



**Participant Advisory Committee/SW**  
*December 1, 2020*

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

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

Mar	Jun	Sept	Dec	PHW Staff/Observers	Title
P	X	X	X	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	X	X	X	Marci Kramer	Director, Quality Improvement
P			X	Jim Amato	Supervisor of Resolutions/Supervisor for Transportation
X	X	X	X	Shirley A. Stahler	Quality Improvement Specialist I
X	X			<del>Vicki Durkin</del>	<del>Director, Grievance &amp; Appeals</del>
P			X	Tanika Taylor	Director, Operations
P	X	X	X	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
X			X	Mollie Lewis	Provider Engagement Communications & Training Specialist
X		X		Jessica Muldowney	Manager, Operations Medicare
P				Crystal Martin	Supervisor of Rapid Response Team
	X			Olivia Martin	Director, Service Coordination
	X			Felicia Alexander	Community Outreach Specialist
	X	X	X	Gary Law	Manager, Operations
	X			Julia Prine	HEDIS Coordinator
		X		Laurie Moraca	HEDIS Coordinator
		X		Rebecca Nissley	Grievance & Appeals Coordinator II
		X		Linzi Driver	Involve Vision Account Manager
		X	X	Dr. Auren Weinberg	Chief Medical Director
		X		Malik Haynes	Director, Quality Program Strategy
			X	John Savidge	Quality Improvement Coordinator I

**External Attendance Record**

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

Mar	Jun	Sept	Dec	Name	Title
X	X	X	X	MM	LTSS Participant
P	X	X	X	KK	LTSS Participant

+Informational or Old Business

\*Action Required



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P	X	X	X	GL	Participant
P	X	X		PF	LTSS Participant
P	X	X	X	LA	LTSS Participant
	X	X	X	CJ	Participant
P				Carol Jones	TRIPIL
	X			<del>MT</del>	<del>Participant &amp; TRIPIL</del>
P	X	X	X	Sarah McElhattan	Service Access and Management
				Marsha Simonds	PH Provider
P	X			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
<b>I. Call to Order</b>	Greg Hershberger called the meeting to order at 10:10 AM.	N/A	N/A	Greg Hershberger
<b>II. Announcements +</b>	Greg conducted the roll call.	N/A	N/A	Greg Hershberger
<b>III. Old Business</b>				
<b>A. Review/Approval of the Minutes *</b>	Meeting minutes were accepted without any changes.	Accepted	N/A	N/A
	GL asked for more detailed meeting minutes so she can track her questions and comments. Greg told her that we would do that for her.	N/A	Meeting minutes will reflect more details.	Shirley Stahler
<b>B. Transportation Updates</b>	GL stated that she had an issue with transportation. She set her pickup for her Sunday appointment but they came on Saturday. She went on Saturday instead since they were there. She stated that they have delays even for expedited service.			
	Jim Amato stated that MATP is slower right now because of the pandemic so they have scaled back services. MTM has stepped up with their service in the last nine months. There are small issues but no big issues. They have streamlined their process.			
	Sarah McElhattan said that the Participants should use MATP first for medical appointments. PHW is able to help with the MATP service if necessary.			
	GL said that one of her issues is she is unable to get out to the ride within 5 minutes of arrival and sometimes they do not	N/A	Follow up with GL concerning	Jim Amato

+Informational or Old Business

\*Action Required

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<p><b>C. PAS Rating System</b></p>	<p>wait. Jim Amato will reach out to GL to discuss her issues.</p> <p>KK said that he heard they are going to consolidate the counties for rides. He heard the state is trying to streamline the process.</p> <p>Jim stated that processes are in the works but he does not know all of the specifics. He will update the Participants as he gets information.</p> <p>Dr. Weinberg explained that getting the Personal Assistance Services (PAS) rating system in place is a challenge. PHW is in conversations with the State to determine who will take the lead on this project.</p> <p>GL asked if this rating system is what she has asked about in the past. Dr. Weinberg informed her that this is. GL asked if consumers will be involved in getting the system started. She would like to be involved because she has ideas that she would like to present.</p> <p>Dr. Weinberg agreed that consumers should be involved. He said that he would let the State know that consumers would like to be involved. He said that there is more to come on the subject. At this time, the State is weighing in on this rating system. Dr. Weinberg will keep the Participants updated as he gets updates.</p>	<p>N/A</p>	<p>transportation.</p> <p>N/A</p>	<p>N/A</p>

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<b>IV. New Business</b> A. Complaints & Grievances 3 <sup>rd</sup> Quarter Results	<p>Greg Hershberger presented the Complaints &amp; Grievances Report for the 3<sup>rd</sup> Quarter. He informed the committee that Jay Pagni has taken over this area but he was unable to attend the meeting.</p> <p>Greg stated that out of the five NCQA complaint categories, Access and Availability is the top complaint category for the 3<sup>rd</sup> quarter with 14 complaints for the Southwest. There was only one complaint for Attitude and Service. The other three categories have no complaints for quarter 3.</p> <p>For all three quarters of 2020, for all five regions of PA, Access and Availability was the top complaint. Attitude and Service was the second highest, with Billing and Financial as the third highest.</p> <p>Access and Availability is also the top grievance category for the 3<sup>rd</sup> Quarter with 100% of grievances.</p> <p>GL asked what Access and Availability is. Greg explained that it could be access to the doctor’s office, access and availability of transportation, availability of a provider in network, and access to appointments.</p> <p>GL said that she is still getting calls telling her when her colonoscopy and mammogram are due. She would like to have her name removed from the call lists.</p>	N/A	N/A	N/A

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<p>B. Customer Service            3<sup>rd</sup> Quarter results</p>	<p>GL also explained that last October she broke both of her feet and was told in May by the provider that she is not allowed to take a shower until three criteria are met. The first one was approved, one was denied, and there has been no word on the last criteria. PHW authorized a shower bench but part of it sticks outside of the tub which is not helpful.</p> <p>CJ asked if she should get the doctor’s office to fax information to PHW showing they were paid for an incentive service so they get their incentive. Greg informed her that would work.</p> <p>Gary Law presented the 3<sup>rd</sup> quarter Customer Service Report. He explained that they received over 51,000 Participant calls in the third quarter. All calls were answered within 16 seconds giving them a rate of 88%. The goal is 5% answered within 30 seconds. The goal was met.</p> <p>The abandoned rate was 3.25% with a goal of under 5%. This goal was also met.</p> <p>Gary presented the Provider Call statistics. In the third quarter they answered over 26,000 provider calls. The average speed to answer was 17 seconds making the rate within 30 seconds 89%. This goal was met.</p> <p>The abandoned rate was 3.08% with a goal of 5%. This goal was</p>	<p>N/A</p>	<p>Give Gayle’s information to Jay Pagni for him to follow up with her on her concerns.</p>	<p>Greg Hershberger &amp; Jay Pagni</p>

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C. Provider Training Topics for 2021	<p>also met.</p> <p>GL informed Gary that the last time she was called she was supposed to have a supervisor call her back but she never received a call back. Gary told her that he would follow up on this.</p>	N/A	Gary Law to follow-up with GL.	Gary Law
	<p>GL inquired as to whether any progress has been made to allow Participants to opt out of preventive care reminder calls. Gary informed her that they are working with IT to address her concern. They do put a note in the Participants profile but if the note is missed, they will still receive a call.</p>	N/A	Continue working with IT to ensure that members are able to opt out of preventive care reminders.	Gary Law
	<p>Mollie Lewis asked the Participants if they had any suggestions for trainings to the provider for 2021. Some of the trainings that have been completed in 2020 were Compliance, Cultural Competency, Dementia, Administrative Processes, Behavioral Health 101, Provider communicating with patients (this will be offered two times in 2021), COVID training, and Behavioral Health and Physical Health.</p>	N/A	N/A	N/A
	<p>CJ stated that she would like the topic of mental illness addressed. She stated that the statistics show there is prejudice associated with people that have a mental illness. She would like the providers educated on how to identify and assist Participants in dealing with mental illness.</p> <p>Greg stated that he thought there should be education on</p>			

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	utilizing and partnering with TRIPL.			
<b>VII. Next Meeting Date +</b>	Next meeting will be in March 2021 – exact date and time to be determined. The 2021 meeting schedule will be distributed with the Q1 2021 meeting packet.	N/A	N/A	N/A
<b>VIII. Adjournment *</b>	Greg adjourned the meeting at 11:12 am.	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> 12/2/20
<b>Minutes approved by (name &amp; title):</b>	<b>Signature:</b>	<b>Date:</b>