

Participant Advisory Committee

March 10, 2026

PA Health & Wellness Southwest Participant Advisory Committee Meeting

March 10, 2026

Voices for Independence Washington, PA

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

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

March	PHW Staff/Observers	Title
P	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
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	Brendin Tupta	Project Manager I
X	Ralph Ramos	Supervisor of Care Management
X	Tina McCullough	Membership Retention Specialist
X	Crystal Giles	Manager of Operations

Participant Advisory Committee

March 10, 2026

External Attendance Record

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

March	Name	Title
P	Michelle Rockwell	CIL Partner
X	Jennifer Lessa	OLTL Representative
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	Rachael Lee-Price	Beacon Health Representative

Participant Advisory Committee

March 10, 2026

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 1:05 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	Presented by Dr. Venkateswara Davuluri. <u>Heart Health</u> What is heart disease? What are the symptoms of heart disease? ▪ Arrhythmia – Irregular heartbeat ▪ Heart Attack – chest pain, shortness of breath ▪ Heart Failure – chest congestion, fluid retention What are the risk factors for heart disease? ▪ High blood pressure ▪ High cholesterol ▪ Smoking ▪ Diabetes ▪ Obesity ▪ Excessive alcohol use ▪ Low activity levels Call 911 if you feel any pain. Don't wait! <u>High Blood Pressure</u> World Health Organization estimates that <u>46%</u> of adults with hypertension don't know they have it. High blood pressure (hypertension) has no symptoms and can be	N/A	N/A	

Participant Advisory Committee

March 10, 2026

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	dangerous if not treated. Hypertension puts you at risk for stroke, heart attack and other problems. Symptoms Usually, high blood pressure causes no signs or symptoms. That's why healthcare providers call it a "silent killer." Prevention • Healthy Diet • Cut down on salt • Exercise • Medication • Regular checkups with your PCP <u>Pulmonary/Airway Diseases</u> • <u>C</u>hronic <u>O</u>bststructive <u>P</u>ulmonary <u>D</u>isease (COPD) Caed by inhaling pollutants, which includes tobacco smoking and second-hand smoke, but other causes of COPD can be fumes, chemicals and dust found in work environments, and genetics. • Asthma A chronic lung disease that causes inflammation and narrowing of the airways, making it difficult to breathe. Symptoms include coughing, wheezing, chest tightness, and shortness of breath. • Emphysema A chronic lung disease that damages the air sacs in the lungs, making it difficult to breathe.			
B. Covid-19/Fluvention	Presented by Susan Foster. Fluvention® is an annual program by PA Health & Wellness	N/A	N/A	

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Page 4 of 17

Participant Advisory Committee

March 10, 2026

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	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: • 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. <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 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 Flu, COVID, and RSV Activity as of January 30, 2026			

Participant Advisory Committee

March 10, 2026

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C. HEDIS Operations	- The amount of acute respiratory illness causing people to seek health care in Pennsylvania is now at a moderate level. - Seasonal (Acute) respiratory illness activity remains elevated nationally and increased this week after three weeks of decreasing trends. - RSV activity is elevated in many areas of the country. - COVID-19 activity is elevated in some areas of the country. If you need help finding where to get your vaccine or have questions about the flu or other health concerns, please call us at the participant services number on the back of your participant ID card. We are here to help! Questions? PHW Website: www.pahealthwellness.com PHW Participant Services: 1-844-626-6813 (TTY711)	N/A	N/A	
	HEDIS measures presented by John Savidge. Schedule your Annual Preventative Visit (APV) APV Barriers: <u>Participant</u> - Participation - Benefit Awareness - Logistics - Trust Issues (Social Media vs. Provider) - No Primary Care Provider <u>Provider</u>			

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Page 6 of 17

Participant Advisory Committee

March 10, 2026

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D. Marketing Materials	Care Gap Coordination Engagement Missed Opportunities Documentation & Billing Time & Workload Competing Expectations Drea Bey presented. <u>Health Insurance Portal App</u> Stay Connected & Informed. • Search for Care • Find doctors and urgent care near you, change your primary care doctor and more. • View Your Benefits • See the benefits and services available to you. • Access your Participant ID Card • Open your digital Participant ID card in the app or save it to your smartphone wallet. • Take a Health Quiz • Let us know your health needs. Download the App: Search for “Health Insurance Portal” in the App Store or Google Play. Select Pennsylvania and create an account. Health Education Advisory Committee Concluded at 2:07 PM	N/A	N/A	

Participant Advisory Committee

March 10, 2026

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A. Complaints and Grievances	Participant Advisory Committee Started at 2:07 PM Jewell Mayo reviewed the Q3 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 a 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	N/A	N/A.	

Participant Advisory Committee

March 10, 2026

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B. Customer Service	- There will be a form attached you can send back to us if you want to provide more information, but it is not 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 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 Q: Is the PTP's chart reviewed prior to sending the decision for language preference or visual impairment? A: Yes, we do review the PTP's PCSP prior to sending and send it with whatever preference the PTP has or needs. "Other" category has the highest percentage of complaints at 49%. Personal Assistance Services (PAS) has the highest percentage of grievances at 94%.	N/A	N/A	
	Joanna Lewis presented on Customer Service. Participant and Provider incoming calls - PHW met the metrics for Q4 2025: 17 seconds average speed to answer PTPs, 15 seconds average speed to answer providers. Abandoned rate for			

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Page 9 of 17

Participant Advisory Committee

March 10, 2026

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C. Other Services	calls Q4 2025 was 1.7% for participants and 1% for providers. All goals met. 132,622 total calls from PTPS in 2025 95,455 total calls from Providers in 2025 Q: A PTP called in recently but the system was down. Is there a way to notify the PTP's if that happens? R: We currently do not have the capability to do that. However, we will take that back to corporate to see if there is a way to notify the members if that happens in the future. Presented by Greg Hershberger. <u>#11 – Participant-Directed Community Supports</u> What is it? This service is for participants who want to direct their own services, hire and train their direct care worker (DCW), direct their (DCW's) schedule, and when necessary, terminate the employment of their DCW. Example: Self-directed Personal Assistance Services <u>Thrive Team: Support Broker Pilot Presentation</u> What is a CIL? A Center for Independent Living in a community-based, nonprofit organization dedicated to empowering people with disabilities to live independently and fully participate in their communities. Every CIL Provides 5 core services: information and referral, independent living skills training, peer counseling, advocacy, and transition support for youth and individuals moving from institutions to community living.	N/A	N/A	

Participant Advisory Committee

March 10, 2026

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	Many CILs also offer additional programs such as job readiness, housing assistance, assistive technology, community education and more. Support brokers are trained professionals who assist participants and CLEs effectively manage their services by assisting in the following areas: Peer support, advocacy, person-centered planning, budgeting hours, Evvie support, conflict resolution training, monthly contact, goal setting, staff management training, IL skill training, DCW onboarding support, informal support, information and referral services, recertification support for Medicaid based programs, DCC site navigation support, interviewing skills, gap closures, support communication with SC. Support brokers do not make decisions for participants. What we hope to achieve is greater independence through informed choice and self-advocacy, reduced DCW onboarding times to meet staffing needs, improved management of hours and EVV rates, fewer corrective actions or gaps in services, strengthen the participant directed philosophy across the entire state. Available throughout entire state of PA Contact information: E-mail: pdoprogram@trivecil.org Phone number: 717-731-1900 option 4 Website: www.ThriveCIL.org			
D. Employment Services	Theresia Kody presents on Employment.	N/A	N/A	

+Informational or Old Business

*Action Required

Privileged and Confidential

Page 11 of 17

Participant Advisory Committee

March 10, 2026

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
E. Health Equity	PHW Website Community Resources – Metrics and Navigating Metrics: 3 main pages: Employment, Housing, Food Examples July-Dec 2025: SDoH – 669 views and 560 total users Employment Resources – 506 views and 423 total users Food Resources – 447 views and 424 total users Site Navigation (Meaningful) Employment and Health: Meaningful employment has the ability to provide purpose. Research shows there are 3 areas that folks find meaning in life: relationships, leisure activities, & work. Want to work or explore possibilities? Employment@PaHealthWellness.com	N/A	N/A	
	Presented by Felicia Alexander. PA property Tax/Rent Rebate Program • 2025 Property Tax/Rent Rebate Season: Older Adults and People with Disabilities (18 and older) may be eligible to receive up to \$1,000 in rebates. • IRS is accepting applications for rebates on property taxes or rent paid in 2025. • Eligible Homeowners and Renters: Program provides a rebate ranging from \$380 to \$1000. • How to Access: Online, Download a Paper Application, Apply In-Person, Area on Aging Agency, Senior Centers			

+Informational or Old Business

*Action Required

Privileged and Confidential

Page 12 of 17

Participant Advisory Committee

March 10, 2026

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
F. Community Relations and Outreach	• https://mypath.pa.gov/ (highly encouraged, if possible) • PA-1000 Property Tax or Rebate Claim Form • If you live in Philadelphia, Pittsburgh or Scranton, you may be eligible for Supplemental Rebates for an additional \$190-\$500 in relief to applicants with the most need. These rebates are automatically calculated for homeowners with \$32,070 or less in income whose property taxes are more than 15% of their total income. Total household income must be \$48,110 or less annually. • Deadline to submit your application is June 30, 2026. • Department of Revenue: 1-888-222-9190. Drea Bey presented. <u>National Nutrition Month</u> Managing Stress Through Nutrition • Stress and food cravings go hand in hand • Chronic stress can lead to chronic health conditions such as hypertension, diabetes, depression, and digestive issues. • There are healthy food options such avocados, decaf tea, eggs, nuts, yogurt • Get sleep, stay hydrated, exercise, and mindfulness practices <u>Manna</u> • Get Fresh Cooking Class	N/A	N/A	

+Informational or Old Business

*Action Required

Privileged and Confidential

Page 13 of 17

Participant Advisory Committee

March 10, 2026

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	in MY2025. PHW continues to collect data quarterly for each PIP project. • 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. • The aim of the VBP intervention is to decrease re-admission rates among PTPs who are enrolled in the program. • At the conclusion of the current Interim submission, we will have much more data and information to share at the next PAC meeting. This concluded the Board Committee meeting at 3:07 PM with a reminder that the next meeting will be June 2026.			

Participant Advisory Committee

March 10, 2026

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party

+Informational or Old Business

*Action Required

Privileged and Confidential

Page 16 of 17

Participant Advisory Committee

March 10, 2026

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
VII. Next Meeting Date +	June 2026	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 3:07 PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Resource Coordinator III	Signature:	Date: 03/10/2026
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