

Participant Advisory Committee

June 9, 2026

**PA Health & Wellness Southwest Participant Advisory Committee Meeting
June 9, 2026**

Voices for Independence Washington, PA

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	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
P	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	Joanna Lewis	Manager, Contact Centers Operation
X	Brendin Tupta	Project Manager I
P	Felicia Alexander	Health Equity Specialist
X	Tina McCullough	Membership Retention Specialist
P	Kay Gore	Senior Manager, Community Engagement
X	Crystal Giles	Manager of Operations

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External Attendance Record

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

June	Name	Title
P	Michelle Rockwell	CIL Partner
X	Kristen Richard	OLTL Representative
X	Renee Crumrine	Participant
P	Penny Fleckenstein	Participant
X	Linda Phillips	Participant
P	Gayle Lewandowski	Participant
P	Keith Klink	Participant
P	James Wilks	Participant
X	Robin Evans	Caregiver
X	Diana Fishlock	PA ABLE, PA Department of Treasury
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 1:03 PM	N/A	N/A	Greg Hershberger
II. Announcements +	Roll call was conducted. New PAC member Ben was introduced.	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	Presented by Dr. Craig Butler. <u>Skin Cancer Prevention</u> The world's most common cancer is a relentless disease that strikes one in five people by age 70. • Skin cancer is the cancer you can see. ▪ Unlike cancers that develop inside the body, skin cancers form on the outside and are usually visible. That's why skin exams, both at home and with a dermatologist, are especially vital. • Early detection saves lives. ▪ Learning what to look for on your own skin gives you the power to detect cancer early when it's easiest to cure, before it can become dangerous, disfiguring or deadly. Q: What about eye safety? R: Wearing sunglasses. Cataracts can be caused by overexposure to the sun. Q: I've had my cataracts removed; can they return?	N/A	N/A	

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	R: If you have had cataracts removed surgically then cataracts will not return. You may still need readers or other glasses due to changing eyes. Q; Do you need to still have annual eye exams? R: Yes, it is still important to maintain regular eye exams. <u>Managing Diabetes</u> <u>1.2M Americans are diagnosed each year</u> <u>11.6% of Americans had diabetes in 2023</u> <u>97.6M American adults are living with prediabetes</u> <u>Key strategies:</u> • <u>Balanced diet</u> • <u>Engaging in regular physical activity</u> • <u>Taking prescribed medications</u> • <u>Managing stress</u> Q; When will they make a medication that doesn't have diarrhea as a side effect? R: Work with a doctor that you know and trust and work through the options to see if there is something that works for you. <u>Stress Awareness</u> 1. Avoid This involves identifying and eliminating stressors that you can control. This could include avoiding negative people, stressful situations, or even certain topics of conversation. 2. Alter This involves making changes to alter the stressor. This could involve communicating your boundaries,			

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B. Covid-19/Fluvention	renegotiating deadlines or finding ways to compromise. 3. Accept This involves acknowledging and accepting situations that you cannot change. This could involve seeking support, practicing mindfulness or finding new ways to cope with stress. 4. Adapt This involves adjusting your perspective, expectations, and attitude towards the stressor. This could involve changing how you perceive a situation, practicing gratitude, or setting realistic goals. Q: What if the stuff you are dealing with isn't in your wheelhouse? As in something I can't control? R: Seeking support to help manage stress. R: It is so important to be able to laugh and have a support system that can laugh with you. <u>Fatigue Management</u> • Balancing activity with rest • Prioritizing tasks • Maintaining a healthy lifestyle ▪ Proper nutrition ▪ Sleep hygiene Let us know of any topics you would like to have covered. Presented by Susan Foster.			
	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	N/A	N/A	

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	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: • People who are 65+ years • People with chronic health conditions (COPD, Diabetes, heart disease, etc.) • Women who are pregnant The flu virus changes every year. Getting a yearly vaccine helps protect yourself and those around you. Plus, it's available at no cost to you. Q: Can the Flu vaccine hurt an unborn baby? R: There is no significant data to support that the flu vaccine can hurt an unborn baby. Q: What is this Ebola outbreak we are hearing about? R: It is a virus, but the U.S. does not seem to be at risk currently. The U.S. is monitoring the outbreak. Q: Why do I get sick every time I get the flu shot? R: Your immune system reacts to the vaccine and makes you seem tired and worn down. Or maybe you were already exposed to the virus before getting the vaccine. The vaccine is not a live virus, but it can stimulate your immune system to create a response thinking it has the flu. <u>Key Flu Points</u> • 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			

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	Influenza B. These are the types of flu that are responsible for seasonal flu epidemics each year and determine how flu vaccines are made • Flu can cause mild to severe illness, including death • Flu viruses are spread mainly by tiny water drops made when people with flu cough, sneeze, or talk • The best way to prevent getting the flu is by getting a flu vaccine each year, as well as good personal hygiene, like hand washing. What happens when you are infected with a Respiratory Virus? The incubation period is the time when you are exposed to the flu virus to when you start showing symptoms. You might get sick one to five days after being exposed, however, for most people symptoms start within 48 hours of exposure. The infectious period is the time when you can spread the flu virus to others. People who have the flu but have no symptoms can still spread it. Flu, COVID, and RSV Activity as of January 30, 2026 • The amount of acute respiratory illnesses causing people to seek health care in Pennsylvania is now at a minimal level. • Seasonal (Acute) respiratory illness activity is at a minimal level indicative of the end of flu season for 2025-2026. • COVID-19 activity is also decreasing and at a minimal level. <u>Most Common Infectious Diseases in the U.S.</u> Respiratory Infections, Sexually Transmitted Infections, Foodborne Illness, Skin and other infections, Tick-borne illnesses,			

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	High-Risk Infections. Q: I had the Measles vaccine but still got the measles. What can happen to someone who did not have the vaccine? R: Severity increases. The symptoms will be more severe and can cause death. <u>How do you prevent the spread of viruses/bateria?</u> • Talk to your healthcare provider about your risks related to infectious diseases. • Ask your provider what vaccines are best for YOU! Not every person needs the same vaccinations. Being vaccinated not only helps protect you, but it also helps protect those around you. • Always practice good health hygiene: hand washing, covering coughs and sneezes, stay home when you are ill, wear a mask when you have symptoms AND when in environments in close contact with others (airplane travel, buses, large gatherings such as concerts, sporting events, etc.). • Keep wounds covered, especially if they are draining or oozing. • Stay healthy and improve your immunity through diet and exercise. • If you are prescribed medications, take them exactly as directed and take all the medication, even if you no longer having any symptoms. Questions? PHW Website: www.pahealthwellness.com PHW Participant Services: 1-844-626-6813 (TTY711)			

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C. HEDIS Operations	HEDIS measures presented by John Savidge. <u>Preventative Screenings</u> Heart Health: Blood pressure, Cholesterol Cancer: Mammogram, Colonoscopy, Prostate, Cervical Diabetes: Blood sugar, Eye exam, Kidney test Mental Health: Anxiety, Depression Follow-up: Review Document July: UV safety month August: National Eye Exam Month September: Healthy Aging Month	N/A	N/A	
D. Marketing Materials	Tina McCullough presented. <u>Exercise and the Healthy Heart</u> Exercise your way to a healthy heart. Physical inactivity, high blood pressure, and smoking are risk factors for heart disease. Try: Walking or hiking, jogging or running, aerobic dancing, gardening, swimming laps, bike riding. Health Education Advisory Committee Concluded at 2:15 PM Participant Advisory Committee Started at 2:15 PM	N/A	N/A	

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A. Complaints and Grievances	Jewell Mayo reviewed the Q4 information for 2025. A complaint can be about: • 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 A grievance can be about: • Full denial of a service • Denial of a service but an alternative service is approved instead • Reduction of service from the previously approved level How do I file? • Call into our call center and let the agent know you'd like to file a complaint or a grievance ▪ 1-844-626-6813, TTY/PA Relay 711 • Send us a letter: ▪ Attn: Complaints and Grievances Unit 1700 Bent Creek Blvd. Suite 200 Mechanicsburg, PA 17050 • Send us a fax ▪ 1-844-873-7451 <u>What happens after I file a complaint or grievance?</u> You will receive an acknowledgement letter in the mail with a brief description of the issue • There will be a form attached you can send back to us if you want to provide more information, but it is not	N/A	Greg needs to send Jewell Mayo Gail's info about filing a complaint and needing someone to read her the information.	

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	required You will receive a scheduling letter in the mail with at least 10 days' notice of the date and time of a hearing - You can attend the hearing if you wish, but it is not required Note: your attendance does help provide us with additional context and information about your needs. - Once the hearing is completed, you will receive a decision notice in the mail within 30 days of 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 "Other" category has the highest percentage of complaints at 46%. Personal Assistance Services (PAS) has the highest percentage of grievances at 92%. Q: Needs to submit a complaint but cannot read and needs someone to read it to her. A; Jewell will follow up. Q: Needs new Braille device. A request was submitted to PHW and was called and told that they can get her resources, but not a new device. She called Member Services in May and then they said she didn't get denied; she wanted a device that hasn't been released yet. But it was not explained to her correctly, so she had no idea how to get on the pre-order list. Needs new worker for PDO but has not gotten any response. R: Greg will follow-up on both issues.			

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B. Customer Service	Joanna Lewis presented on Customer Service. Participant and Provider incoming calls - PHW met the metrics for Q1 2026: 14 seconds average speed to answer PTPs, 12 seconds average speed to answer providers. Abandoned rate for calls Q1 2026 was 1.2% for participants and 0.6% for providers. All goals met. 32,297 total calls from PTPS in Q1 2026. 21,405 total calls from Providers in Q1 2026. Q: Why do they waste our time with asking us questions on the automated system and then re ask us the same questions once we get on the line. R: We believe that is in the work, but I cannot answer that at this time. I will try to reach out to that team and get some answers.	N/A	N/A	
C. Employment Services	Greg Hershberger presents on Employment. <u>Work and Financial Wellness</u> <u>PA Office of Vocational Rehabilitation (OVR)</u> <u>All-encompassing support throughout employment journey</u> <u>Work Incentives & Planning Assistance program (WIPA)</u> <u>Benefits counseling focus for Social Security beneficiaries that meet a priority category</u> <u>CHC-HCBS Waiver</u> <u>Requirements to access other funding first; PHW assists</u> <u>PA CareerLink®</u> <u>Not disability specific; 'one stop shop'</u> <u>CHC-HCBS Employment Refresher</u>	N/A	N/A	

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D. PA ABLE	<u>Benefits Counseling</u> Requires referral to OVR first: <u>Career Assessment</u> <u>Employment Skills Development</u> <u>Job Finding</u> <u>Job Coaching – Intensive</u> <u>Job Coaching – Follow Along</u> <u>Tools and Ways in which PA ABLE Helps You Work</u> • <u>If you work, PA ABLE helps you save more money each year.</u> • <u>Set up direct deposit for part of your paycheck.</u> ▪ <u>State Income Tax: Deduct contributions up to \$19,000 per year from Pennsylvania taxable income.</u> • <u>Use for transportation to/from work or vehicle modification.</u> • <u>Hire someone to do your taxes if not qualified for free tax prep.</u> • <u>Use for health expenses your employer benefits don't cover.</u> • <u>Don't panic next time your electric bill is higher than expected or if your property taxes increase.</u> Presented by Diana Fishlock from PA Treasury Dept. PA ABLE: A Savings Program for People with Disabilities. PA ABLE provides people with disabilities and their families and	N/A	N/A	

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	friends a way to save while protecting important benefits. • May be used for a wide range of expenses. • Allows up to \$20,000 in savings annually and up to \$100,000 or more over time without impacting important benefits. • Funds are easy to access. • Offers both state and federal tax advantages. Of 2026 PA ABLE allows up to \$20,000 in contributions per year and more for some individuals who work. Over time individuals who receive SSI can save up to \$100,000 without impacting SSI benefits. Overtime PA ABLE account owners who don't receive SSI can save more than \$500,000. PA ABLE helps grow assets without impacting important disability benefits. PA ABLE Eligibility: • To open an ABLE account individuals must have a qualifying disability by age 46. -AND either- • Be eligible for Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) -OR- • Self-certify with a physician's documentation that they meet certain disability requirements or have a disability listed on the Social Security Administration's List of Compassionate Allowances Conditions. PA ABLE is a Game Changer. Common uses include:			

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E. Health Equity	• Housing/Rent • Basic living expenses • Transportation • Assistive Technology • Experiences like piano lessons, art classes, gym memberships • Healthcare With the ABLE to Work provision, individuals with disabilities can save up to \$35,650 this year if they work and they don't contribute to: • a defined contribution plan • an annuity contract or • a deferred compensation plan. Open a PA ABLE account today Visit: paable.gov or call 855-529-ABLE (2253) Q: Achieva vs. PA ABLE? R: One advantage with a trust is if you have a large amount of money which can accept more than \$20,000/year. Depending on the kind of trust, there may be more rules on what you can spend your funds on. PA ABLE and trusts can work well together. Presented by Felicia Alexander. <u>Older Americans Month Brain Health Habit Builder</u> The Brain Health Habit Builder is a free tool to check your current habits, like physical activity, diet and sleep, and make a	N/A	N/A	

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	science-backed plan to protect your brain. Brain Health Habit Builder (alz.org/habitbuilder) African American Summit on Dementia Thursday, June 18, 2026 10 a.m. to 2 p.m. Commonwealth Charter Academy 162 East Bridge Street Homewood, PA 15120 <u>Seniors Farmer's Market Nutrition Program</u> <u>Program Eligibility:</u> • <u>WIC Farmers Market Nutrition Program (FMNP) \$30.00 Checks/Coupons/Vouchers</u> • <u>Senior Farmers Market Nutrition Program (SFMNP) \$25.00 Checks/Coupons/Vouchers</u> • <u>60 years old and meet income guidelines</u> <u>How to Apply:</u> Contact your County Agency Area on Aging (AAA) Senior Centers Proxy (someone you appoint to act on your behalf) Online Application https://www.pa.gov/agencies/pda/food/food-assistance <u>PA Dept. of Agriculture:</u> Bureau of Food Assistance Tierney Belanger, FMNP Administrator 2301 North Cameron Street, Harrisburg, PA 17110 800-468-2433			

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F. Community Relations and Outreach	717-783-5309 RA-Fooddist@pa.gov www.agriculture.pa.gov Drea Bey presented. <u>Positive Aging</u> • <u>Optimize Your Diet</u> • <u>Exercise Regularly</u> • <u>Do activities you enjoy</u> • <u>Manage Stress</u> • <u>Check your health regularly</u> Community Events: SW: Touch a Truck on June 13th and Black Men's Wellness Event If you are interested in this event reach out to get more info. PHWCommunityOutreach@pahealthwellness.com This concluded the Participant Advisory Committee Meeting at 3:03 PM. The Board Advisory Committee meeting started at 3:03 PM.	N/A	N/A	
A. Performance Improvement Project (PIP) – non-clinical	Brendin Tupta presented. Clinical and Non-Clinical PIP Update: Year One Annual Submission for MY2024 Data along with Q1 &	N/A	N/A	

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and clinical	Q2 ITM data was Submitted August 27, 2025. We received IPROs assessment of the annual MY2024 PIP Submissions - Both the Clinical and Non-Clinical PIPs were accepted without the need for revisions. Year two Interim Report for MY2025 data was Submitted February 25, 2026. - Submitted Q3 and Q4 ITM data for MY2025. - Overall ITM performance showed improvement in MY2025. - PHW continues to collect data quarterly for each PIP project. - Next submission will be the Annual MY2025 Report is August 27, 2026. We are waiting to receive IPROs assessment of the Interim Report. Non-Clinical Intervention Performance: - Overall PHW maintained performance in most ITMs with some slight drops and increases. - ITM 1A significantly affects by limited notification of discharge for some individuals in the NHT process. - This can be seen in the difference between performance of ITM 3B as opposed to 1A. Clinical Intervention Performance: - PHW observed improvement among the Clinical ITMs.			

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	▪ Clinical discharge numbers are substantially higher than NHT discharges. The data is less subject to skewing and extremes. • PHW witnesses the same problem with the clinical PIP. Many individuals discharge without notification. ▪ In the most recent NCQA audit. In circumstances where we can assess an individual, we are almost always compliant. • PHW Update to the Value Based Performance (VBP) Intervention. ▪ We have reworked the VBP to work with a new program called the Care Insights program. ▪ This program is established through selected personal assistance service providers who utilize this program ask regular questions about the participant's health and status. ▪ The answers to these questions can trigger an alert to our service coordinators, allowing us to make prompt outreach to the PTP to address arising concerns. February Interim Submission <u>Successes:</u> Nearly universal improvement across intervention tracking measures noted. Several indicators demonstrated substantial gains over the course of the year, reflecting the effectiveness of targeted interventions and strengthened operational processes <u>Opportunities:</u>			

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	One key area for continued improvement is discharge notification, timeliness, and completeness Both the Clinical and Non-Clinical PIP is currently initiating new actions to build a stronger framework for monitoring and improving outcomes. This concluded the Board Committee meeting at 3:10 PM with a reminder that the next meeting will be in September 2026.			
VII. Next Meeting Date +	September 2026	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 3:10 PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Resource Coordinator III	Signature:	Date: 06/09/2026
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