • Cervical Cancer 540 new cases annually in PA, most often develops from	N/A	N/A	

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	long-lasting HPV infections, highly preventable. • Breast Cancer 13,650 new cases annually in PA, develops when breast cells grow abnormally, early detection can lead to more treatable and curable breast cancers, risk factors include family history, age, and unhealthy lifestyle • Post-Partum Depression Affects 1 in 7 mothers, a common and serious mood disorder that begins after childbirth and involves strong feelings of sadness, anxiety, and tiredness Symptoms can include: ▪ Difficulty bonding with your baby ▪ Severe mood swings ▪ Harmful thoughts and hopelessness ▪ Loss of appetite and/or sleep ▪ Panic attacks and severe anxiety Greg: Take care of yours and your caregivers mental health. Health Education Advisory Committee Concluded at 1:45 PM Participant Advisory Committee Started at 1:45 PM			

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A. Complaints and Grievances	Cole Johnson reviewed the Q1 information for 2026. A complaint can be about: • Issues with a particular provider • Failure of PHW to provide a service in a timely manner • Failure of PHW to resolve a complaint or grievance within 30 days • Denial of a service because it is not covered by PHW A grievance can be about: • Full denial of a service • Denial of a service but an alternative service is approved instead • Reduction of service from the previously approved level How do I file? • Call into our call center and let the agent know you'd like to file a complaint or a grievance • 1-844-626-6813, TTY/PA Relay 711 • Send us a letter: • Attn: Complaints and Grievances Unit 1700 Bent Creek Blvd. Suite 200 Mechanicsburg, PA 17050 • Send us a fax • 1-844-873-7451 <u>What happens after I file a complaint or grievance?</u> You will receive an acknowledgement letter in the mail with a brief description of the issue • There will be a form attached you can send back to us if you want to provide more information, but it is not required	N/A	N/A	

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B. Customer Service	You will receive a scheduling letter in the mail with at least 10 days' notice of the date and time of a hearing - You can attend the hearing if you wish, but it is not required Note: your attendance does help provide us with additional context and information about your needs. - Once the hearing is completed, you will receive a decision notice in the mail within 30 days of the date you filed your complaint or grievance - There are additional instructions on each decision notice if you wish to file a higher level of complaint or grievance "Other" category has the highest percentage of complaints at 47%. Personal Assistance Services (PAS) has the highest percentage of grievances at 91%. Tenesha Huger presented on Customer Service. Participant and Provider incoming calls - PHW met the metrics for Q2 2026: 13 seconds average speed to answer PTPs, 18 seconds average speed to answer providers. Abandoned rate for calls Q2 2026 was 0.8% for participants and 0.8% for providers. All goals met. 35,467 total calls from PTPs in Q2 2026. 20,083 total calls from Providers in Q2 2026.	N/A	N/A	

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C. Employment Services	Theresia Kody presents on Employment. <u>Work and Transportation</u> - Wherever you are on your employment journey, keep PHW informed of your transportation plans and needs. Tips to Support: - Inform your Service Coordinator/Care Manager of work and/or interest in work. - Get interest/employment details in your Plan and talk about transportation. - Include work location in Person-Centered Service Plan (PCSP) - If Non-Medical Transportation is the back-up plan, have it noted in PCSP. - Get to know your coworkers – maybe you can carpool? - Explore opening a PA ABLE account to help pay, especially in an emergency or as part of a carpool. - Ever consider getting a Driver's License or saving for a car? - OVR can help with driving assessment - Ways to save for a car: Plan to Achieve Self Support (PASS), PA ABLE - Connect with your local public transportation's Travel Trainers. - Job Coaching can assist with helping you feel comfortable traveling to/from work. <u>HCBS Job Coaching</u> - Intensive Job Coaching includes assisting the participant			

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	in meeting employment expectations, performing business functions, addressing issues as they arise, and includes travel training and diversity training to the specific business where the participant is employed. Intensive Job Coaching provides support to assist participants in stabilizing in an integrated situation (including self-employment) and may include meeting with employers on behalf of the participant when the participant is not present to assist in maintaining job placement.	N/A	N/A	
D. Transportation (MTM)	Presented by Presented by William Courtney. William discussed what MTM provides and collaboration with PA Health & Wellness to ensure trips are successful for the participants.	N/A	N/A	
E. Health Equity	Presented by Felicia Alexander. <u>Home Safety Tips</u> • <u>Always Keep A List of Emergency Numbers:</u> • <u>911</u> • <u>988: Suicide Hotline</u> • <u>Poison Control: 1-800-222-1222</u> • <u>Keep Family Member's or Friend's contact information up to date, to call in case of Emergency.</u> • <u>Make sure hallways, stairs and pathways are clear and well-lit.</u>			

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	• <u>Install, Check Batteries or contact local fire departments to get new smoke detectors.</u> • <u>Contact local health department to get free Radon kits to test your home. Pennsylvania Department of Environmental Protection</u> <u>The American Red Cross</u> • The Greater Pennsylvania Home Fire Campaign from the American Red Cross helps save lives by installing free smoke alarms in homes that don't have them, and by educating people about home fire safety. If you cannot afford to purchase smoke alarms or are physically unable to install a smoke alarm, the Red Cross may be able to help. For more information and to schedule a smoke alarm installation. <u>Home Modification Program: Remaining Safe and at Home</u> • Contact PHW Service Coordinator to request assistance with getting assessed for available resources to reside safely in your home. <u>PA Weatherization Assistance Program</u> • Who is Eligible- PA residents with an income 200% or below the federal poverty guidelines. A Household is automatically eligible if an individual receives Supplemental Security Income. • Services include assessment of air leakage, health and safety repairs, electric baseboard, client energy education. • Priority is given to high-risk residents, such as elderly, disabled individuals, families with children and high			

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F. Community Relations and Outreach	energy users. Gina Colon presented. <u>National Senior Center Month</u> - No charge to attend the center and activities funded through the Area on Aging - Contributions may be requested for some activities - Come whenever you want, no minimum attendance is required. www.aging.pa.gov - Contact your local Area Agency on Aging (AAA)	N/A	N/A	
	<u>Community Events:</u> NE: United Neighborhood Senior Centers PHWCommunityOutreach@pahealthwellness.com This concluded the Participant Advisory Committee Meeting at 2:32 PM. The Board Advisory Committee meeting started at 2:32 PM.	N/A	N/A	
A. Performance Improvement Project (PIP) – non-clinical	Brendin Tupta presented. Clinical and Non-Clinical PIP Update: PHW has just submitted the final MY2025 Report to the state on			

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and clinical	August 27th. Overall, the submission was successful and our data for MY2025 showed a strong performance for PHW. • After we have received the submission review from the State, we will be able to review the data in the next PAC meeting. • PHW continues to collect data quarterly for each PIP project. <u>Value Based Performance Intervention</u> • PHW has fully implemented its new VBP Intervention and has collected data for a few quarters for the following metrics. • ITM 9a Description: The percentage of Readmissions that occur among participants (PTPs) in the Clinical PIP who are also enrolled in the Care Insights program • ITM 9a1 Description: The percentage of readmissions that occurred among participants (PTPs) in the Clinical PIP who are enrolled in Personal Assistance Services • ITM 9a2 Description: The number of PTPs in the Care Insights program who responded "Yes" to specific questions within the program that triggers an alert, which resulted in an outreach effort from the Service Coordinator. Value Based Performance Intervention Takeaways: • Overall, the results of the first two ITMs are inconclusive but with continuation of the intervention we hope to see	N/A	N/A	

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B. 2026 Culturally & Linguistically Appropriate Services (CLAS)	what our efforts yield. • However, having a small denominator for readmissions is a positive result. • Looking at the performance of the third ITM we see that we significantly improved in our ability to successfully outreach to PTPs in the program. • We are excited to see what the full results will be in the upcoming measurement year. At the conclusion of the MY2025 submission We will be able to share much more data and information from Q1 and Q2 2026 at the next PAC meeting. Presented by Jesse Salazar. <u>What is CLAS?</u> CLAS is a way to improve the quality of services provided to individuals, which could ultimately help reduce health disparities. CLAS is about respect and responsiveness: Respect the whole individual and Respond to the individual's health needs and preferences. Reducing Health Disparities Health disparities are well documented. Implementing CLAS improves access and appropriateness of care by addressing cultural and language needs, supporting better health outcomes. • Spanish Dominance: 4,973 participants report Spanish 9,579 phone interpreter requests	N/A	N/A	

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	- Nepali is the second highest interpreter request - Arabic interpreter requests increased by 112% <u>Opportunities for Improvement</u> Communication and Language: What We've Learned Limited availability and utilization of face-to-face interpretation, zero instances in MY2025. What We're Doing About It Increase face-to-face interpretation services to better support members with LEP. - Provider education on scheduling interpretation - Enhanced vendor coordination workflows - Member outreach to assess preferences Practitioner Network and Cultural Responsiveness: What We've Learned Internal data limitations created challenges in fully identifying detailed trends and may limit visibility into practitioner training patterns across the network. What We're Doing About It Increase practitioner completion of cultural humility training to strengthen the network's ability to provide culturally and linguistically appropriate care. - Continue annual reminders - Maintain access to the toll-free Provider Relations line for assistance and support - Continue outreach to increase practitioner attestations Data Infrastructure: What We've Learned			

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	Practitioner race and ethnicity are not consistently captured as part of routine provider enrollment/maintenance workflows. What We're Doing About It Improve the identification of each practitioner's race and ethnicity by reducing "Unknown" rates. • Identify providers with missing race/ethnicity fields and generate targeted outreach lists • Standardize demographic data collection workflow that prompts providers to self-report during onboarding and at recredentialing • Track improvements over time This concluded the Board Committee meeting at 2:55 PM with a reminder that the next meeting will be December 9, 2026.	N/A	N/A	

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VII. Next Meeting Date +	December 9, 2026	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 2:55 PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Resource Coordinator III	Signature:	Date: 09/16/2026
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