

Participant Advisory Committee

September 18, 2025

**PA Health & Wellness Southwest Participant Advisory Committee Meeting
September 18, 2025**

Liberty Community Resources, Philadelphia, PA

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

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

Sept	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
X	Kayla Stadelman	Community Resource Coordinator III
X	Athena Aardweg	Program Manager II
X	Jessica Anglin	Senior Product Performance and Analyst
X	Dr. Craig Butler	Medical Director
X	Dr. Davuluri	Medical Director
P	Theresia Kody	Senior Resource Specialist
X	Molly Holbrook	Accreditation Specialist II
X	John Savidge	HEDIS Operations Manager
P	Tiesha Grundy	Health Equity Specialist
X	Jewell Mayo	Supervisor of Grievances and Appeals
X	Brendin Tupta	Project Manager I
X	Jessica Grindle	Marketing Analyst
X	Tamra Nakamura	Senior Accreditation Specialist
X	Ralph Ramos	Supervisor of Care Management
X	Tina McCollough	Membership Retention Specialist
X	Crystal Giles	Manager of Operations

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External Attendance Record

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

Sept	Name	Title
X	Keeley Anglin	OLTL Representative
X	Yaasmiyn White	OLTL Representative
P	Adrian Syders	Participant
P	Anton Austin	CIL Partner
P	Aymee Oneill	CIL Partner
P	Rachel Santigo	Participant
P	Kathleen Curcio	Participant
P	Robert Curcio	Caregiver
X	Cindy Celi	Mom's Meals Representative
X	Yasmine Maldonado	External Service Coordination Partner

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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 1:07 PM	N/A	N/A	Greg Hershberger
II. Announcements +	Roll call was conducted. Location is at Liberty – they had a health fair.	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. MD Update B. Health Education	Presented by Ralph Ramos. <u>Physical Activities</u> • Less than half (45.2%) of US adults with mobility disability reported engaging in aerobic physical activity • Important because it can potentially alleviate and/or prevent down-stream health complications and promote healthy aging Who Can Help? • Your local Center for Independent Living centers • Local gyms – ADA requires all gyms to be accessible • Caregiver • Family Member <u>Managing Cholesterol</u> Low-density Lipoproteins (LDL) levels • Called the “bad cholesterol,” since having too much LDL significantly increases the risk of early heart disease, heart attack, and stroke • Physical Activity • Heart Healthy Diet • Healthy Weight • Medication	N/A	N/A	

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*Action Required

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	<u>Men's Health Tips</u> • <u>Regular Check-ups</u> ▪ <u>Keep your PCP informed of any concerns</u> • <u>Healthy Weight</u> • <u>Much needed rest</u> • <u>Manage Stress</u> <u>Neuropathy</u> What is Neuropathy? • Damage or dysfunction of the nerves outside of the brain and spinal cord (peripheral nerves) Affects • Arms, hands, legs, feet, hips, chest Symptoms • Numbness, tingling, prickling, shooting pain, muscle weakness Treatment • Pain management, physical therapy, occupational therapy, lifestyle modifications <u>Sleep Patterns</u> Sleep: • How much? ▪ Adults recommended having over 7 hours per night • Quality ▪ Uninterrupted sleep • Aging ▪ Older adults tend to wake up more during the night ▪ Tougher time falling asleep			

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B. Covid-19/Fluvention	▪ Sleep shorter time spans (naps) Presented by Ralph Ramos. Fluvention® is an annual program designed to prevent influenza by promoting flu vaccinations among our Participants. The next flu season will run from approximately October of 2025 through May 2026. Illness and vaccination rates are monitored on a continuous basis. The goals for the program are to: ✓ Decreased flu among high-risk Participants ✓ Increase overall flu vaccination rates ✓ Reduce flu-related utilization (ER visits, hospitalizations) This program targets high-risk groups, which include: ✓ People who are 65+ years ✓ People with chronic health conditions (COPD, Diabetes, heart disease, etc.) ✓ Women who are pregnant • As of August 1, 2025, the amount of acute respiratory illness (Flu, COVID, and RSV) causing people to seek health care is at a very low level. • COVID-19 activity is increasing in many Mid-Atlantic, Southeast, Southern, and West Coast states. Pennsylvania is seeing this increase. • Seasonal influenza activity is low and continues to decline. RSV activity is very low. When should you get vaccinated?	N/A	N/A	

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C. HEDIS Operations	Covid-19: Administer as soon as available. Any time of year. Flu: Ideally administer early fall Older adult RSV vaccine: Ideally administer late summer/early fall Flu Mist can now be self-administered. Speak with your provider. HEDIS measures presented by John Savidge. <u>Women's Health: Preventative Care</u> Age 18-39: - Wellness Visit - Annual - Cervical Cancer Screening – Every 3 Years - HPV Vaccine – Recommended through age 26 - Chlamydia Screening – Ages 16 to 24 Age 40-65: - Wellness Visit – Annual - Cervical Cancer Screening – Every 3 Years - Colon Cancer Screening – Start at age 45 - Mammogram – Starting yearly at age 40 Age 65+: - Wellness Visit - Annual - Osteoporosis Screening – Ages 65 & older - Cervical Cancer Screening – Discontinue if normal - Mammograms & Colonoscopies - As advised	N/A	N/A	
D. Marketing Materials	Jessica Grindle presented. Did you know that PA Health & Wellness sends out a quarterly newsletter? If you have not received this newsletter, you can still access a digital version.	N/A	N/A	

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A. Complaints and Grievances	- Go to www.pahealthwellness.com - Click on For Participants - Click Participant Resources - Click Newsletter Every newsletter includes: Benefits you may not know about Health Education Interesting tidbits to help you live a healthier life. You can get the previous newsletters dating back to 2018. Take control of your health coverage anytime, anywhere! With the PA Health & Wellness Participant Portal, you can: - View your benefits and coverage - Track Claims in real time - Find in-network providers - Download your ID card instantly - Get personalized reminders and alerts Sign up today and manage your coverage easier than ever! Visit: https://www.pahealthwellness.com/login.htm Health Education Advisory Committee Concluded at 1:39 PM Participant Advisory Committee Started at 1:39 PM Jewell Mayo reviewed the Q1 information for 2025. A complaint can be about:			

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B. Customer Service	- Issues with a particular provider - Failure of PHW to provide a service in a timely manner - Failure of PHW to resolve a complaint or grievance within 30 days - Denial of a service because it is not covered by PHW A grievance can be about: - Full denial of a service - Denial of a service but an alternative service is approved instead - Reduction of service from the previously approved level How do I file? - Call into our call center and let the agent know you'd like to file a complaint or a grievance 1-844-626-6813, TTY/PA Relay 711 - Send us a letter: - Attn: Complaints and Grievances Unit 1700 Bent Creek Blvd. Suite 200 - Mechanicsburg, PA 17050 - Send us a fax 1-844-873-7451 "Other" category has the highest percentage of complaints at 47%. Personal Assistance Services (PAS) has the highest percentage of grievances at 94%. Joanna Lewis presented on Customer Service. Participant and Provider incoming calls - PHW met the metrics for Q2 2025: 8 seconds average speed to answer PTPs, 9 seconds	N/A	N/A	

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C. Nutritional Consultation and Teleservice	average speed to answer providers. Abandoned rate for calls Q2 2025 was .7% for participants and 0.7% for providers. All goals met. Presented by Greg Hershberger. <u>Nutritional Consultation:</u> What is it and why is it valuable? Nutritional Consultation services help the participant and a paid and unpaid caregiver in planning meals that meet the participant's nutritional needs and avoid any problem foods. Example of Service: A participant visits a dietitian to discuss what foods will help to maintain their blood sugar and not complicate their diabetes. <u>Home Delivered Meals - Mom's Meals presented Cindy Celi:</u> Better health begins with the food we eat. Mom's Meals began 26 years ago. It includes medically tailored refrigerated meals. Supports most major chronic conditions. You can choose your own meals, every delivery. Delivers to all addresses across the country. Packaged for storage in your refrigerator for 14 days. Contact your SC for Home Delivered Meals. You can register online to manage your account and choose your meals. 73% of people say Home Delivered Meals is the most important service allowing them to stay at home. The foundation to good health is having access to nutritious food, not just food alone.	N/A N/A	N/A N/A	

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D. Employments Services	Theresia Kody presents on Employment. We would love your feedback on employment. Scan the QR code or use this link: https://forms.office.com/r/cZ5Cki01v3 Curious about work: - Will I lose PAS hours if I work? - Your hours are based on your need to support activities of daily living. Having a job does not decrease those needs. - Your times of service may change due to your working hours (if you don't have PAS needs during your work shift). Employed and PAS: - Consider the following: - How does PAS support you getting ready for work and maintain your job (e.g. hygiene) - Activities of daily living during work shift (e.g. restroom) - Assistive Technology and Job Coaching services can assist with identifying areas of need and support; job coaching can also assist navigating conversations with employers. Tell Your Service Coordinator (SC): - Known needs for PAS - Known changes (e.g. currently 10am-noon on Monday which is going to be when you work)	N/A	N/A	

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E. Health Equity	• Work Schedule and other employment details Develop the following with your SC before you start: • Basic schedule inclusive of your work schedule • Backup plan for PAS ▪ Include considerations when you take time off from work or if there's bad weather • Identify other support needs (e.g. Assistive Technology assessment, Nonmedical Transportation, Job Coaching) ▪ Backup plans as needed How can PHW be better from your perspective? Share your thoughts! Presented by Tiesha Grundy. The Pennsylvania Breast & Cervical Cancer Early Detection Program If you meet the requirements, you may be able to receive the following services for free: • Mammograms and magnetic resonance imaging (MRI) to look for breast cancer • Pap and human papillomavirus (HPV) tests to look for cervical cancer • Follow-up tests if results are not normal Patient navigation helps set-up appointments and solve issues that make it difficult for you to get services. Adagio Health 1-800-215-7494	N/A	N/A	

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F. Community Relations and Outreach	Free Prostate Cancer Screenings: Digital Rectal and PSA Blood Test - Hillman Cancer Center, 412-755-2881 5115 Centre Avenue, Pittsburgh, PA 15232 - Hamot 814-877-6000 201 State St, Erie, PA 16550 Tina McCollough presented. 2025 Dental Benefits The following services are covered for Participants aged 21 and older: - Two periodic oral exams and cleanings per year. - All medically necessary dental services including cleanings, x-rays, fillings, crowns, dentures, extractions and other services. - Surgical procedures and emergency services related to treatment for symptoms and pain. Beyond Medicaid-covered services, Participants can request a free oral hygiene kit by calling Participant Services. Need help making an appointment? Call Participant Services at: 1-844-626-6813 (TTY 711) SE Community Events: 2025 Senior Strut (Hosted by PCA) 2025 Disability Summit This concluded the Participant Advisory Committee Meeting at 2:43 PM.	N/A	N/A	

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A. Performance Improvement Project (PIP) – non-clinical and clinical	The Board Advisory Committee meeting started at 2:43 PM. Brendin Tupta presented. Clinical and Non-Clinical PIP Update: The Final MY2024 PIP Submission is due August 27th to IPRO Our team actively worked on the submission since the interim submission in March. The Final Report has been submitted to IPRO. Next submission will be the Interim MY2025 Report which was in March. PHW continues to collect data quarterly for each PIP project. There are no outstanding concerns with both projects, and we continue to monitor all interventions. This concluded the Board Committee meeting at 2:50 PM with a reminder that the next meeting will be in December 2025.	N/A	N/A	

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VII. Next Meeting Date +	December 11, 2025	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 2:50 PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Resource Coordinator III	Signature:	Date: 9/22/2025
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