



**Participant Advisory Committee/SE**  
*September 15, 2020*

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

Mar	Jun	Sept	PHW Staff/Observers	Title
P	X	X	Greg Hershberger	Community Outreach Specialist - Chairperson
X	X		Marci Kramer	Director, Quality Improvement
X			Jim Amato	Supervisor of Resolutions/Supervisor for Transportation
			Melinda Clesca	Envolve Dental
			Linzi Driver	Envolve Dental PA Contract Manager
X	X	X	Shirley A. Stahler	Quality Improvement Specialist I
X	X		Vicki Durkin	Director, Grievance & Appeals
X	X	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	X		Gary Law	Manager, Operations
X			Jessica Muldowney	Manager, Operations Medicare
	X		Julia Prine	HEDIS Coordinator
	X		Olivia Martin	Director, Service Coordination
	X		Lauren Mujic	Manager, Provider Relations
	X	X	Rachel Donington	Community Outreach Specialist
	X	X	Robena Spangler	Community Advocate
	X		Malik Haynes	Director, Quality Program Strategy
	X		Kay Gore	Manager, Community Relations & Outreach
Mar	Jun	Sept	ADHOC	Title
X			Tamra S. Nakamura for Marci Kramer	Quality Improvement Coordinator II
		X	Michael Zimage for Marci Kramer	Quality Improvement Coordinator I
		X	Joanna Lewis for Gary Law	Manager, Operations



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External Attendance Record

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Mar	Jun	Sept	Name	Title
X	X	X	CC	Participant & Your Destiny Home Care
X	X	X	WK	Caregiver for LTSS Participant
X		X	JHK	LTSS Participant (Won Kim Caregiver)
X			JP	Caregiver for LTSS Participant
X	X	X	ADD	LTSS Participant
X	X		RRH	LTSS Participant
X		X	ZL	LTSS Participant
X	X	X	FM	Executive Director Liberty Resources Home Choices
X	X		OR	LTSS Participant

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<b>I. Call to Order</b>	Greg Hershberger called the meeting to order at 10:08 AM.	N/A	N/A	Greg Hershberger
<b>II. Announcements +</b>	Roll call was conducted and all attendees made introductions.	N/A	N/A	Greg Hershberger
<b>III. Review/Approval of the Minutes *</b>	Greg Hershberger asked for a motion to approve the minutes from the last meeting. CC made the motion and ZL seconded the motion.	Approved as written	N/A	N/A
<b>V. New Business</b> A. Medicaid Adult CAHPS  B. Complaints & Grievances 2 <sup>nd</sup> Quarter Results	<p>Greg Hershberger explained that Malik Haynes was going to present the Medicaid Adult CAHPS. Unfortunately he got pulled into another meeting and will not be able to present today. We will skip this presentation today and present it at our next PAC meeting.</p> <p>Greg Hershberger presented the complaints and grievances for the second quarter. For the southeast the complaints have decreased for the second quarter. This can be attributed to a lot of the transportation issues were not being seen due to Participants not going out at this time due to COVID 19.</p> <p>There was a spike in the grievances for second quarter. One of the issues identified was because of transportation not getting the Participants to the dental appointment on time.</p> <p>Another issue identified was Personal Assistance Services. A lot of these were due to hours being denied. Another item was</p>	N/A	Have this presented at the December meeting.	Greg Hershberger

+Informational or Old Business

\*Action Required

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<p>C. Customer Service Report Q2</p>	<p>pharmacy for denials of prescriptions.</p> <p>ZL asked if PHW is saying a lot of the issues are due to the pandemic, how is that. In his view a lot of people are scared to go out, which means a lot of people are staying at home. Greg Hershberger responded that when the people did start going to appointments, that is where we saw some of the transportation issues increase.</p> <p>CC asked about the monthly passes that Participants receive, are there more complaints about that at this time. Greg responded that he did not know but would get that information for him from Vicki Durkin.</p> <p>ADD said that he is having trouble getting his passes. One month he gets his pass and the next month he does not. He felt that there should be some unity between all of the people who coordinate the passes.</p> <p>Greg told the committee that he will forward their complaints to our transportation department. He also told them that he will make sure that transportation is in the meeting in December.</p> <p>Joanna Lewis, Manager – Operations, presented the second quarter Customer Service Report. She stated they took almost 45,000 calls from the Participants. The average speed of answer was 13 seconds with the target being 30 seconds. The goal is 85% and we met it with a 93%. The abandoned rate is 2.24%</p>	<p>N/A</p>	<p>Follow up with Vicki Durkin to see if there are more complaints about the monthly passes the Participants receive.</p>	<p>Greg Hershberger</p>

+Informational or Old Business

\*Action Required

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	<p>with the target being 5%.</p> <p>Greg Hershberger asked Joanna to explain how an abandoned call is defined. Joanna explained that it is when somebody calls in and nobody answers the phone, so the Participant hangs up. This usually happens when the wait time is longer than normal.</p> <p>ZL asked if she considered their rate pretty good. Joanna responded that yes because Customer Service has a very low abandoned rate.</p> <p>Joanna presented the provider rates. She explained that they took almost 26,000 provider calls for the second quarter. The average speed of answer was 13 seconds. The goal is 85% and it was met with a 94%.</p> <p>The abandoned rate was 1.8% and the target was 5%. This goal was also met.</p> <p>For Ambetter they took 1739 calls and the average speed to answer was 16 seconds with a target of 30 seconds. The goal is 85% and Customer Service met it with a 93%. The abandoned rate is 5.35% and the goal is 5%.</p>			
<b>VII. Next Meeting Date</b> +	December 15, 2020 @ 10:00 am.	N/A	N/A	N/A
<b>VIII. Adjournment *</b>	Greg adjourned the meeting at 10:40 am.	Adjourned	N/A	N/A



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Respectively submitted,

<b>Minutes prepared by (name &amp; title):</b> Shirley A. Stahler, Quality Improvement Specialist I	<b>Signature:</b>	<b>Date:</b> 9/21/20
<b>Minutes approved by (name &amp; title):</b>	<b>Signature:</b>	<b>Date:</b>