



Participant Advisory Committee/Southeast
March 18, 2020

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

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

Mar	Jun	Sep	Dec	PHW Staff/Observers	Title
P				Greg Hershberger	Community Outreach Specialist
X				Marci Kramer	Director, Quality Improvement
X				Jim Amato	Supervisor of Resolutions/Supervisor for Transportation
				Melinda Clesca	Involve Dental
				Linzi Driver	Involve Dental PA Contract Manager
X				Shirley A. Stahler	Quality Improvement Specialist I
X				Vicki Durkin	Director, Grievance & Appeals
X				Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
X				Mollie Lewis	Provider Engagement Communications & Training Specialist
X				Angela F. Lucente-Prokop	Vice President - Operations
X				Gary Law	Manager, Operations
X				Jessica Muldowney	Manager, Operations Medicare
Mar	Jun	Sep	Dec	ADHOC	Title
X				Tamra S. Nakamura for Marci Kramer	Quality Improvement Coordinator II

External Attendance Record

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

Mar	Jun	Sep	Dec	Name	Title
X				CC	Participant & Your Destiny Home Care
X				WK	Caregiver for LTSS Participant
X				JHK	LTSS Participant (Won Kim Caregiver)
X				JP	Caregiver for LTSS Participant
X				A D-D	LTSS Participant
X				RH	LTSS Participant
X				ZL	LTSS Participant



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X				FM	Executive Director Liberty Resources Home Choices
X				OR	LTSS Participant

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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 11:10 AM.	N/A	N/A	Greg Hershberger
II. Announcements +	Roll call was conducted and all attendees made introductions.	N/A	N/A	Greg Hershberger
III. Review/Approval of the Minutes *	No minutes, this was the first meeting.	N/A	N/A	N/A
IV. Overview of Committee	<p>Greg informed all of the purpose of this committee is.</p> <ul style="list-style-type: none"> • Review the Participant Satisfaction Survey results; • Member Services on the telephone performance levels; • Review education materials for relevance, understanding and ease of use; and/or • Other topics as defined by the committee or Quality Management. 	N/A	N/A	N/A
V. New Business + A. Complaints & Grievances 4 th Quarter Results	<p>Since this was the first meeting for the southeast, Vicki Durkin gave a summary of what complaints and grievances are and how her team works through them.</p> <ul style="list-style-type: none"> • Complaints and grievance team for members • Team of nurses that review Quality of Care • Team that works with are home and community based services <p>Vicki Durkin reported on the Complaints and Grievances for the fourth quarter.</p>	N/A	N/A	N/A

+Informational or Old Business

*Action Required

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	<p>Vicki informed all that out of the 99 Complaints that were received:</p> <ul style="list-style-type: none"> • Access and availability had 81. This could be that the provider was not in network at the time or there were no available appointments. • Billing and financial had 3 complaints • Quality of care had 2 • Quality of practioners site had 1 • Attitude and service had 12 – they need to see if it was at the provider level or the health plan level <p>The information for the fourth quarter grievances will be presented at the next meeting.</p> <p>She had a trends slide that compared the Southwest and the Southeast. There were 72 grievances in the Southwest but there were only 67 grievances in the Southeast. The same categories are grieved in the Southwest as the Southeast. Southeast categories and numbers are:</p> <ul style="list-style-type: none"> • Personal assistant services had 10 • LTSS had 21 • Pharmacy had 27 • Dental had 9 <p>The turn-around time has been 20 days and the requirement is 30 days. Letters are sent out daily.</p>		<p>Grievances for the 4th quarter of 2019 and the 1st quarter of 2020 will be presented at the next meeting.</p>	<p>Vicki Durkin</p>

+Informational or Old Business

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<p>B. Customer Service Report Q4</p>	<p>Due to COVID 19, the state has temporarily closed their Bureau of Fair Hearings. As soon as they re-open, they will work to get them completed.</p> <p>Angela informed all that the Call Center focuses on resolutions. Every day they look at service level which is quality measures, they review call trends to see if they need to adapt in order to make sure the participants and providers are getting what they need.</p> <p>Gary Law presented the Customer Service Quarter 4 report. He explained that these are the statistics for the combined Customer Service for the year 2019.</p> <p>The Call Center has taken 45,000 plus participant calls per each quarter for the year 2019. There were 182,000 calls taken for the year.</p> <p>Rate of calls answered within 30 seconds is 89%. The required rate is 85% and PHW has met the requirement in all quarters for 2019. The average rate of answer was 14 seconds.</p> <p>The abandonment rate is one and a half percent. The goal is five percent.</p> <p>The goals are set by the state.</p> <p>For the provider calls the numbers are lower but they can be more difficult. There were 15 – 18,000 calls per quarter and just under</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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	<p>67,000 calls in 2019. The average rate of answer was 16 seconds.</p> <p>The rate of answer was 88.79% under 30 seconds. The rate of abandonment was just over one percent.</p> <p>The state requirements are the same for both the participant calls and the provider calls.</p> <p>CC wanted to know how often the representatives are trained and what are they being trained on?</p> <p>Gary explained that when the representatives are hired, they go through an extensive three week training. They are trained on about 50 different subjects including:</p> <ul style="list-style-type: none"> • System access • Understanding the needs of the LTSS population • Customer service skills • How to operate the phone system • Understanding what PHW does • Who we do it for • Why we do it <p>They are trained throughout the year. It may be daily or weekly in their supervisor huddles. There are also monthly team meetings that training is done. As changes happen the team is brought together for organized training where the training department trains them and they are tested and sign off for the training.</p>			

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<p>C. Provider Education Topics</p>	<p>CC also wanted to know if there is discussion on questions that the representatives have concerning the participants and the providers.</p> <p>Gary informed him that they are addressed in the meetings but they also have a number of resources that can give an answer. Leadership discusses the answers so they are consistent before they are put on the resource page for the representatives.</p> <p>CC wanted to know because he got several different answers concerning transportation. He was informed that the representatives are given training on transportation.</p> <p>Jim Amato informed all that if there are issues with transportation, they need to inform us so we can work with the vendor to get a resolution that day.</p> <p>WK wanted to let them know that a lot of the people are scared and do not ask questions. He feels that it would be good if the representatives are able to guide the caller.</p> <p>CC suggested sending a list of services that are offered and who to contact for the service.</p> <p>Mollie Lewis informed all what topics they have set up:</p> <ul style="list-style-type: none"> • Critical incidents and administrative processes • LGBTQ cultural competency • General cultural competency 	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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	<ul style="list-style-type: none"> • Behavioral health • Effective communication for providers • Quality Management processes • Understanding basics of dementia <p>She wanted to know if anybody had any topics that they would like brought up.</p> <p>CC suggested the topics:</p> <ul style="list-style-type: none"> • Communication between the provider, consumer, and PA Health & Wellness. • How to get a prior authorization completed in a timely manner. Mollie said they are working on a cheat sheet to help with getting prior authorizations. 			
VII. Next Meeting Date +	June 17, 2020 @ 10:00 am.	N/A	N/A	N/A
VIII. Adjournment *	Greg ask for a motion to adjourn. CC made the motion and RH 2 nd the motion. Meeting adjourned at 12:03 pm.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Shirley A. Stahler, Quality Improvement Specialist I	Signature:	Date: 3/23/20
Minutes approved by (name & title):	Signature:	Date: