



Participant Advisory Committee/SE

June 2, 2021

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

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

Mar	June	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	X	Shirley A. Stahler	Quality Improvement Specialist I
X	X	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
		Mollie Lewis	Provider Engagement Communications & Training Specialist
		Angela F. Lucente-Prokop	Vice President – Operations
X	X	Joanna Lewis	Manager, Operations
X		Dr. Weinberg	Chief Medical Officer
X		Tanika Taylor	Director, Operations
X		Jay Pagni	Senior Director, External Relations & Business Development, G&A
		Dr. Venkateswara Davuluri	Acting Chief Medical Officer
	X	Anthony Balouris	Manager, Grievance & Appeals
Mar	June	ADHOC	Title
X	X	Pamela Suhan	Quality Improvement Coordinator I
X	X	Hollie Worthington	Quality Improvement Project Manager
	X	Kay Gore	Manager, Community Relations & Outreach

External Attendance Record

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

Mar	June	Name	Title
X	X	CC	Participant & Your Destiny Home Care
X		WK	Caregiver for LTSS Participant
X		JHK	LTSS Participant (Won Kim Caregiver)
		JP	Caregiver for LTSS Participant



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X		ADD	LTSS Participant
	X	RH	LTSS Participant
	X	ZL	LTSS Participant
		Fermina Maddox	Executive Director Liberty Resources Home Choices
		OR	LTSS Participant
X		Ed Butler	OLTL
	X	Machelle Dinkins	MLH HomeCare and Hospice/ Billing and Collections Analyst
		Melinda Clesca	Involve Dental
X	X	Linzi Driver	Involve Dental PA Contract Manager

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June 2, 2021

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 10:49 AM.	N/A	N/A	Greg Hershberger
II. Announcements +	Roll call was conducted.	N/A	N/A	Greg Hershberger
III. Old Business A. Review/Approval of the Minutes *	Meeting minutes were accepted without any changes.	Accepted	N/A	N/A
IV. New Business A. Complaints & Grievances 1st Quarter 2021 B. Customer Service 1st Quarter 2021	<p>Anthony Balouris presented the 1st Quarter 2021 Complaints & Grievances. He explained that for the complaints Access & Availability had the most complaints with 75.</p> <p>There was 1 Billing & Financial complaint, 4 Quality of Care complaints, and 11 Attitude & Service complaints. The Southeast is the largest region and it had the most complaints of all of the regions.</p> <p>For the grievances, Access & Availability was the only category there were any grievances with 90 grievances.</p> <p>Joanna Lewis presented the Customer Service results for the first quarter of 2021. She explained that for the first quarter there were 46,489 Participant calls. The average speed to answer was 18 seconds which met the goal of 30 seconds or less. The abandoned rate was 1.34% which is less than the goal of 5%. For the year to date results, all of the goals were also met.</p>	N/A	N/A	N/A

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<p>C. LTSS Active Participation Report Spring 2021</p>	<p>She informed the Committee that the number of calls for the Providers was 22,260. The average speed to answer was 17 seconds which met the goal of 30 seconds or less. The abandoned Rate was 1.15% which met the goal of 5% or less. For the year to date results, all of the goals were also met.</p> <p>For further detail, please review slides 41 and 42 of the slide deck.</p> <p>CC asked if PHW has a system where a person can request a call back if they are waiting on hold for a long time. Joanna responded that the system does not have that capability. She will suggest that to corporate.</p> <p>She informed the Participants that the highest call volume is around lunchtime, before 10am and after 2pm. Clinton also asked if there is a way to let a message if they do not want to wait. Joanna stated that the IVR system does not allow that at this time and she can bring the up to corporate also.</p> <p>Greg Hershberger presented the LTSS Active Participation Report for the Spring of 2021. He explained that there was a glossary of terms for the Participants to review to help them understand the acronyms that are used in the report.</p> <p>He explained the rates dropped in 2020 from 2019 due to the restrictions because of the pandemic. He also informed the Committee that there were four areas identified for</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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	improvement. For further detail please review slides 44 -48 of the slide deck or review the complete report starting on page 48 of the packet sent prior to the meeting.			
VII. Next Meeting Date +	Next meeting will be September 1, 2021.	N/A	N/A	N/A
VIII. Adjournment *	Greg adjourned the meeting at 11:08 am.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Shirley A. Stahler, Quality Improvement Specialist I	Signature:	Date: 6/11/21
Minutes approved by (name & title):	Signature:	Date:



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