

**Participant Advisory Committee Meeting Minutes**  
*September 27, 2018*

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<b>I. Call to Order</b>	Keri Harmicar called the meeting to order.	N/A		
<b>II. Announcements +</b>	Introductions were made by all in attendance via phone and in-person.	N/A		
<b>III. Review/Approval of the Minutes *</b>	The meeting minutes were reviewed and approved unanimously by the group.	June meeting minutes were approved as written.		
<b>IV. Old Business +</b>	There was no old business.			
<b>V. New Business</b> D. Compliance Training	<p>Participant KK is having problems getting his caregiver service paid for. PPL called him to report that he does not have the budget to cover the units he is asking for. This has been taking place since June 2018. He needs assistance taking this to the next level of the complaint process. Participant KK stated he “did not want to get anyone in trouble,” but wanted to be sure his attendant is getting paid.</p> <p>Colleen Miles explained the complaint process, she will look into this and have a member of her team call Participant KK to register a complaint, a Triage Coordinator will research this, document the findings and send out a letter.</p> <p>Participant PF stated she went through the complaint process regarding transportation, it was resolved, and that those involved were courteous with no problems.</p> <p>Participant MM filed a complaint for van modifications and has not heard back as of yet.</p> <p>Colleen will research and report what phase the complaint is in.</p> <p>Participant PF asked to have the Person Centered Service</p>	Follow up by the Complaints and Grievance Department.	N/A	

**Participant Advisory Committee Meeting Minutes**  
*September 27, 2018*

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	<p>Plan (PCSP) placed in Braille or an electronic format.            Marci Kramer will follow up with Olivia Martin.</p> <p>Presentation by John Mee: Overview of MTM, the second largest transportation provider in the United States, with 13 calls centers, their decrease in waste, fraud and abuse, their alignment with State regulations to utilize services. He offered those in attendance the phone number, 888-778-0799.</p> <p>Participant PF asked how many days in advance to schedule a ride.            John answered a minimum of 3 days in advance, recurrent schedules can be scheduled 6 months in advance, 9 am to 6 pm, but for urgent issues there is an agent available 24/7. Participants should talk to a Service Coordinator to determine the number of trips and level of care available.</p> <p>Participant PF explained how she had a toe infection and took a bus to the Podiatrist, not knowing she could use MTM.</p> <p>John explained the waiver process for family travel reimbursement at \$.50 per mile for non-medical transport. The Participant should let PHW know if MTM service representatives are not professional.</p> <p>John reminded the audience to call the numbers on the back of the ID cards, give the call center the MTM representative's name, address, type of visit and any special accommodations needed.</p> <p>Participant MM reported that Life Alert has a GPS to track a person's physical location.            John reported that all emergency calls go through 911, MTM is in the process of contracting with more Uber and</p>			

**Participant Advisory Committee Meeting Minutes**  
*September 27, 2018*

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	<p>Lyft drivers to improve transportation benefits for Participants.</p> <p>Colleen reported a decrease in complaints over Q2 of 2018; we doubled the Q2 pharmacy review, process of disputes decreased from 13 to 10, critical incidents were reviewed, including ER visits. Unplanned reviews and follow up care takes place in coordination with the Service Coordinator, and steps taken to avoid this from recurring. All abuse is reported as a critical incident.</p> <p>Participant PF reported that she received an auto call from Gateway and a triage call.</p> <p>Colleen answered that there is no auto call for triage or critical incidents.</p> <p>Joe Elliott presented on Customer Services:</p> <p>Call volume has decreased, average call is answered in 9.2 seconds, 94% less than 30 seconds, 85% target met. He reports the team preparing for the Southeast expansion on January 1, 2019. Hiring is in process.</p> <p>Participant PF reported that as a value-added benefit, \$25.00 Farmer’s Market coupons or gift cards would be great.</p> <p>Marci reported that she will talk to Erin and gift cards could go out as soon as Friday. Starting in 2019, there will be a new value-added benefit.</p> <p>Participant PF suggested PA Able, age 26 and older, can put money into an account over the \$2000. Limit and continue to keep their benefits. This would be nice to use for home buyers. Participant PF would like to assist PHW with the newsletter and add the writer voice perspective.</p>			

**Participant Advisory Committee Meeting Minutes**  
*September 27, 2018*

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<b>VII. Next Meeting Date +</b>	December 11, 2018 CLASS/UCP 1400 South Braddock Street Pittsburgh, PA 15218			
<b>VIII. Adjournment *</b>	Marci concluded the meeting at 11:27 am.	Adjourned	N/A	

Respectively submitted,

<b>Minutes prepared by (name &amp; title):</b> Felicia Alexander. Pathways Facilitator, PHW	<b>Signature:</b>	<b>Date:</b>
<b>Minutes approved by (name &amp; title):</b>	<b>Signature:</b>	<b>Date:</b>



**Participant Advisory Committee Meeting Minutes**  
*September 27, 2018*



Board Advisory  
Committee Agenda 2'



PHW-Compliance  
Training Board Advi: