



Participant Advisory Committee/SE
September 1, 2021

Internal Attendance Record (Quorum, if applicable = [# needed or NA]
 (X = phone conference, P = in person attendance)

Mar	June	Sept	PHW Staff/Observers	Title
X	X	X	Greg Hershberger	Community Outreach Specialist - Chairperson
X	X	X	Marci Kramer	Director, Quality Improvement
X	X	X	Shirley A. Stahler	Quality Improvement Specialist I
X	X	X	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
		X	Mollie Lewis	Provider Engagement Communications & Training Specialist
			Angela F. Lucente-Prokop	Vice President – Operations
X	X	X	Joanna Lewis	Manager, Operations
X		X	Tanika Taylor	Director, Operations
X			Jay Pagni	Senior Director, External Relations & Business Development, G&A
	X		Dr. Venkateswara Davuluri	Senior Medical Officer
	X	X	Anthony Balouris	Manager, Grievance & Appeals
		X	Keri Harmicar	Director, Marketing & Communications
Mar	June	Sept	ADHOC	Title
X	X		Hollie Worthington	Quality Improvement Project Manager
	X	X	Kay Gore	Manager, Community Relations & Outreach
		X	Malik Haynes	Director, Quality Program Strategy
		X	John Savidge	Quality Improvement Coordinator I
		X	Michael Zimage	Quality Improvement Coordinator I
		X	Olivia Martin	Director, Service Coordination

External Attendance Record
 (X = phone conference, P = in person attendance)

Mar	June	Sept	Name	Title
X	X	X	CC	Participant & Your Destiny Home Care
X			WK	Caregiver for LTSS Participant

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X			JHK	LTSS Participant (Won Kim Caregiver)
			JP	Caregiver for LTSS Participant
X			ADD	LTSS Participant
	X		RH	LTSS Participant
	X		ZL	LTSS Participant
		X	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
		X	Melanie Westfall	CHC Care manager, Magellan Behavioral Health



SE PAC slides
9.1.21.pptx

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 2:05 pm.	N/A	N/A	Greg Hershberger
II. Announcements +	Greg conducted roll call.	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

+Informational or Old Business

*Action Required

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IV. New Business A. Complaints & Grievances Quarter 2, 2021	<p>Tanika Taylor presented the second quarter (Q2) 2021 Complaints & Grievances (C&G). She stated that the Quality of Care (QOC) category had the highest volume of complaints in Q2. In the past, the Access and Availability (A&A) category had the highest volume. The C&G team partnered with the Training and Resolutions Team to address the A&A concerns. They are now able to address/resolve many concerns before they become complaints, which has reduced the volume of complaints in this category.</p> <p>Tanika noted that the Access & Availability category had the highest volume for grievances. Most of the grievances are related to home health and Personal Assistance Service (PAS) providers. For the Quality of Care category, the C&G team is working through the QOC cases pre-grievance to get a resolution, which in turn will reduce the number of grievances.</p> <p>The complete C&G statistics are on slides 4-7 of the slide deck inserted in the minutes.</p>	N/A	N/A	N/A
B. Customer Service Quarter 2, 2021	<p>Joanna Lewis presented the Customer Service results for the second quarter of 2021. She informed the Committee that there were 37,240 calls answered in the second quarter. PHW answered all calls within 15 seconds or less in Q2. This met the goal of 85% with a score of 90%. The abandoned rate was 1.28%, which met the goal of < 5%.</p> <p>Customer service metrics are included in slide nine in the slide</p>	N/A	N/A	N/A

+Informational or Old Business

*Action Required

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<p>C. CAHPS Medicaid 2020 vs 2021 Results</p>	<p>deck.</p> <p>Malik Haynes presented the Consumer Assessment of Healthcare Providers and Systems (CAHPS) results, comparing 2020 to 2021. He explained that the CAHPS survey assesses Participant experience with PHW, our systems, and providers. The rating scale is 1-5 with five being the highest rating.</p> <p>For the results of the non-dual and aligned dual Participants, the ratings remained relatively constant, except for the rating of Specialist and Flu Vaccination Rate. Rating of Specialist increased from 3 stars to 5 stars from 2020 to 2021. The Flu Vaccination rate decreased from 59.4% to 55.3% from 2020 to 2021. The final overall CAHPS score increased from 3.14 stars in 2020 to 3.43 stars in 2021.</p> <p>The results for the non-aligned duals decreased from 5 stars in four areas over 2020. The Flu Vaccination rate increased from 61.96% to 65.60% from 2020 to 2021. The final overall CAHPS score decreased from 5 stars in 2020 to 4.29 stars in 2021.</p> <p>There are opportunities to put interventions in place to improve CAHPS survey results. PHW will be developing and implementing interventions to increase the scores.</p> <p>The Dental Visit rating has been increasing slightly year over year. The biggest issues identified for Participants are not getting dental care at this time because of fear of going to the office due to the pandemic and transportation issues. PHW sent</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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	<p>dental kits to Participants.</p> <p>CC asked if PHW has looked into an option for a transportation company that specifically takes Participants to medical appointments. He stated there is a company in Philadelphia that transports for medical appointments only. The name of the company is LogistiCare. He also stated that Participants may need to be educated on their transportation options.</p> <p>Malik said he would look into this company. He asked Joanna Lewis to follow up with this information also.</p> <p>For CAHPS survey results, refer to slides 11 – 15 in the slide deck inserted in the minutes.</p>			
VII. Next Meeting Date +	Next meeting will be December 1, 2021.	N/A	N/A	N/A
VIII. Adjournment *	Greg adjourned the meeting at 2:20 pm.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Shirley A. Stahler, Quality Improvement Specialist I	Signature:	Date: 9/3/21
Minutes approved by (name & title):	Signature:	Date:



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