

Participant Advisory Committee

June 11, 2025

**PA Health & Wellness Northwest Participant Advisory Committee Meeting
June 11, 2025**

Voices for Independence Erie, PA

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
X	Kayla Stadelman	Community Resource Coordinator III
X	Athena Aardweg	Program Manager II
X	Jessica Anglin	Senior Product Performance and Analyst
X	Dr. Craig Butler	Medical Director
X	Dr. Davuluri	Medical Director
X	Regina Hightman	Accreditation Specialist II
X	Theresia Kody	Senior Resource Specialist
X	Molly Holbrook	Accreditation Specialist II
X	John Savidge	HEDIS Operations Manager
X	Felicia Alexander	Health Equity Specialist
X	Jewell Mayo	Supervisor of Grievances and Appeals
X	Brendin Tupta	Project Manager I
X	Jessica Grindle	Marketing Analyst
X	Tamra Nakamura	Senior Accreditation Specialist
X	Paula Joshua-Williams	Accreditation Specialist II
X	Susan Foster	Supervisor of Care Management
X	Crystal Giles	Manager of Operations

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External Attendance Record

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

June	Name	Title
X	Carrie Bach	CIL Partner
P	Aaron Guarino	Participant
X	Kyra Dusch	Caregiver
X	Kelly Barrett	Participant
P	Cynthia Rush	Participant
P	Rashedia Winston	Caregiver
X	Melina Jones	Caregiver
P	Amanda Luch	Participant
P	Victoria Jackson	Caregiver
X	Megan Trippi	Bayada Representative
X	Jennifer Lessa	OLTL Representative
X	Yaasmiyn White	OLTL Representative
X	Kristen Richard	OLTL Representative

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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 1:05 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	<p>Presented by Dr. Venkateswara Davuluri.</p> <p><u>Managing Diabetes</u></p> <p>1.2M Americans are diagnosed each year 11.6% of Americans had diabetes in 2023 97.6M American adults are living with prediabetes</p> <p>Key strategies:</p> <ul style="list-style-type: none"> • Balanced diet • Engaging in regular physical activity • Taking prescribed medications • Managing stress <p><u>Stress Awareness</u></p> <p>4 A's of Stress Management</p> <ul style="list-style-type: none"> • Avoid • Alter • Accept • Adapt <p><u>Skin Cancer Prevention</u></p> <p>The world's most common cancer is a relentless disease that strikes one in five people by age 70.</p> <ul style="list-style-type: none"> • Skin Cancer is the cancer you see 	N/A	N/A	

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B. Covid-19/Fluvention	<ul style="list-style-type: none"> • Early detection saves lives <p>Greg H. – if anyone has any suggestions on topics they want covered to please let him know.</p> <p>Presented by Susan Foster.</p> <p>Fluvention is a campaign that will run October 2025-May 2026.</p> <p>Programs goals are:</p> <ul style="list-style-type: none"> • Decrease flu among high-risk Participants • Increase overall flu vaccination rates from the previous year • Reduce flu-related utilization (ER visits, hospitalizations) <p>This program focuses on specific high-risk groups, including Participants who are 65+ years, those with chronic health conditions or pregnant.</p> <p>Flu Keypoints:</p> <ul style="list-style-type: none"> • Influenza (flu) is a contagious respiratory illness caused by flu viruses that infect the nose, throat, and lungs • Flu viruses are spread mainly by tiny water drops made when people with flu cough, sneeze, or talk • There are two main types of flu viruses: Influenza A and Influenza B. These are the types of flu that are responsible for seasonal flu epidemics each year and determine how flu vaccines are made • Flu can cause mild to severe illness, including death • The best way to prevent flu is by getting a flu vaccine each year <p>Nationally Respiratory Illness causing people to seek healthcare is</p>	N/A	N/A	

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	<p>low.</p> <p>Flu Season ended May 17, 2025</p> <p><u>Lyme Disease</u></p> <p>Some key points:</p> <ul style="list-style-type: none"> • Pennsylvania leads the nation in Lyme disease infections • Late spring into summer is the season for high tick activity • Ticks usually attach themselves in areas that are more hidden or hairy, such as your head, groin area, and armpits • Lyme disease affects humans and pets <p>Early Signs and symptoms of Lyme Disease:</p> <p>Occurs in approximately 80% of people who are bitten 3-30 days after tick bite</p> <ul style="list-style-type: none"> • Fever, chills, headache, fatigue, muscle and joint aches, and swollen lymph nodes may occur in the absence of rash • Bull's-eye rash may appear at about 7 days after bite on any part of the body, but not always. May gradually get bigger • May feel warm to the touch but is rarely itchy or painful • May appear on any area of the body <p>Some later signs and symptoms of Lyme Disease:</p> <ul style="list-style-type: none"> • Severe headaches and neck stiffness • Loss of muscle tone or droop on one or both sides of the face • Arthritis with severe joint pain and swelling, particularly the knees and other large joints • Shooting pains, numbness, or tingling in the hands or feet <p>What to do after a tick bite:</p>			

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C. HEDIS Operations	<ul style="list-style-type: none"> Remove attached ticks as soon as possible. As a word of caution, do not use petroleum jelly, heat, nail polish, alcohol, lighted match or heated tweezers, or other substances to try and make the tick detach from the skin. This may agitate the tick and force infected fluid from the tick into the skin Call your doctor if you develop a fever, rash, or other symptoms <p>Remove ticks immediately!!</p> <p>HEDIS measures Q2 presented by John Savidge.</p> <p><u>Men's Health Month:</u> Prostate Cancer is most prevalent cancer in men. Men have a 1 in 2 chance of cancer during lifetime. Women have a 1 in 3 chance of cancer during lifetime.</p> <p><u>20s -30s</u></p> <ul style="list-style-type: none"> Weight Nutrition Stress Cholesterol <p><u>40s – 50s</u></p> <ul style="list-style-type: none"> Prostate Colon Diabetes Heart Health <p><u>60s – Beyond</u></p>	N/A	N/A	

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D. Marketing Materials	<ul style="list-style-type: none"> • Bone Health • Hearing • Vision • Vaccinations <p>Q: What to do if bloodwork shows high PSA levels? A: Follow-up with biopsy and treatment plan with your doctor.</p> <p>Jessica Grindle presented. Spend More Time Outside: As the weather gets warmer, make sure you are spending some more time outside. Fresh air can improve your mood, increase physical activity, and stimulate your mind.</p> <ul style="list-style-type: none"> • Have fun in the water • Wear sunscreen • Go to the park • Bicycle ride • Patio picnic <p>Felicia: Go to www.GECAC.org for local distribution for Farmer's Market vouchers. You will receive 5 (five) \$5 vouchers to be used for PA produce only, must use entire \$5 voucher at a time – you cannot receive change back.</p> <p>Health Education Advisory Committee Concluded at 1:51 PM</p>	N/A	N/A	

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A. Complaints and Grievances	<p>Participant Advisory Committee Started at 1:51 PM</p> <p>Jewell Mayo reviewed the Q1 information for 2025.</p> <p>A complaint can be about:</p> <ul style="list-style-type: none"> • 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 <p>A grievance can be about:</p> <ul style="list-style-type: none"> • Full denial of a service • Denial of a service but an alternative service is approved instead • Reduction of a service from the previously approved level <p>How do I file a complaint or grievance?</p> <ul style="list-style-type: none"> • Call into our call center and let the agent know you'd like to file a complaint or a grievance <ul style="list-style-type: none"> • 1-844-626-6813, TTY/PA Relay 711 • Send us a letter: <ul style="list-style-type: none"> • Attn: Complaints and Grievances Unit 1700 Bent Creek Blvd. Suite 200 Mechanicsburg, PA 17050 • Send us a fax <ul style="list-style-type: none"> • 1-844-873-7451 	N/A	N/A	

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B. Customer Service	<p>Greg Hershberger presented on Customer Service.</p> <p>Participant and Provider incoming calls - PHW met the metrics for Q1 2025: 14 seconds average speed to answer PTPs, 15 seconds average speed to answer providers. The abandoned rate for calls Q1 2025 was 1% for participants and 0.7% for providers. All goals met.</p> <p>Note: All customer service employees work from home.</p>	N/A	N/A	
C. Employments Services and Assistive Technology	<p>Theresia Kody presents on Employment and Assistive Technology. We would love your feedback on employment.</p> <p>Scan the QR code or use this link: https://forms.office.com/r/cZ5Cki01v3</p> <p>Employment isn't JUST Employment</p> <p>Consider:</p> <ul style="list-style-type: none"> • Your financial security • Your housing stability • Your access to nutritious foods • Your well-being (e.g. social networks, community) • Your access to healthcare <p>Assistive Technology (AT) is one of many ways you can be supported along your employment journey.</p> <p>It opens up possibilities for you not just at work, but ALL areas of life.</p> <p>Access AT funding and supports through:</p> <ul style="list-style-type: none"> • PA Office of Vocational Rehabilitation (OVR) 	N/A	N/A	

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D. Participant-Directed Community Supports	<ul style="list-style-type: none"> • State AT Center - TechOWL contracts with Centers for Independent Living (CILs) to deliver local support as well. • CHC waiver <p>Inglis Community Services is one of our Employment Services Providers AND Assistive Technology.</p> <p>Presented by PHW Team.</p> <p>Participant-Directed Community Supports: What is it?</p> <p>This service is for participants who want to direct their own services, hire and train their direct care worker, direct their Direct Care Worker (DCW) schedule, and when necessary, terminate the employment of their DCW. These are services to help participant with basic living skills such as eating, drinking, toileting; and household chores such as shopping, laundry, and cleaning; and participating in community activities.</p>	N/A	N/A	
E. TruAlta: Caregiver Support	<p>Jessica Anglin presented on TruAlta Program: Caregiver Support. What is Trualta?</p> <ol style="list-style-type: none"> 1. Online learning & support platform for family caregivers 2. Training, resources, live events, community, & connection 3. On-demand access to information at: https://www.phw.trualta.com <p>Trualta is provided at NO COST to caregivers through PHW. 24/7 support. Reach out to your Service Coordinator for more</p>	N/A	N/A	

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F. Health Equity	<p>info.</p> <p>Felicia Alexander presented on Health Equity. June is Alzheimer's & Brain Awareness Month Alzheimer's disease is a type of dementia that affects memory, thinking and behavior, which limit activities of daily living</p> <ul style="list-style-type: none"> Alzheimer's disease, the most common cause of dementia, primarily affects individuals 65 and older, with risk doubling every 5 years after that age. Alzheimer's Association 24/7 Helpline: 1-800-272-3900 for local resources in your community. PHW offers support to Caregivers with Trualta. 	N/A	N/A	
G. Community Relations & Outreach	<p>Felicia Alexander presented on Community Relations & Outreach. For local resources available in your area: https://www.phwconnect.findhelp.com Q1 2025 total events: 129 Q1 2025 total attendees: 3371 NW Events: Free AEA Arthritis Foundation Exercise Classes- Greater Erie Community Action Committee Area on Aging</p> <p>Reach out to PHWCommunityOutreach@PaHealthWellness.com with any questions about community events.</p>	N/A	N/A	

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A. Performance Improvement Project (PIP) – non-clinical and clinical	<p>This concluded the Participant Advisory Committee Meeting at 2:25 PM.</p> <p>The Board Advisory Committee meeting started at 2:25 PM.</p> <p>Paula Joshua-Williams presented.</p> <ul style="list-style-type: none"> • OLTL requested that the 3 CHC-MCO's add an Interim Report to PIP reporting timeline. We are awaiting clarification on this request. • The upcoming annual submission is due at the end of July. • PHW continues to collect data quarterly for each PIP project. • There are no outstanding concerns with both projects, and we continue to monitor all interventions. <p>Successes:</p> <ul style="list-style-type: none"> • We were able to collect all data points for both projects except for one. - The data collection process for most ITMs has been automated and streamlined. • We have established a quarterly review process for regularly collecting data. This will allow us to make interim changes as needed to the project. Previously all data was only reported annually. <p>Opportunities:</p> <ul style="list-style-type: none"> • One of the largest factors impacting performance for the projects is a lack of timely notification of participant discharge. 	N/A	N/A	

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B. Culturally and Linguistically Appropriate Services (CLAS)	<ul style="list-style-type: none"> Currently NHT discharges are not audited by the Internal audit team as a part of their regular RAC audits. We are looking to include NHT discharges on the regular RAC audits which will allow us to then collect data for our intervention tracking measure. With the established more frequent data collection, PHW can utilize the data to make changes and provide training as necessary to improve interventions. There is an issue occurring with non-aligned D-SNP members where HSX is experiencing technical problems with Secure File Transfer Protocol (SFTP). A solution is actively being worked on. <p>Regina Hightman presented.</p> <p>In 2024 The top language requested by participants was:</p> <ul style="list-style-type: none"> Spanish <p>If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-844-626-6813 (TTY/TDD: 711)</p> <p>Getting to know our participants helps us provide you with better care and better programs, because:</p> <ul style="list-style-type: none"> More staff speak their language and understand the diverse cultures of our participants In 2024 PA Health & Wellness staff profile: <ul style="list-style-type: none"> ➤ 40% People of Color 	N/A	N/A	

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	<ul style="list-style-type: none"> ➤ 60% White ➤ 82% Female ➤ 18% Male <p>Overall, PA Health & Wellness is a diverse and inclusive place to work. On the 2024 Employee Engagement Survey, PA Health & Wellness scored 87% on the DEI index. This was 1 percentage point lower than the Centene index and 5 percentage points higher than the Fortune 100 index.</p> <p>In 2024, PHW was successful in achieving the following: PHWs Mosaic had 91 members (from 2020-2023), and 17 new members joined in 2024. Total of 108 members and 18% increase for 2024.</p> <p>PTP: He requested large print seamlessly through PHW without any issues.</p> <p>Regina: Your SC can put that in your PCSP that all your materials come in large print.</p> <p>This concluded the Board Committee meeting at 2:44 PM with a reminder that the next meeting will be September 10, 2025.</p>			

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VII. Next Meeting Date +	September 10, 2025	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 2:44PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Resource Coordinator III	Signature:	Date: 6/11/2025
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