



**Participant Advisory Committee**  
*September 10, 2019*

**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	X	P		Daniel Kleinmann	Community Relations
P	X	P		Greg Hershberger	Project Manager
X		X		Marci Kramer	Director, Quality Improvement
		X		Trina Cox	Senior Manager, Vendor Management
X	X			<del>John Mee</del>	<del>Sr. Director, Vendor Mgmt.</del>
P	P			Felicia Alexander	Pathways Facilitator
P	P			<del>Jim Swingle</del>	<del>Manager, HEDIS and Stars Operations, Chairman</del>
X		P		Malik Haynes	Manger, Quality
P	P	P		Jim Amato	PC II
P	P			Sarah McElhattan	Service Access and Management
				Melinda Clesca	Engolve Dental
	P	X		Ashley N. Moore	Quality Improvement Coordinator I
	X			Colleen Miles	Director Grievance & Appeals
	X			Shannon Hughes	Manager Operations
	P	P		Ellie Wozniak	Quality Improvement Coordinator I
	X	X		Shirley A. Stahler	Quality Improvement Specialist I
Mar	Jun	Sep	Dec	Designee Attendee Name	Title

**External Attendance Record**

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

Mar	Jun	Sep	Dec	Community Observers	Title/Program
P	X			Erin Ninehouser	SC for PA health Access Network
Mar	Jun	Sep	Dec	Name	Title
P				MM	LTSS Participant



**Participant Advisory Committee**  
*September 10, 2019*

P	P	P		KK	LTSS Participant
P	P	P		GL	Participant
P	P	P		PF	LTSS Participant
P				NW	LTSS Caregiver
		P		LA	LTSS Participant
P				Andrea Costello	TRIPIL
P				Anna Zaydenberg	ComForcare Senior Services
	P			Carol Jones	TRIPIL
	P			DB	Participant
P				CR	Participant
P	P			MT	Participant & TRIPL
				LB	Participant
				Andrea Costello	LTSS Provider
				Anthony House	BH Provider
				Marsha Simonds	PH Provider
		P		Brenda Dare	

**Participant Advisory Committee**  
*September 10, 2019*

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 10:38 AM.	N/A	N/A	Jim Swingle
<b>II. Announcements +</b>	Roll call and introductions were made by all in attendance via phone and in-person.	N/A	N/A	Jim Swingle
<b>III. Review/Approval of the Minutes *</b>	GL, participant, approved and KK participant, seconded the motion to approve the minutes from June, 2019.	Approved as written.	N/A	All
<b>IV. Old Business +</b> A. Transportation	<p>Participant LA was disappointed in the transportation. He stated that they arrive late and it is frustrating. He also said a lot of participants do not know who to talk to about the transportation issues or they are scared to report it.</p> <p>Participant KK stated that he was picked up with another person with a large wheel chair. There was not enough room for both of them but they were both put in. He was sitting like he was on a hill and his head kept hitting the back of the chair. He also stated they should not be putting two big wheelchairs in the same vehicle because there is not enough room. He did inform us that the driver was polite.</p> <p>PF informed us that she was called at 8:34 AM and was told that they were almost there. Unfortunately, the driver was at S. Euclid Drive and she lives on S. Euclid Avenue. They had to reroute to the correct address. She also said that it would be okay for them to pick her up at 9:00 AM because there is less traffic. She did arrive at the meeting on time.</p>	N/A	N/A	N/A

**Participant Advisory Committee**  
*September 10, 2019*

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	<p>LA informed all that when he sets up the transportation, he does not have trouble. He feels that someone is not articulating the actual instructions. Also, the instructions are not getting to the driver.</p> <p>Jim Amato and Daniel Kleinmann will take the information to the transportation company.</p> <p>LA stated that he has updated his phone number with PHW and the state but it is still not correct. He was informed that when we update it in our system, the master file from the state overwrites it if the state does not have it updated on their master file. LA stated that one hand does not know what the other hand is doing.</p> <p>Jim Amato will call the transportation company to follow up on the issues. His goal is to dive in to work out the issues. He is consistently working on address issues.</p> <p>LA wanted to know if PHW has information on the people who do not report the transportation issues. He suggested that PHW does a survey of the people to get answers. Some people do not know what to do if they have issues. He was informed that at this time, we are addressing what we are aware of.</p> <p>KK stated that this is a chronic problem.</p> <p>Greg Hershberger stated that we are aware that this is a problem and it is being addressed. He also said that is why the participants</p>			

**Participant Advisory Committee**  
*September 10, 2019*

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<p>B. MTM Debit Card</p>	<p>are at this meeting because, we want to hear the good but we also want to hear the bad.</p> <p>Daniel Kleinmann followed up on the question from the last meeting concerning the MTM Debit card and what they are supposed to do with it. He informed all that this is a reimbursement for the participant when they pay out of pocket for transportation.</p> <p>LA said there are no instructions for the card and when he ask his Case Manager, they did not know what it was for. Daniel informed him that the instructions are in the participant handbook.</p> <p>LA stated he did not receive a new participant handbook or a provider handbook. The state informed the participants that the information is on the computer. LA said he is computer challenged and has trouble using it. LA and KK stated that they could not find the information in the system.</p> <p>The state told the participants that they could call in for the information or to get a handbook. GL responded that when she calls in and gives them all of her information, they tell her that she does not exist.</p> <p>Angela (state), said that if they have problems they can call her. LA stated that he would do that.</p> <p>LA stated that he thinks the new handbooks should be sent to the</p>			

**Participant Advisory Committee**  
*September 10, 2019*

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	<p>participants automatically.</p> <p>It was suggested that a letter be sent with the card that has the instructions and also informs the participant what the card is for.</p>			
<p><b>New Business</b></p> <p>A. Complaints and Grievances 2<sup>nd</sup> Quarter 2019 report.</p>	<p>Malik Haynes presented the Complaints and Grievances numbers for Colleen Miles</p> <p>Southwest – 38 complaints 30 - Access &amp; Availability – 79% - Complaints per Thousand - .45 1 – Billing &amp; Financial – 2.6% 1 – Quality of Practitioner Office Site – 2.6% 6 – Attitude &amp; Service – 16%</p> <p>Grievances – 77 77 – Access &amp; Availability – 100%</p> <p>Angela from the state ask to have the last Quarters numbers for Complaints and Grievances. Greg told them that he would provide them. He also said that the next meeting, we will provide each quarter along with the present quarter.</p>	N/A	Provide 1 <sup>st</sup> Quarter Complaints and Grievances numbers.	Greg Hershberger

**Participant Advisory Committee**  
*September 10, 2019*

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<b>VII. Next Meeting Date +</b>	December 2019	N/A	N/A	N/A
<b>VIII. Adjournment *</b>	Greg ask for a motion to adjourn.	Adjourned	N/A	N/A

Respectively submitted,

<b>Minutes prepared by (name &amp; title):</b> Shirley A. Stahler, Quality Improvement Specialist I	<b>Signature:</b>	<b>Date:</b> 9/11/19
<b>Minutes approved by (name &amp; title):</b>	<b>Signature:</b>	<b>Date:</b>