



Participant Advisory Committee

March 18, 2022

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

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

Mar	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	Marci Kramer	Director, Quality Improvement
P	Keri Harmicar	Manager, Outreach and Marketing
P	Shane' Jeffery	Transportation
X	Tanika Taylor	Director, Grievance & Appeals
P	Joanna Lewis	Director, Operations
P	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
P	Susan Foster	Supervisor, Case Management
P	Dr. Butler	Medical Director
X	Olivia Martin	Director, Service Coordination
X	Felicia Alexander	Community Outreach Specialist
P	Tamara Nakamura	Quality Improvement Coordinator II
P	Jessica Grindle	Marketing Analysis
P	Crystal Giles	Complaints and Grievances Representative
P	Kay Gore	Manger, LTSS

External Attendance Record

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

Mar	Name	Title
P	Charlotte Dabney	LTSS Participant
P	Gloria Hardaway	LTSS Participant
P	Clinton Crittendon	Your Destiny Home Care
P	Fermina Maddox	Liberty Resources Representative
X	Aiko Dorr-Dorynek	LTSS Participant
X	Melinda Clesca	Involve Dental

+Informational or Old Business

*Action Required

Privileged and Confidential



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X	Bayada Representative	PH Provider
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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 1:04 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. COVID-19	Dr. Butler provided a statewide and PHW update on COVID-19. Spikes in the region Dr. Butler Updated info on Public Health Emergency extended which gives more control to the government to allow testing and vaccines. Numbers are rising currently good thing is the severity is not high and the hospital admissions for Covid are low. Education regarding the vaccination to members.	N/A	N/A	Dr. Davuluri
B. Fluvention	Susan Foster presented on Fluvention campaign and how the goal is for 21.4% of participants to receive the Flu vaccination, and currently we are only at 12.88% which is 5% down from last year at this time. Susan discussed Key Metrics.	N/A	N/A	Susan Foster

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C. HEDIS Operations	<p>Heather Eilert presented on how March is Colorectal Cancer month and various preventive care options including routine colonoscopy and in home testing kits. Susan presented on maintaining a healthy diet to reduce the risks of colorectal cancer. are working on that process at this time. Stacey asked how reliable are the home tests for colorectal cancer screening. Heather replied that there are always risks and the home test are less reliable. Clinton and Charlotte didn't know that we had a newsletter and PHW staff will follow up, and that it is sent out every quarter. Also, Clinton mentioned about different mobility issues for exercises.</p>	N/A	N/A	
D. Health Education Materials	<p>Keri Harmicar presented Quarter 1 Health Education materials to the group. This included January cervical cancer awareness month and March as National Nutrition month.</p> <p>Health Education Advisory Committee Concluded at 1:43 PM</p> <p>Participant Advisory Committee Started at 1:44 PM</p>	N/A	N/A	
A. Complaints and Grievances Q4 2021	<p>Crystal Giles presented Q4 Complaints and Grievances. Crystal presented that the biggest C&G is access and availability, including in the NE area.</p>	N/A	N/A	

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B. Customer Service	Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for 2021.	N/A	N/A	
C. Transportation	Shane' Jeffery presented on transportation for PHW. Shane presented on Provider no shows. Shane' stated that Provider no-shows are addressed with all providers by the Logistics team. Provider no-shows if called in are often recovered by MTM Dispatch. Shane' also discussed member no-shows and member no-shows are an opportunity to educate the member on cancellation and monitor access to care. Clinton said that he believes the agencies in the SE that provide those services = good services. Clinton asked about medical transportation what was offered. Joanna Lewis is going to follow up with Clinton about CHC metrics on transportation.	Yes	N/A	Joanna Lewis
D. Employment	Kay Gore spoke about Pennsylvania's Employment First Policy and the Five employment services. Kay spoke about the metrics of all three MCO's and their performance on participants that have normal employment and participants that may want employment which is documented on their PCSP. Kay stated that OVR but PHW is actively working with the state. Clinton asked if this was a new service. Kay stated that no, it is 1 of the 32 services	N/A	N/A	

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A. Performance Improvement Project (PIP)	<p>that all MCO's provide. Clinton asked if PHW is doing something directly to increase awareness of employment. Kay stated that we have direct mailings to the participants with services under CHC. Clinton ask if someone is interested in employment is PHW affiliated with companies for employment. Kay stated that we do contract with partners to educate businesses and which job coaching and career assistance comes into play.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:23 PM.</p> <p>The Board Advisory Committee meeting started at 2:23 PM.</p> <p>Marci Kramer presented on Performance Improvement Projects for Q4 at PHW. Marci is working on the formal report analysis for 2021 as discussed last quarter. Marci did speak about Focus Groups on quality programs and improving measures. Charlotte stated that she didn't know if she wanted to be a part of the group.</p>	N/A	N/A	Marci Kramer
B. LTSS Experience with Care Management Report	<p>Malik Haynes is working on the annual report and should be completed for next meeting.</p> <p>This concluded the Board Committee meeting.</p>	N/A	N/A	

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VII. Next Meeting Date +	June 17, 2022 at 1:00 PM	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn. Charlotte made the motion at 2:35 PM and Gloria second.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Greg Hershberger, Community Outreach Specialist	Signature:	Date: 4/1/22
Minutes approved by (name & title):	Signature:	Date: