



Participant Advisory Committee

March 10, 2020

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

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

Mar	Jun	Sep	Dec	PHW Staff/Observers	Title
P				Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P				Marci Kramer	Director, Quality Improvement
P				Jim Amato	Supervisor of Resolutions/Supervisor for Transportation
X				Shirley A. Stahler	Quality Improvement Specialist I
X				Vicki Durkin	Director, Grievance & Appeals
P				Tanika Taylor	Director, Operations
P				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

External Attendance Record

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

Mar	Jun	Sep	Dec	Community Observers	Title/Program
Mar	Jun	Sep	Dec	Name	Title
X				MM	LTSS Participant
P				KK	LTSS Participant
P				GL	Participant
P				PF	LTSS Participant
P				LA	LTSS Participant
P				Carol Jones	TRIPL
				MT	Participant & TRIPL
				LB	Participant
				Anthony House	BH Provider

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				Melinda Clesca	Envolve Dental
P				Sarah McElhattan	Service Access and Management
				Marsha Simonds	PH Provider
				Brenda Dare	Community Partner
P				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 10:22 AM.	N/A	N/A	Greg Hershberger
II. Announcements +	Roll call was conducted and all attendees made introductions.	N/A	N/A	Greg Hershberger
III. Review/Approval of the Minutes *	KK made the motion to approve the minutes with amendments and LA, seconded the motion to approve the minutes from December 2019.	Approved with amendments.	N/A	All
IV. Questions about minutes	<p>PF questioned why all of the participants names are initials and the managers of the organization has their names. She would like to have people’s names listed in the minutes.</p> <p>Marci stated that we put initials in the minutes for their privacy as they get posted on the PHW Participant website. She stated that for the next meeting, we will provide the meeting minutes with Participants’ full names and then redact the minutes for publishing on the website.</p>	N/A	Provide minutes to participants with their names. Redact names when placed on the website.	Shirley Stahler/Marci Kramer/Greg Hershberger
V. New Business + A. Complaints & Grievances 4 th Quarter Results	<p>Vicki Durkin reported on the Complaints and Grievances for the fourth quarter.</p> <p>Vicki informed all that the categories on the report are NCQA categories.</p> <ul style="list-style-type: none"> • Access and availability – means how available our provider network is or how quickly you can get it. 		Provide a drill down for the next quarter and going forward.	Vicki Durkin

+Informational or Old Business

*Action Required

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	<ul style="list-style-type: none"> • Billing and financial questions. • QOC (Quality of Care) – means the care you are receiving and if you have any complaints about that issue. • Quality of Practitioner Office Site – This could be the practitioner, their office, or the staff. • Attitude and Service – The people at the doctor’s office that take your appointment. It could be MTM. <p>Complaints: Access and availability complaints increased in the fourth quarter.</p> <p>LA informed that he has called with several complaints and he has not received any decisions. He had an issue surrounding a recent hospital stay, an issue with MTM, and discovered his podiatrist does not participate with PHW.</p> <p>Grievances: Southwest and Southeast were reported separately.</p> <p>Southwest total 29. Southeast total 21.</p> <p>Most grieved issues: Personal Assistant services, pharmacy, dental, and long-term supports and services.</p> <p>Vicki asked the Participants if there is anything specific they want to see in her presentations for complaints and grievances moving</p>		<p>Research will be completed to make sure LA’s complaints are being addressed.</p>	<p>Vicki Durkin</p>

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<p>B. Customer Service Report Q4</p>	<p>forward. They can let Greg know of any requests and he will forward on to Vicki.</p> <p>GL stated that she filed what she considered a grievance but was told that it was a complaint. Her complaint was concerning MTM and missing her appointment. She said that she was denied a service that day and wanted to know why it was not considered a grievance because she was denied the service.</p> <p>Vicki responded that it is based on medical necessity.</p> <p>GL informed all that she filed a second level complaint and the representative was unable to find the notes from the original complaint. When she received a letter about her complaint it only stated, "filed about discrimination." She said that it was about not receiving home services.</p> <p>Vicki informed GL that she will get her information from Greg and do research on her issues. She will contact her with the findings.</p> <p>GL also reported that numerous times when she filed a complaint, she was informed on the phone that somebody would call her on the same day but that never happened.</p> <p>Jim Amato presented the fourth quarter results for Customer Service.</p>		<p>Research will be conducted on GL's concerns and GL will be notified of the findings.</p>	<p>Vicki Durkin</p>

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	<p>For CHC he reported the Participant calls:</p> <ul style="list-style-type: none"> • 45,068 calls were taken with an average speed of answer of eight seconds • 182,727 calls were taken for the year with an average speed of answer of 14 seconds • For the year it came to 89.44% and the state requires 85% • We met the abandoned rate of calls with a 1.43% of abandoned rate. The state requires 5% or below. <p>For CHC he reported the provider side which includes Personal Assistance Services (PAS) agencies, hospitals, doctors offices, etc.:</p> <ul style="list-style-type: none"> • 16,314 calls were taken with an average speed of answer of 11 seconds. • 66,822 calls were taken for the year with an average speed of answer of 16 seconds. • The answer rate was 88.79% • The abandoned rate was 1.12% <p>For Ambetter for the provider side:</p> <ul style="list-style-type: none"> • 4520 calls were taken with an average speed of answer of 17 seconds • The average speed to answer (ASA) rate was 94.69% • The abandoned rate was 2.30% <p>PF commented that she called Customer Service to change her address and she had a really good experience with the Customer Service person. Jim found the notes from the call and identified the</p>		<p>Inform the Customer Service Representative's</p>	<p>Jim Amato</p>

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C. Provider Education Topics	<p>representative. He said that he would let the representative’s supervisor know of the positive interaction.</p> <p>PF was questioning the accuracy of the customer service reports regarding Average Speed of Answer (ASA) because when she calls in there is an automated answer. Jim informed her that the time starts after the participant chooses their prompt.</p> <p>Mollie Lewis, Provider Relations, noted some of the training topics that are currently offered to our providers:</p> <ul style="list-style-type: none"> • General Cultural Competency • LGBT specific Cultural Competency • Behavioral Health • Effective Communication for Providers – focused on provider communication with participants • Quality Management Administrative Processes – behind the scenes such as documentation, billing, etc. • Understanding the basics of dementia. <p>Mollie stated that her team is always looking for topics for provider training. She asked the Participants if they had any suggestions for provider education training topics.</p> <p>Mollie said that the education is open to everyone. She also said that they don’t get as much direct service participation in the trainings as they would like to. She has been ramping up the attendance by doing email blasts to everyone who is on the email list.</p>		<p>Supervisor of the great experience that PF had.</p> <p>N/A</p>	<p>N/A</p>

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	GL suggested a training on how to treat a member with common courtesy, dignity, and respect from day one.			
VII. Next Meeting Date +	June 9, 2020 @ 10:00 am.	N/A	N/A	N/A
VIII. Adjournment *	Greg ask for a motion to adjourn. PF made the motion and KK 2 nd the motion. Meeting adjourned at 11:08 am.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Shirley A. Stahler, Quality Improvement Specialist I	Signature:	Date: 3/12/20
Minutes approved by (name & title):	Signature:	Date: