



Participant Advisory Committee/SW
June 1, 2021

Internal Attendance Record (Quorum, if applicable = [# needed or NA]
 (X = phone conference, P = in person attendance)

Mar	June	PHW Staff/Observers	Title
X	X	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
X		Marci Kramer	Director, Quality Improvement
X	X	Jim Amato	Supervisor of Resolutions/Supervisor for Transportation
X	X	Shirley A. Stahler	Quality Improvement Specialist I
X	X	Joanna Lewis	Manager, Operations
X	X	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
X		Jay Pagni	Senior Director, External Relations & Business Development
X		Dr. Auren Weinberg	Chief Medical Director
X		Malik Haynes	Director, Quality Program Strategy
		Dr. Venkateswara Davuluri	Acting Chief Medical Director
	X	Kay Gore	Manager, Community Relations, G&A-Marketing
	X	Jennifer Burnett	Senior Director Operations

ADHOC ATTENDEES

Mar	June	PHW Staff/Observers	Title
X	X	Pamela Suhan	Quality Improvement Coordinator I
X	X	Hollie Worthington	Quality Improvement Project Manager
	X	Samantha Kater	HEDIS Coordinator
	X	Brendin Tupta	HEDIS Coordinator

External Attendance Record
 (X = phone conference, P = in person attendance)

Mar	June	Name	Title
X		MM	LTSS Participant

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X	X	KK	LTSS Participant
		GL	Participant
X	X	PF	LTSS Participant
X		LA	LTSS Participant
		CJ	Participant
X		Carol Jones	TRIPL
X		Isaac Perry	TRIPL
X	X	Sarah McElhattan	Service Access and Management
		Marsha Simonds	PH Provider
		Matt Perkins	CEO from Service Coordination Unlimited
	X	Linzi Driver	Account Manager Envolve Vision

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<p>C. LTSS Active Participation Report Spring 2021</p>	<p>less. The abandoned rate was 1.34% which is less than the goal of 5%. For the year to date results, all of the goals were also met.</p> <p>She informed the Committee that the number of calls for the Providers was 22,260. The average speed to answer was 17 seconds which met the goal of 30 seconds or less. The abandoned Rate was 1.15% which met the goal of 5% or less. For the year to date results, all of the goals were also met.</p> <p>For further detail, please review slides 41 and 42 of the slide deck.</p> <p>Greg Hershberger presented the LTSS Active Participation Report for the Spring of 2021. He explained that there was a glossary of terms for the Participants to review to help them understand the acronyms that are used in the report.</p> <p>He explained the rates dropped in 2020 from 2019 due to the restrictions because of the pandemic. He also informed the Committee that there were four areas identified for improvement.</p> <p>For further detail please review slides 44 - 48 of the slide deck or review the complete report starting on page 48 of the packet sent prior to the meeting.</p>			
<p>VII. Next Meeting Date +</p>	<p>Next meeting will be September 7, 2021.</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>



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VIII. Adjournment *	Greg adjourned the meeting at 11:00 am.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Shirley A. Stahler, Quality Improvement Specialist I	Signature:	Date: 3/11/2021
Minutes approved by (name & title):	Signature:	Date: