



Participant Advisory Committee/SE
December 10, 2021

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

Mar	June	Sept	Dec	PHW Staff/Observers	Title
X	X	X	X	Greg Hershberger	Community Outreach Specialist - Chairperson
X	X	X	X	Marci Kramer	Director, Quality Improvement
X	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	X		Dr. Venkateswara Davuluri	Acting Chief Medical Officer
		X		Keri Harmicar	Director, Marketing & Communications
			X	Susan Foster	Supervisor, Case Management
			X	Dr. Craig Butler	Chief Medical Director
Mar	June	Sept	Dec	ADHOC	Title
X	X			Hollie Worthington	Quality Improvement Project Manager
	X	X	X	Kay Gore	Manager, Community Relations & Outreach
		X	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
			X	Shane Jeffery	Supervisor, Program Coordination
			X	Curtis Knight	Community Health Services Connector
			X	Tamra Nakamura	Quality Improvement Coordinator
			X	Nichole Gilligan	Project Manager II

External Attendance Record

+Informational or Old Business
 *Action Required



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



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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 1:56 PM.	N/A	N/A	Greg Hershberger
II. Announcements +	Greg informed the Committee, that he checked to see if PHW would be able to provide a gift card to the Participants for attending these meetings. He stated that he was told that we could not provide the Participants with a gift card based on the agreement with the State.	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 Quarter 3 (Q3), 2021 B. Customer Service Quarter 3 (Q3), 2021	<p>Greg Hershberger presented the Q3 Complaints & Grievances (C&G) report. He explained that the Access and Availability (A&A) category had the highest volume of complaints in Q3. The volume has come down significantly for Q3. The volume for Q2 was 1,394 and the volume for Q3 was 86. The volume decreased due to collaborating with Customer Service and the Service Coordinators.</p> <p>A&A is the highest category for grievances. The greatest issue is home health and personal assistance hours.</p> <p>Shane Jeffery presented the Q3 Customer Service Report. She stated that Q3 and the year-to-date goals were all met for Participant Customer Services.</p>	N/A	N/A	N/A

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C. Transportation	<p>She then presented the Provider Customer Service metrics for Q3. All goals were met for Q3 and for year- to -date.</p> <p>Fermina asked for a definition of abandoned calls. Shane explained that is when the call is ringing for 30 seconds, the call will be disconnected. WK asked the reason there were more calls for providers in Q1 and Q2 but the average speed to answer was lower than Q3. Shane explained that there were some system issues that caused the delay in the answer time.</p> <p>Shane Jeffery presented the transportation report for January through September 2021. In April, there was an increase in transports, which is attributed to adult daycare opening back up. The number of transports remained steady from April through September.</p> <p>CC asked for clarification on what trips meant. Shane explained that it was the transportation rides taken.</p> <p>CC asked if PHW is affiliated with different transportation companies such as LogistiCare. Greg told CC to forward the information on LogistiCare to him and he would forward to Shane so she can look into them.</p> <p>Fermina said Participants have contacted her concerning issues with not receiving cards or they receive them and do not know what they are for. They also have complaints about wait times for their rides.</p>	N/A	N/A	N/A

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<p>D. Cultural Competence and Linguistics Assistance (CCLAS) Program Description</p>	<p>CC stated that he knows that SEPTA is transitioning to keycards and will be implementing this in the next several months. He asked if Shane knew anything about them.</p> <p>Shane stated that she would look into this. She explained that PHW does use a type of card and she will see if the card will be acceptable to SEPTA.</p> <p>The number of provider no-shows remains low. The highest months were April and May with 9 no-shows per month. The no-shows are addressed with all providers by the Logistics team. If a Participant calls concerning a no-show, MTM will dispatch a new transport.</p> <p>Next the Participant no-shows were addressed. She stated that April had the highest number of no-shows at 20. Participants are educated on cancellations to help prevent future no-shows.</p> <p>Tamra Nakamura presented the Cultural Competence and Linguistics Assistance (CCLAS) Program Description. She explained that the National Committee for Quality Assurance (NCQA) identifies organizations that lead the market in providing culturally and linguistical sensitive services, working to reduce health care disparities, and having a focus on addressing social determinants of health (SDOH).</p> <p>PA Health & Wellness (PHW) has adopted the 15 National</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

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	<p>Standards for Cultural and Linguistically Appropriate Services (CLAS) as a foundation for their CCLAS Program. CLAS standards ensure services comply with the Office of Civil Rights guidelines for culturally and linguistically appropriate access to health care services. This can be found in Title VI of the Civil Rights Act.</p> <p>The principal CLAS standard is, “Provide effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy and other communication needs.”</p> <p>Tamra presented Standard 9 to the Committee explaining that this establishes culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization’s planning and operations.</p> <p>PHW has set goals to meet the needs of the targeted population by focusing on five areas:</p> <ol style="list-style-type: none"> 1. Organizational and Administrative Improvements- PHW addressed this by adopting new policies i.e., PA.QI.CLAS.29 Cultural and Linguistic Policy 2. Cultural Competency-Addressed with PHW Cultural Competency Training 101, completion rate of 91%, goal to increase completion rate to 94% in 2022. 3. Health Equity-CAHPS results for Getting Needed Care showed a composite score of 89.9 % satisfaction rate for 			

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E. Employment	<p>White Participants and 80.8% for Black Participants. 2022 goal is to increase member satisfaction among Black Participants by 2%.</p> <p>4. Language Services- Goal is to build strong processes around identifying and analyzing CLAS complaints and appeals and implementing resolutions.</p> <p>5. Health Literacy- Goal is to promote at least one health literacy tool or skill building educational material to PHW providers in 2022.</p> <p>Tamra stated that this was a high-level view of the process and she would continue to update the Committee going forward. She welcomed any feedback from the participants and any suggestions (programs) to help those in their communities.</p> <p>Ed Butler from the state was not available for the call so Kay Gore spoke on employment. She explained that there are five employment services offered. The services can be done virtually. Employment for disabled does not necessarily affect their benefits.</p> <p>If someone is interested in employment they should reach out to their Service Coordinator or Kay for help.</p>	N/A	N/A	N/A
VII. Next Meeting Date +	Next meeting will be March 2022.	N/A	N/A	N/A
VIII. Adjournment *	Greg adjourned the meeting at 2:24 pm.	Adjourned	N/A	N/A



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Respectively submitted,

Minutes prepared by (name & title): Shirley A. Stahler, Quality Improvement Specialist I	Signature:	Date: 12/21/21
Minutes approved by (name & title):	Signature:	Date: