

Participant Advisory Committee

December 6, 2023

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

(PH = phone conference, P = in person attendance, N = No attendance)

December	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	Lauren Heidenreich	Community Health Service Rep
PH	Crystal Giles	Manager, Grievance & Appeals
PH	Joanna Lewis	Director, Operations
PH	Michael Zimage	Manager, HEDIS Operations (Non-Clinical)
PH	Theresia Kody	Employment Specialist
PH	Dr. Davuluri	Medical Director
PH	Rachael Heimbach	Project Manager III
PH	John Salvidge	Quality Improvement Coordinator II
PH	Athena Aardweg	Marketing Analysis
PH	Kay Gore	Manger, LTSS

External Attendance Record

(PH = phone conference, P = in person attendance, N = no attendance)

December		
PH	Tia	Caregiver
PH	Aaron Guarino	LTSS Participant

+Informational or Old Business

*Action Required

Privileged and Confidential

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P	Carrie Bach	CIL Partner
P	Kyra Dusch	Caregiver
PH	Amanda Luchs	LTSS Participant
PH	Holly Kooken	LTSS Participant
PH	Rachael Lee-Price	Behavioral Health Provider
PH	Michael Lippitt	Physical Health Provider
PH	Linzi Driver	Dental Provider

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 1:06 PM	N/A	N/A	Greg Hershberger
I. Announcements +	Roll call was conducted.	N/A	N/A	Greg Hershberger
I. Review/Approval of the Minutes	Greg Hershberger discussed that minutes are posted on our website and reviewed.	N/A	N/A	All

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<p>IV. New Business + IV. New Business + A. Health Education</p>	<p>Dr. Davuluri: Covid infection and RSV increase in positive cases and hospitalizations. New variant of COVID. RSV increasing 65+ with chronic conditions there is a vaccine available. Speak with PCP and get vaccinated for flu, covid and RSV.</p> <p>Spoke on importance of oral care. Oral care is important to maintain strong teeth decrease risk of infections from bacteria. Work with SC and PCP to acquire services. Q: Aaron commented on not having a lot of options for dental care that accept PHW. A: Dr. D commented that the plan is working on expanding provider network.</p> <p>Raising awareness surrounding early detection/prevention of breast cancer through mammograms Type 1 and 2 diabetes uncontrolled can cause heart attack and stroke. Working on a program to find members that have uncontrolled sugars and discovering why they are uncontrolled. He spoke on the types of Diabetes (Type 1, Type 2, and Prediabetes) and what to look for in all of them. He reviewed the preventative screenings that someone could do and a healthy lifestyle would reduce your risk of diabetes. Updated PHW website for education with chronic conditions.</p>	<p>N/A</p>	<p>N/A</p>	
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<p>B. Fluvention</p>	<p>Susan Foster. Goal decrease flu infection, increase overall flu vaccination. We decrease overall utilization due to flu infections being decreased. Current report in PA type A & B influenza A higher than B, RSV is showing higher infection rate than influenza. Southwest PA region is doing best in vaccination rates. 29% vaccination rates across PA.</p> <p>If you think you have the flu or Covid please reach out to your provider to discuss possible treatments.</p> <p>There is a link to find vaccination sites through CDC website. Vaccines.gov health departments and pharmacies give vaccines. Ask your SC for assistance.</p> <p>Q: Is there a way to vaccinate large amount of people to decrease infection rates. People also have issues with transportation is there a way to have a mobile vaccination clinic.</p> <p>A: We do health fairs. Centene is working on mobile units for It is up to the provider to carry the vaccination. PHW can give participants a list that says who is carrying the flu vaccine. Specialist may carry the vaccination due to the fact they work with people that have the co-morbidities.</p> <p>Q: What is RSV?</p> <p>A:RSV is a contagious respiratory illness typically affects children it also affects adults with chronic disease and elderly. Peaked November 12th and has been coming down. Weather impacts numbers the more mild winters. RSV was abnormal this year in affecting adults.</p> <p>Q: Is the influenza vaccine combined A&B</p> <p>A: yes it is a combined vaccine</p> <p>Links: Pennsylvania Medicaid & Health Insurance: pahealthwellness.com</p>	<p>N/A</p>	<p>N/A</p>	
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<p>C. HEDIS Operations</p>	<p>https://www.cdc.gov/flue/about/index.html</p> <p>John Savidge presented on HEDIS operations, focusing on quality improvement preventive care steps. Discussed preventative care visits and how important they are to make sure you stay healthy. Annual preventive care visits include PCP annual visit (speak with them with any health concerns) ask for baseline blood work to be done to detect potential health problems before they become a problem, dental checkups, eye exams eye conditions commonly don't have any symptoms, diabetes checkup at PCP or endocrinologist they will evaluate current treatment (retinopathy is an increase risk with diabetes, kidney function can decrease with diabetes). Receive all annual vaccinations. Tips for 2024 make most out of your visit, make a list before visit and consider bringing second person with you. Schedule follow up visit before you leave.</p>	<p>N/A</p>	<p>N/A</p>	
<p>D. Health Education Materials</p>	<p>Greg Hershberger presented on marketing materials. Discussed 988 for thoughts of suicide and any mental health conditions 911 for emergency's. Comment from member he feels a magnet with reminder 988/911 plus extra space for writing in free text PCP name emergency contact info.</p> <p>Health Education Advisory Committee Concluded at 1:54 PM</p>	<p>N/A</p>	<p>N/A</p>	
	<p>Participant Advisory Committee Started at 1:55 PM</p>	<p>N/A</p>	<p>N/A</p>	

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<p>A. Complaints and Grievances Q3 2023</p>	<p>Danii Cyrus: reviewed the Q3 information starting with vendor and showing that Home Health was the highest for this quarter. She then reviewed NCQA data with Attitude and Service being the highest for complaints. She reviewed the grievance data by vendor and showed that Home Health is the highest for the quarter and grievances for NCQA.</p> <p>Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for Q3 2023 and throughout the year.</p> <p>Joanna Lewis provided a brief update on transportation and how the process has been improving over the course of the past two years. Everyone was pleased with their transportation today. Q: Ptp being charged \$40 every ride, emergent care is primary and contracted with UPMC. They don't bill insurance. Is there a benefit for this? A: Going to connect with Aaron to get transportation figured out.</p>	<p>N/A</p>	<p>magnet with reminder 988/911 +pcp name +primary and secondary emergency contact.</p>	
<p>B. Customer Service</p>	<p>Theresia Kody presented on benefits counseling, employment opportunities and being employed. Making sure that participants are talking to their Service Coordinator if they want to be employed and follow up on the process. Also, reiterated to make sure, anyone wants to work, please reach out to Theresia Kody for any questions. You have employment rights as a person with disabilities.</p>	<p>N/A</p>	<p>N/A</p>	
<p>C. Transportation</p>				

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	<p>Felicia presented on PHW Community Connect feature on our website and how you can put in your zip code and find and community events are out there in your community and neighboring communities. Upcoming dates Second harvest food bank.</p>	<p>N/A</p>	<p>Connect with Aaron after call to discuss transportation</p>	
<p>D. Employment</p>	<p>Thursday 12/7 2:30 pm in Erie, 12/13 2:30pm Second Harvest food bank @2:30pm military food share, 12/14 3pm military food share @east minister church food distribution. Take advantage of Erie library events.</p> <p>Saint Anthonys church 2:30pm get into the Christmas spirit free concert event</p> <p>Asbury woods 12/12 6:30-8pm to make door swag free event</p> <p>Journey to a Trauma Informed Life LGBTQIA first Friday each month @ 5-7pm free event board game night</p>	<p>N/A</p>	<p>N/A</p>	
<p>E. Community Relations and Outreach</p>	<p>This concluded the Participant Advisory Committee Meeting at 2:34PM.</p> <p>The Board Advisory Committee meeting started at 2:34 PM.</p> <p>Brendin Tupta presented on non clinical PIP. Transitioning nursing home ptps back into the community. Discussed discharge, post-discharge, medication reconciliation prior to discharge, and 6 month follow up after a Nursing Home Transition has been established. He reviewed the measures and the tracking and trending from Q3, and also reviewed the findings. 283 NHT cases/year so far.</p>	<p>N/A</p>	<p>N/A</p>	

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<p>c. Rural Listening</p>	<p>Q:Do you feel as though you receive information and education on new or changing benefits, provider agencies, and available resources to support all aspects of your LTSS services Q:What can PHW do better to help ensure your LTSS needs are met or that you can provide the needs of your patients? Athena will be in business review there she will be explaining her role and help find solutions to the issues/barriers ptps in rural areas that ptps experience</p> <p>This concluded the Board Committee meeting at 3:17 pm</p>	<p>N/A</p>	<p>N/A</p>	
<p>VII. Next Meeting Date +</p>	<p>March 13, 2024</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>
<p>VIII. Adjournment *</p>	<p>Greg asked for a motion to adjourn at 3:17 PM</p>	<p>Adjourned</p>	<p>N/A</p>	<p>N/A</p>

Respectively submitted,

<p>Minutes prepared by (name & title): Lauren Heidenreich, Community Health Service Representative</p>	<p>Signature: LH</p>	<p>Date: 12/6/2023</p>
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