

**Participant Advisory Committee**

*March 22, 2022*

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

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

<b>Mar</b>	<b>PHW Staff/Observers</b>	<b>Title</b>
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	Marci Kramer	Director, Quality Improvement
P	Keri Harmicar	Manager, Outreach and Marketing
P	Shane' Jeffery	Transportation
P	Tanika Taylor	Director, Grievance & Appeals
P	Joanna Lewis	Director, Operations
P	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
P	Susan Foster	Supervisor, Case Management
P	Dr. Butler	Medical Director
X	Olivia Martin	Director, Service Coordination
X	Felicia Alexander	Community Outreach Specialist
P	Tamara Nakamura	Quality Improvement Coordinator II
P	Jessica Grindle	Marketing Analysis
P	Crystal Giles	Complaints and Grievances Representative
P	Kay Gore	Manger, LTSS

**External Attendance Record**

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

<b>Mar</b>	<b>Name</b>	<b>Title</b>
X	Penny Fleckenstein	LTSS Participant
P	Keith Klink	LTSS Participant
P	Gayle Lewandowski	LTSS Participant
P	Maria Martin	LTSS Participant
P	Leon Abramovitz	LTSS Participant
X	Melinda Clesca	Involve Dental

+Informational or Old Business

\*Action Required

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P	Sarah McElhattan	Service Access Management, INC.
X	Bayada	PH Provider
X	Melinda Clesca	Involve Dental
X	Anthony House	BH Provider

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 1:03 PM	N/A	N/A	Greg Hershberger
<b>II. Announcements +</b>	Roll call was conducted.	N/A	N/A	Greg Hershberger
<b>III. Review/Approval of the Minutes</b>	Greg Hershberger discussed that minutes are posted on our website and reviewed.	N/A	N/A	All
<b>IV. New Business +</b> A. COVID-19	Dr. Butler provided a statewide and PHW update on COVID-19. Spikes in the region Dr. Butler Updated info on Public Health Emergency extended which gives more control to the government to allow testing and vaccines. Numbers are rising currently good thing is the severity is not high and the hospital admissions for Covid are low. Education regarding the vaccination to members. Greg asked if there were any updates on the fourth shot and Dr. Butler said it should be ready shortly for everyone. Also, Dr. Butler noted that you can get more home testings at COVIDtest.gov	N/A	N/A	Dr. Butler
B. Fluvention	Susan Foster presented on Fluvention campaign and how the goal is for 21.4% of participants to receive the Flu vaccination, and currently we are only at 12.88% which is 5% down from last year	N/A	N/A	Susan Foster

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C. HEDIS Operations	<p>at this time. Susan discussed Key Metrics.</p> <p>Heather Eilert presented on how March is Colorectal Cancer month and various preventive care options including routine colonoscopy and in home testing kits. Susan presented on maintaining a healthy diet to reduce the risks of colorectal cancer. are working on that process at this time.</p>	N/A	N/A	
D. Health Education Materials	<p>Keri Harmicar presented Quarter 1 Health Education materials to the group. This included January cervical cancer awareness month and March as National Nutrition month. Gayle stated that AGH and West Penn gives \$30/month to participants for Farmer’s markets called Project Destiny.</p> <p>Health Education Advisory Committee Concluded at 1:48 PM</p>	N/A	N/A	

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	Participant Advisory Committee Started at 1:49 PM	N/A	N/A	
A. Complaints and Grievances Q4 2021	Marci Kramer presented Q4 Complaints and Grievances. Marci presented that the biggest C&G is access and availability, including in the SW area. Gayle stated that she has not received any answers from C&G from last meeting. Lean said the same thing.	Yes	ASAP	Tanika Taylor and PHM Team
B. Customer Service	Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for 2021. Gayle stated that she had an awful customer services experience and avoids it at all costs. PHW will follow up with Gayle's concerns.	Yes	ASAP	PHW Rapid Response Team
C. Transportation	Shane' Jeffery presented on transportation for PHW. Shane presented on Provider no shows. Shane' stated that Provider no-shows are addressed with all providers by the Logistics team. Provider no-shows if called in are often recovered by MTM Dispatch. Shane' also discussed member no-shows and member no-shows are an opportunity to educate the member on cancellation and monitor access to care.	N/A	N/A	

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D. Employment	<p>Kay Gore spoke about Pennsylvania’s Employment First Policy and the Five employment services. Kay spoke about the metrics of all three MCO’s and their performance on participants that have normal employment and participants that may want employment which is documented on their PCSP. Kay stated that OVR but PHW is actively working with the state.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:19 PM.</p> <p>The Board Advisory Committee meeting started at 2:20 PM.</p>	N/A	N/A	
A. Performance Improvement Project (PIP)	<p>Marci Kramer presented on Performance Improvement Projects for Q4 at PHW. Marci is working on the formal report analysis for 2021 as discussed last quarter. Marci did speak about Focus Groups on quality programs and improving measures. Keith stated he would be happy to join.</p>	Yes	April 2022	Marci Kramer
B. LTSS Experience with Care	<p>Malik Haynes is working on the annual report and should be completed for next meeting.</p>			

+Informational or Old Business

\*Action Required

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Management Report	This concluded the Board Committee meeting.			
<b>VII. Next Meeting Date +</b>	June 1, 2022 at 1:00 PM	N/A	N/A	N/A
<b>VIII. Adjournment *</b>	Greg asked for a motion to adjourn. Keith made the motion at 2:37 PM and Gayle second.	Adjourned	N/A	N/A

Respectively submitted,

<b>Minutes prepared by (name &amp; title):</b> Greg Hershberger, Community Outreach Specialist	<b>Signature:</b>	<b>Date:</b> 4/1/22
<b>Minutes approved by (name &amp; title):</b>	<b>Signature:</b>	<b>Date:</b>