



Participant Advisory Committee

June 9, 2020

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

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

Mar	Jun	PHW Staff/Observers	Title
P	X	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	X	Marci Kramer	Director, Quality Improvement
P		Jim Amato	Supervisor of Resolutions/Supervisor for Transportation
X	X	Shirley A. Stahler	Quality Improvement Specialist I
X	X	Vicki Durkin	Director, Grievance & Appeals
P		Tanika Taylor	Director, Operations
P	X	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
X		Mollie Lewis	Provider Engagement Communications & Training Specialist
X		Jessica Muldowney	Manager, Operations Medicare
P		Crystal Martin	Supervisor of Rapid Response Team
	X	Olivia Martin	Director, Service Coordination
	X	Felicia Alexander	Community Outreach Specialist
	X	Gary Law	Manager, Operations
	X	Julia Prine	HEDIS Coordinator

External Attendance Record

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

Mar	Jun	Community Observers	Title/Program
		Brenda Dare	Community Partner
Mar	Jun	Name	Title
X	X	MM	LTSS Participant
P	X	KK	LTSS Participant
P	X	GL	Participant
P	X	PF	LTSS Participant
P	X	LA	LTSS Participant

+Informational or Old Business

*Action Required

Privileged and Confidential

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	X	CJ	Participant
P		Carol Jones	TRIPL
	X	MT	Participant & TRIPL
		LB	Participant
		Anthony House	BH Provider
		Melinda Clesca	Envolve Dental
P	X	Sarah McElhattan	Service Access and Management
		Marsha Simonds	PH Provider
P	X	Matt Perkins	CEO from Service Coordination Unlimited
P		Jasmine Price	Service Access and Management

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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 10:10 AM.	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 requested a motion to approve the meeting minutes. KK made the motion to approve the minutes and MT seconded the motion to approve the minutes from March 2020.	Approved as written	N/A	All
IV. New Business + A. Complaints & Grievances 1 st Quarter B. Customer Service Report 1 st Quarter	<p>Vicki Durkin presented the Complaints and Grievances reports for the first quarter of 2020.</p> <p>Vicki Durkin told the committee that access and availability has the highest number of complaints for each region that they report on. She also informed them that access and availability has the highest number of grievances for each region that is reported on.</p> <p>GL brought issues that she has had with filing complaints, to Vicki Durkin's attention. Vicki told GL that she would contact her and discuss her issues with filing complaints.</p> <p>Gary Law presented the first quarter Customer Service report. There were almost 80,00 Participant calls in the first quarter and all goals were reached. There were over 30,000 provider calls in the first quarter and all goals were reached.</p> <p>GL informed PHW that she was pleased that they have started to</p>	N/A	Reach out to GL.	Vicki Durkin

+Informational or Old Business

*Action Required

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<p>C. LTSS Active Participation 2019</p>	<p>do the surveys right after the call. She feels this makes it easier for the Participant to give proper feedback.</p> <p>Olivia Martin presented the Long Term Services and Supports (LTSS) Active Participation Monitoring for 2019. She informed the committee that these measures are a requirement for our National Committee for Quality Assurance (NCQA) distinction coming up. She informed the committee that the goal is 85% of participants receive an initial assessment and at least one additional interactive contact.</p> <p>For the initial assessment within five days, the goal was met in quarter two and quarter four. For the completed Person Centered Service Plan (PCSP) within 30 days of enrollment, the goal was not met in the first quarter but it was met in the remaining three quarters.</p> <p>Her department identified four areas for improvement. All four Improvements were implemented by end of year 2019.</p> <p>GL asked what the acronyms that were used in the presentation, stand for. Olivia Martin gave her the information. Gayle suggested that PHW provides the meaning of the acronyms that are used. Greg Hershberger will send our acronym list to the participants for their information.</p> <p>Matt Perkins provided some COVID 19 information. He informed the committee that 71% of the COVID 19 patients were in</p>	<p>N/A</p> <p>N/A</p>	<p>Provide the PHW acronym list to the members of the committee.</p> <p>Provide the percentage of patients for Home and</p>	<p>Greg Hershberger</p> <p>Matt Perkins</p>

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	<p>Nursing Homes and 446 of the patients were from Home and Community based services. He will get the percentage for the 446 and send to Greg Hershberger.</p> <p>PF wanted to let Olivia Martin know that she was denied for getting more hours and has not heard anything more about it. Olivia said she would look into it and get back to her. PF also wanted to express that she liked getting the call concerning the denial but would also like to get calls when something is approved. Olivia said they are working on that process at this time.</p> <p>GL asked if anybody has heard anything more concerning rating the Personal Assistance Service (PAS) agencies. Marci Kramer let GL know that GL's contact person is no longer at OLTL. Marci will attempt to identify the person at OLTL who replaced her.</p>	<p>N/A</p> <p>N/A</p>	<p>Community based services to Greg Hershberger so he can forward to Olivia Martin.</p> <p>Look into the denial of hours for PF and see what is going on. Call PF with information</p> <p>Find out who took over for the State person and try to work with them on the rating system for PAS agencies.</p>	<p>Olivia Martin</p> <p>Marci Kramer</p>
VII. Next Meeting Date +	September 8, 2020 @ 10:00 am.	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn. GL made the motion and MT seconded the motion. Meeting adjourned at 11:14 am.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Shirley A. Stahler, Quality Improvement Specialist I	Signature:	Date: 6/10/20
Minutes approved by (name & title):	Signature:	Date:



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