



Participant Advisory Committee/NW

December 8, 2020

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

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

| Sept | Dec | PHW Staff/Observers | Title |
|------|-----|---------------------|---|
| X | X | Greg Hershberger | Community Outreach Specialist - Chairperson |
| X | X | Marci Kramer | Director, Quality Improvement |
| | X | Jim Amato | Supervisor of Resolutions/Supervisor for Transportation |
| | X | Melinda Clesca | Envolve Dental |
| X | X | Shirley A. Stahler | Quality Improvement Specialist I |
| | X | Heather Eilert | Manager, HEDIS Operations (Non-Clinical) |
| | X | Gary Law | Manager, Operations |
| | X | Jay Pagni | Senior Director, External Relations – Complaints and Grievances |
| | X | Auren Weinberg, MD | Chief Medical Officer |

External Attendance Record

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

| Sept | Dec | Name | Title |
|------|-----|------|-------------------------|
| | | TB | LTSS Participant |
| | X | RS | LTSS Participant |
| | | JB | LTSS Participant |
| X | X | AG | LTSS Participant |
| X | X | ZD | Caregiver – Royal Homes |



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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 10:14 AM. | N/A | N/A | Greg Hershberger |
| II. Announcements + | Greg conducted the roll call. | N/A | N/A | Greg Hershberger |
| III. Old Business A. Review/Approval of the Minutes * B. Transportation Updates | <p>Meeting minutes were accepted without any changes.</p> <p>Jim Amato, Supervisor for Transportation, gave an update on transportation. He told the Participants that this was an unusual year and transportation handled rides to the best of their ability. He informed them that MATP was not providing rides for everything because of COVID-19.</p> <p>He told them that they are working with the transportation provider to try to streamline the process. He said that if the Participant is 65 or older, they should utilize MATP first for medical appointments. If MATP cannot accommodate the Participant then MTM should be contacted. PHW is able to help with the MATP service if needed.</p> | <p>Accepted</p> <p>N/A</p> | <p>N/A</p> <p>N/A</p> | <p>N/A</p> <p>N/A</p> |
| IV. New Business A. Complaints & Grievances 3 rd Quarter Results | Marci Kramer, Director of QI, presented the complaints & grievances results for the third quarter. She informed the Participants that Jay Pagni is providing oversight of the Complaints & Grievances Department. | N/A | N/A | N/A |

+Informational or Old Business
 *Action Required

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| <p>B. Customer Service Report 3rd Quarter</p> | <p>Marci stated that out of the five NCQA complaint categories, Access and Availability has the most complaints the 3rd quarter. Additionally, for all three quarters of 2020, for all five regions of PA, Access and Availability was the category with the most complaints. Attitude and Service was the second highest, with Billing and Financial as the third highest. Access and Availability is also the top grievance for the 3rd quarter.</p> <p>The Northwest had 125 grievances for Access & Availability in the 3rd quarter. There were 1337 grievances across all regions for the 3rd quarter. This made up 99.8% of the total grievances for the quarter.</p> <p>AG asked if we know how many grievances are resolved within 30 days, 60 days, and 90 days. Marci will check with Jay Pagni and report to the Committee.</p> <p>Gary Law, Manager Operations, presented the third quarter Customer Service results. He explained that they had over 51,000 Participant calls. The average speed of answer was 16 seconds, which is 88% of calls, were answered within the goal of 30 seconds. The goal was met. The abandoned rate was 3.25% with a goal of less than 5%. This goal was also met.</p> <p>In the third quarter, they answered over 26,000 calls from providers. The average speed to answer was 17 seconds,</p> | <p>N/A</p> | <p>Marci to check with Jay regarding the monitoring of timeliness for C&Gs. (within 30 days, 60 days, and 90 days).</p> | <p>Marci Kramer & Jay Pagni</p> |

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| | <p>which is 89%, were answered within 30 seconds. This goal was met. The abandoned rate was 3.08% and met the goal of “less than 5%.”</p> <p>Gary explained that there was an uptick for Quarter three because there was a call routing failure for 2 ½ to 3 days. Calls were dropped so the Participant had to call back.</p> <p>AG asked if we could track the number of calls where the situation was resolved during the call. Gary stated that we have an internal team that listens in on the calls to determine call quality, but we are not able to track whether or not the callers’ issue gets resolved.</p> | | | |
| V. Next Meeting Date + | Next meeting will be in March 2021 – exact date and time to be determined. The 2021 meeting schedule will be distributed with the Q1 2021 meeting packet. | N/A | N/A | N/A |
| VI. Adjournment * | Greg adjourned the meeting at 3:52 PM. | Adjourned | N/A | N/A |

Respectively submitted,

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|--|-------------------|--------------------------|
| Minutes prepared by (name & title): Shirley A. Stahler, Quality Improvement Specialist I | Signature: | Date: 12/10/20 |
| Minutes approved by (name & title): | Signature: | Date: |