

Participant Advisory Committee

December 2, 2025

**PA Health & Wellness Southwest Participant Advisory Committee Meeting
December 2, 2025**

Transitional Paths to Independent Living/Voices for Independence Washington, PA

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

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

December	PHW Staff/Observers	Title
X	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
X	Kayla Stadelman	Community Resource Coordinator III
X	Athena Aardweg	Program Manager II
X	Jessica Anglin	Senior Product Performance and Analyst
X	Dr. Craig Butler	Medical Director
X	Drea Bey	Membership Retention Specialist
X	Heather Boone	Provider Engagement and Training Specialist
X	Theresa Kody	Senior Resource Specialist
X	Molly Holbrook	Accreditation Specialist II
X	John Savidge	HEDIS Operations Manager
X	Tiesha Grundy	Health Equity Specialist
X	Jewell Mayo	Supervisor of Grievances and Appeals
X	Brendin Tupta	Project Manager I
X	Jessica Grindle	Marketing Analyst
X	Tamra Nakamura	Senior Accreditation Specialist
X	Ralph Ramos	Supervisor of Care Management
X	Tina McCullough	Membership Retention Specialist
X	Gina Colon	Membership Retention Specialist
X	Crystal Giles	Manager of Operations

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External Attendance Record

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December	Name	Title
X	Michelle Rockwell	CIL Partner
X	Jennifer Lessa	OLTL Representative
X	Kristen Richard	OLTL Representative
X	Renee Crumrine	Participant
X	Penny Fleckenstein	Participant
X	Linda Phillips	Participant
X	Gayle Lewandowski	Participant
X	Keith Klink	Participant
X	Quinn Wells	Caregiver
X	Robin Evans	Caregiver
X	Rachael Lee-Price	Beacon Health Representative

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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 1:08 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. MD Update B. Health Education	<p>Presented by Dr. Craig Butler.</p> <p>There is a huge opportunity to add subjects or content that you would like to learn more about.</p> <p><u>Dental Hygiene</u></p> <p>Why Important?</p> <ul style="list-style-type: none"> • Oral health is essential for overall well-being • Healthy teeth and gums contribute to proper digestion, speech, and confidence • Poor dental health can lead to gum disease, cavities, tooth loss, and systemic health issues such as heart disease and diabetes <p>Dental Care Practices</p> <ul style="list-style-type: none"> • Brush twice a day • Floss • Use mouthwash • Proper diet • Visit your dentist <p><u>Bladder Health</u></p>	N/A	Greg: Let MTM know how important it is keeping dental appointments	

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	<p>Maintaining good bladder health is essential for overall well-being!</p> <p>Tips for maintaining a healthy bladder</p> <ul style="list-style-type: none"> • Drink water! 8-10 glasses a day • Avoid irritants – caffeine, alcohol, spicy foods, acidic drinks • Maintain a healthy weight <p>Empty your bladder regularly</p> <p>Gail: Suggests for a really good water to try Fiji water since it has great taste and makes drinking water easier.</p> <p><u>Consumer Assessment of Healthcare Providers and Systems (CAHPS)</u></p> <p>What does CAHPS do?</p> <ul style="list-style-type: none"> • Measure patient experience • Promote quality improvement • Inform consumer choice • Standardize data collection <p>Gail: Does not like being asked about upcoming colonoscopies or testing when she speaks with member services. She has filed complaints because they were saying testing was due earlier but according to her records, they were not due. It confused her.</p> <p><u>Fall Prevention</u></p> <p>Most common reasons for falls!</p> <ul style="list-style-type: none"> • Environmental Hazards – clutter and seasonal • Personal Factors – vision and/or muscle weakness • Medications – dizziness or unstable gait <p>Make your home safer</p> <ul style="list-style-type: none"> • Remove clutter, loose rugs, electrical cords in walkways 			

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B. Covid-19/Fluvention	<ul style="list-style-type: none"> • Install handrails and grab bars • Ensure your house is well-lit • Stay physical • Manage your medications <p>Presented by Ralph Ramos. There is a new strain of Flu found that is not matching with the current Flu vaccine. Fluvention® is an annual program by PA Health & Wellness designed to promote vaccinations as the key to flu prevention. By increasing annual influenza vaccination rates in high-risk members, health related complications and excess healthcare costs are greatly reduced. Educational materials are shared with our participants and healthcare providers by things such as email, general mail, text messaging, and phone messaging. This program targets high-risk groups, which include:</p> <ul style="list-style-type: none"> • People who are 65+ years • People with chronic health conditions (COPD, Diabetes, heart disease, etc.) • Women who are pregnant <p><u>Key Flu Points</u></p> <ul style="list-style-type: none"> • Influenza (flu) is a contagious respiratory illness caused by flu viruses that infect the nose, throat, and lungs • There are two main types of flu viruses: Influenza A and Influenza B. These are the types of flu that are responsible for seasonal flu epidemics each year and determine how flu vaccines are made 	N/A	N/A	

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C. HEDIS Operations	<ul style="list-style-type: none"> Flu can cause mild to severe illness, including death As of September 20, 2025, the amount of flu and flu related illnesses causing people to seek health care is at a low level. COVID-19 activity is decreasing across the United States, with only Arizona showing an increase in COVID cases. RSV cases remain very low across the United States. <p>The 2024-2025 influenza season was classified as a high severity season, the first since 2017-2018.</p> <p>It is anticipated that the 2025-2026 influenza season will look much like last year's influenza season.</p> <p>Ask your provider what vaccines are best for YOU! Not every person needs the same vaccinations.</p> <p>Being vaccinated not only helps protect you, but it also helps protect those around you</p> <p>Questions?</p> <p>PHW Website: www.pahealthwellness.com</p> <p>PHW Participant Services: 1-844-626-6813 (TTY711)</p> <p>HEDIS measures presented by John Savidge.</p> <p><u>Breast Cancer Awareness</u></p> <p>85% of breast cancers occur in women who have no family history of breast cancer</p> <p>Early Detection significantly improves breast cancer survival.</p> <p>Participant Outreach: Gap In Care Mailing with information about the member incentive which should encourage members to get their screening.</p>	N/A	N/A	

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D. Marketing Materials	<p>Mammography detects signs of breast cancer before they can be felt.</p> <p><u>Winter Mental Wellness</u></p> <p>To do's:</p> <p>Drink plenty of water, eat healthy, prioritize sleep, stay active, manage stress, and connect with others.</p> <p>Check on caregivers.</p> <p>Jessica Grindle presented.</p> <p><u>Health Literacy</u></p> <p>Health literacy is a person's ability to find, understand, and use information & services to make health-related decisions. Health literacy can help prevent health problems. Through understanding, you can take actions that protect your health and the health of others. It can also help you manage your health, should a problem occur.</p> <ul style="list-style-type: none"> • Health literacy is important to everyone because we all must take care of our health. It can affect your ability to: • Make good decisions about your health. • Get the medical care you need. This includes preventative care, which is the care you need to prevent disease. • Take your medications correctly. • Manage a disease, especially a chronic disease • Lead a healthy lifestyle. <p>Talk to your health care provider & be ready to ask questions.</p> <p>Take a few minutes to prepare for your office visit.</p> <p>Be sure to:</p> <p>-Take your medications, including vitamins, non-prescription</p>	N/A	N/A	

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A. Complaints and Grievances	<p>medicines, and any dietary or herbal supplements you use.</p> <ul style="list-style-type: none"> - Write your questions down ahead of time. <p>When talking with your primary care provider:</p> <ul style="list-style-type: none"> - Explain any symptoms you may be having. - Ask questions to make sure you understand what your health care provider is saying. -If your health care provider recommends a test or treatment, ask them to explain it. <p>Greg: Reiterated if you have something you want to learn more about to reach out to him.</p> <p>Health Education Advisory Committee Concluded at 1:49 PM</p> <p>Participant Advisory Committee Started at 1:49 PM</p> <p>Molly Holbrook reviewed the Q2 information for 2025.</p> <p>A complaint can be about:</p> <ul style="list-style-type: none"> • Issues with a particular provider • Failure of PHW to provide a service in a timely manner • Failure of PHW to resolve a complaint or grievance within 30 days • Denial of a service because it is not covered by PHW <p>A grievance can be about:</p> <ul style="list-style-type: none"> • Full denial of a service • Denial of a service but an alternative service is approved instead • Reduction of service from the previously approved level 	N/A	Greg: Send Molly Gail's contact information to follow-up about filed Complaints & Grievances.	

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	<p>How do I file?</p> <ul style="list-style-type: none"> • Call into our call center and let the agent know you'd like to file a complaint or a grievance <ul style="list-style-type: none"> ○ 1-844-626-6813, TTY/PA Relay 711 • Send us a letter: <ul style="list-style-type: none"> ○ Attn: Complaints and Grievances Unit 1700 Bent Creek Blvd. Suite 200 Mechanicsburg, PA 17050 • Send us a fax <ul style="list-style-type: none"> ○ 1-844-873-7451 <p><u>What happens after I file a complaint or grievance?</u></p> <p>You will receive an acknowledgement letter in the mail with a brief description of the issue</p> <ul style="list-style-type: none"> • There will be a form attached you can send back to us if you want to provide more information, but it is not required <p>You will receive a scheduling letter in the mail with at least 10 days' notice of the date and time of a hearing</p> <ul style="list-style-type: none"> • You can attend the hearing if you wish, but it is not required <p>Note: your attendance does help provide us with additional context and information about your needs.</p> <ul style="list-style-type: none"> • Once the hearing is completed, you will receive a decision notice in the mail within 30 days from the date you filed your complaint or grievance • There are additional instructions on each decision notice if you wish to file a higher level of complaint or grievance <p>"Other" category has the highest percentage of complaints at</p>			

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B. Customer Service	<p>30%.</p> <p>Personal Assistance Services (PAS) has the highest percentage of grievances at 94%.</p> <p>Gail: Has had many issues with Complaints & Grievances. Most recently filed 3 grievances including calling Member Services saying that they can't connect her with the Complaints & Grievances dept. Also having trouble reading the mailings sent to her due to vision issues.</p> <p>Greg Hershberger presented on Customer Service.</p> <p>Participant and Provider incoming calls - PHW met the metrics for Q3 2025: 9 seconds average speed to answer PTPs, 10 seconds average speed to answer providers. Abandoned rate for calls Q3 2025 was 1% for participants and 1% for providers. All goals met.</p>	N/A	N/A	
C. 2025 Population Assessment	<p>Presented by Greg Hershberger.</p> <p>PHW evaluates the needs of its enrolled population annually and uses the information to identify the needs of our participants and expose potential disparities.</p> <p>The results are analyzed, and subsequent enhancements are then made to the Population Health Clinical Outcomes and Quality programs identified within the four areas of focus:</p> <ul style="list-style-type: none"> ○ Keeping participant healthy ○ Managing participants with emerging risk ○ Patient safety or outcomes across settings ○ Managing multiple chronic illnesses <p><u>Participant Demographics</u></p>	N/A	N/A	

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D. Employments Services	<p><u>Sex:</u> 40% Male 60% Female</p> <p><u>Race:</u> Caucasian (57.7%) African American/Black (25.5%) Unknown (12.7%) Asian (3.8%) American Indian/ Alaska Native (0.2%)</p> <p><u>Top 2 Languages:</u> English (86.58%) Spanish (4.43%)</p> <p><u>Age Distribution:</u> 40% Age 21-64 60% Age 65 +</p> <p><u>Ethnicity:</u> Hispanic (6.9%) Non-Hispanic (56.1%) Unknown (37%)</p> <p>Theresia Kody presents on Employment. We would love your feedback on employment. Scan the QR code or use this link: https://forms.office.com/r/cZ5Cki01v3</p> <p><u>NMT and Employment</u> Curious about work:</p> <ul style="list-style-type: none"> NMT can support you getting to/from appointments with PA Office of Vocational Rehabilitation (OVR), your 	N/A	N/A	

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	<p>Employment Services Provider, PA CareerLink® & more!</p> <ul style="list-style-type: none"> ○ It can be an option while going through OVR Driving Assessments. • It can help you get to your interview! Or opportunities you're exploring! <p>Employed and PAS:</p> <ul style="list-style-type: none"> • Consider the following: <ul style="list-style-type: none"> ○ How does NMT support you getting to/from work? ○ Is NMT a back-up plan if your usual travel options fall through? ○ Job Coaching services can assist with identifying areas of need and supports, including but not limited to: best way to travel, navigation support, exploring new possibilities to travel. <p>Tell Your Service Coordinator (SC):</p> <ul style="list-style-type: none"> • Known needs for NMT • Known changes (e.g. pursuing work and need more support) • Work Schedule and other employment details <p>Develop the following with your SC before you start:</p> <ul style="list-style-type: none"> • Basic schedule inclusive of your work schedule • Backup plan for NMT <ul style="list-style-type: none"> ○ If there's a last-minute change or ride is running late, how will you navigate and what support may be needed? • Identify other support needs (e.g. Assistive Technology assessment, Job Coaching, PAS) <ul style="list-style-type: none"> ○ Backup plans as needed 			

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E. Health Equity	<p><u>National Disability Employment Awareness Month (NDEAM)</u></p> <ul style="list-style-type: none"> When we know you're interested in work and/or are working, we can better support your holistic health now and in the future. Employment provide agency. <p>How can PHW be better from your perspective? Share your thoughts! Employment@PaHealthWellness.com</p> <p>Penny: Certified Peer Specialist looking for volunteer opportunities. Greg: Share your successes with us. Theresa: Reach out to SC to see how we can support you.</p> <p>Presented by Tiesha Grundy. Resources for Caregiver's -TruAlta Online Support Program:</p> <ul style="list-style-type: none"> Who is Eligible? TruAlta is available at no cost to family members and caregivers who provide care and support at home for PHW CHC participants TruAlta equips caregivers with the tools and confidence they need to provide safe, effective care at home in an on-line setting How to Access TruAlta: Go to phw.trualta.com If you need assistance with access, please contact your PHW service coordinator. <p>Staying Food Secure - Community Resources to Get Food Assistance:</p>	N/A	Tiesha will follow up with Gail to find additional organizations that can provide home delivered meals (not Mom's Meals because they only have 1 meal she can eat) Nations Market?	

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F. Community Relations and Outreach	<ul style="list-style-type: none"> • PHW Community Connect Provides a listing of food pantries and food banks by using your zip code • Community Gardens - Free Fresh Produce • Contact Local AAA (Area on Aging in Your County) • Home Delivered Meals - Contact your service coordinator to see if you qualify • Farmer's Markets • Local Senior or Community Centers <p>Gail: Needs better Home Delivered Meals</p> <p>Tiesha: There are community-based organizations that also provide home delivered meals. However, they may not be covered by your benefits. Some churches and other organizations can provide delivered meals. Tiesha will investigate resources in her area (Allegheny) and get that information to Gail. Look into local Senior and Community Centers for additional resources. "Don't look down, look around."</p> <p>Penny: We should have access to more vendors who provide home delivered meals.</p> <p>Drea Bey presented.</p> <p><u>Senior Safety</u></p> <p>Protect Against Abuse</p> <ul style="list-style-type: none"> • Keep windows and doors locked at all times • Never let a stranger in your home when you are alone • Do not share your personal information with people you do not know • Always ask for written information about any offers, prizes 	N/A	N/A	

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A. Performance Improvement Project (PIP) – non-clinical and clinical	<p>or charities and wait to respond until you have thoroughly reviewed the information</p> <ul style="list-style-type: none"> Do not let yourself be pressured into making purchases, signing contracts, or making donations It is never rude to wait to discuss plans with family and friends. <p>If you feel you are being abused or exploited, please call 1-800-490-8505</p> <p><u>Food Assistance</u></p> <p>Southwest:</p> <p>Greater Pittsburgh Community Food Bank 412-460-3663</p> <p>Community Events:</p> <p>SW: Giving Soup Series 12/20 1pm on Walnut St. – free dinner and desserts, free groceries and take-home meals.</p> <p>If you are interested in this event reach out to get more info.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:39 PM.</p> <p>The Board Advisory Committee meeting started at 2:39 PM.</p>	N/A	N/A	
	<p>Brendin Tupta presented.</p> <p>Clinical and Non-Clinical PIP Update:</p> <p>We have received IPROs assessment of the MY2024 PIP Submissions</p>			

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	<p>Both the Clinical and Non-Clinical PIP were accepted without the need for revisions.</p> <ul style="list-style-type: none"> • Q1 and Q2 data for MY2025 was also submitted with the report • Overall ITM performance is increasing in MY2025 • PHW continues to collect data quarterly for each PIP project <p>Both the Clinical and Non-Clinical PIP is currently initiating new actions to build a stronger framework for monitoring and improving outcomes.</p> <ul style="list-style-type: none"> • Quarterly collected data is utilized to observe data gaps, and areas for improvement. • PHW is increasing the frequency of meetings, and communication with various collaborative teams to ensure we are taking action to address these gaps and opportunities as they are identified. <p><u>Non-Clinical and Clinical ITM Performance</u></p> <p>Non-Clinical Intervention Performance:</p> <ul style="list-style-type: none"> • Overall PHW maintained performance in most ITMs with some slight drops and increases. <ul style="list-style-type: none"> ▪ We generally see worse performance in Q4/Q1. Many NHT residents wish to discharge home for the holidays/New Year and will expedite the process often forgoing services/planning. • Additionally, PHW sees many individuals who discharge without notification. <ul style="list-style-type: none"> ▪ This can be seen in the difference between performance of ITM 3B as opposed to 1A. 			

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B. Provider Training	<p>Clinical Intervention Performance:</p> <ul style="list-style-type: none"> • PHW observed improvement among the Clinical ITMs. <ul style="list-style-type: none"> ▪ Clinical discharge numbers are substantially higher than NHT discharges. The data is less subject to skewing and extremes. • PHW witnesses the same problem withing the clinical PIP. Many individuals discharge without notification. <ul style="list-style-type: none"> ▪ In the most recent NCQA audit. In circumstances where we can assess an individual, we are almost always compliant. <p>We are on track for around 450 NHT this year. Heather Boone presented.</p> <p><u>Provider Trainings Opportunities and Suggestions</u></p> <p>Current annual training offered:</p> <ul style="list-style-type: none"> • Cultural Awareness and Sensitivity • Cultural Humility: Building Upon the Foundation of Cultural Competency • Understanding the Basics of Dementia • PHW Administrative & Other Processes • Quality Management Processes/Issues & Provider Issues/Relations • Critical Incident Management • Integrated HealthCare Management <p>Ideas or suggestions on other training topics we should be offering to our Provider Network?</p> <p>Gail: Communication skills are lacking with almost all providers. Say they're going to do something and don't follow through so she ends up losing services because of it.</p>	N/A	N/A	

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	This concluded the Board Committee meeting at 2:57 PM with a reminder that the next meeting will be March 2026.			
VII. Next Meeting Date +	March 2026	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 2:57 PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Resource Coordinator III	Signature:	Date: 12/2/2025
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