

Participant Advisory Committee

June 1, 2022

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

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

June	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	Marci Kramer	Director, Quality Improvement
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. Davuluri	Medical Director
P	Ralph Ramos	Director, Quality Program Strategy
P	Malik Haynes	Community Outreach Specialist
P	Jessica Grindle	Marketing Analysis
P	Kay Gore	Manger, LTSS

External Attendance Record

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

June	Name	Title
P	Penny Fleckenstein	LTSS Participant
P	Keith Klink	LTSS Participant
P	Gayle Lewandowski	LTSS Participant
X	Maria Martin	LTSS Participant
X	Leon Abramovitz	LTSS Participant
X	Melinda Clesca	Envolve Dental
P	Sarah McElhattan	Service Access Management, INC.
X	Bayada	PH Provider

+Informational or Old Business

*Action Required

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P	Yasymin White	Office of Long Term Living
X	Anthony House	BH Provider

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 1:14 PM	N/A	N/A	Greg Hershberger
II. Announcements +	Roll call was conducted.	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. COVID-19	Dr. Davuluri Updated info: Public Health Emergency extended which gives more control to the gov 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 Question: Gayle How long until the new vax will cover new strains? Dr. D.- Vax helps with new strains but may not prevent infection. Gayle will the vax be like the flu vax updated every year. Dr. D. probably not. Greg: Is there a reason why we aren't seeing as severe infections? Dr. D. Vax helps create the immunity Gayle: Is there anything to do to prevent the possible long-term consequences of Covid. Dr. D. prevention practices. Gayle should we still be wearing masks? Dr. D. Wearing a mask in certain situations is recommended. Medication that can be taken if caught early on. Yes, this medication is helpful to decrease the severity of the infection should I talk to my Dr. about the medication? Dr. D. learning about the medication before hand is a good idea.	N/A	N/A	

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
B. Fluvention	<p>Susan Foster presented Fluvention and stated that the Flu season is winding down met our vax goal</p> <p>Gayle asked if PAC can volunteer to do outreach for fluvention.</p>	N/A	N/A	
C. HEDIS Operations	<p>Heather Eilert presented and spoke to Annual Preventive Care Screenings Seeing a return of in-house dr. visits. No questions were asked. PTP Newsletter information was given and went over where to find it and a little bit about what is in it, ER vs Urgent Care vs Doctors office.</p> <p>ER for emergencies-and discussed the benefits of urgent care.</p>	N/A	N/A	
D. Health Education Materials	<p>Greg Hershberger presented on the marketing materials for Q2. These included Emergency Room vs. MedExpress and High Blood Pressure Awareness. There were no questions.</p> <p>Health Education Advisory Committee Concluded at 1:53 PM</p>	N/A	N/A	

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A. Complaints and Grievances Q1 2022	<p>Participant Advisory Committee Started at 1:54 PM</p> <p>Tanika Taylor presented Q1 Complaints and Grievances. Tanika 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.</p> <p>Gayle stated that she has a complaint regarding denial of services that she is unable to obtain a written denial for the services. She was supposed to meet w/C&G and then they stopped meeting with her before the resolution was provided.</p> <p>Penny stated that maybe there were more complaints or grievances than the listed numbers for C&G.</p>	<p>N/A</p> <p>Yes</p>	<p>N/A</p> <p>ASAP</p>	<p>Tanika Taylor and PHM Team</p>

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B. Customer Service	<p>Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for Q1 2022.</p> <p>Gayle does not buy the numbers. Gayle does not like the way customer service tells her what preventive care that needs to be done. Joanna offered to speak with Gayle offline, also states she never receives a supervisor call back when she has asked.</p> <p>Keith stated that customer service doesn't answer.</p> <p>Penny had a good experience with Transportation.</p> <p>Is there any way for PTPs to let it be known that they do not want to answer the questions regarding preventive health care, or doctor's visits? Joanna to check on that regarding Gaps in Care questions.</p> <p>Penny appreciates that there is someone to answer her calls when she calls in and doesn't have to wait on hold like some other places she has to call.</p>	Yes	ASAP	PHW Rapid Response Team
C. Transportation	<p>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</p>			

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D. Employment	<p>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.</p> <p>Gayle stated she was not picked up twice in May she also stated that she was going to sue PHW and MTM if it happens again. Shane’ to speak with Gayle directly.</p>	N/A	N/A	Shane’ Jeffery
	<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>	N/A	N/A	
	<p>Rachael Heimbach presented on Consumer Assessment of Healthcare Providers and Systems. Rachael spoke to the 2021 results, new program changes in 2022, and adult disparities. No questions were asked.</p> <p>This concluded the Participant Advisory Committee Meeting at 3:01 PM.</p>	N/A	N/A	

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<p>A. Performance Improvement Project (PIP) – non-clinical</p> <p>B. Performance Improvement Project (PIP) – clinical</p>	<p>The Board Advisory Committee meeting started at 3:02 PM.</p> <p>Marci Kramer presented on Performance Improvement Projects Non-clinical for Q1 at PHW. Marci spoke on the measures and descriptions of discharge and post-discharge information and 6 month follow up. Marci spoke about intervention measures and data on tracking and trending measures. Marci concluded with the findings and asked if anyone had any questions for the committee, there were none.</p> <p>Michael Zimage presented on Performance Improvement Projects Clinical for Q1 at PHW. Mike spoke on the measures and descriptions of discharge and post-discharge information and 6 month follow up. Mike spoke about intervention measures and data on tracking and trending measures. Mike concluded with the findings and asked if anyone had any questions for the committee, there were none.</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	

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C. Culturally and Linguistically Appropriate Services in Healthcare (CLAS)	<p>Tamra Nakamura presented on CLAS speaking to what PAHW is doing today with diversities across the state. She also reviewed the make up of the staff at PAHW, 2021 CLAS Evaluation, and languages spoken by participants and services that are available if needed help. Tamra reviewed the doctors in network and their ethnicity, goals for CLAS, and asked if there were any questions and anything more that she can provide.</p> <p>This concluded the Board Committee meeting at 3:27 pm.</p>			
VII. Next Meeting Date +	August 29, 2022 at 1:00 PM	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn. Keith made the motion at 3:27 PM and Gayle second.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Greg Hershberger, Community Outreach Specialist	Signature:	Date: 7/1/22
Minutes approved by (name & title):	Signature:	Date: