

Participant Advisory Committee Meeting Minutes
June 28, 2018



PAC Agenda 28
 June 2018 final.docx

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

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

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Name	Title
					P							Anna Keith	PHW Director, Community Relations
					P							MM	LTSS Participant
					P							KK	LTSS Participant
					P							GL	Participant
					P							PF	LTSS Participant
					P							NW	LTSS Caregiver
					X							LB	Participant
												AZ	Participant
					P							Andrea Costello	LTSS Provider
					X							Anthony House	BH Provider
					P							Andrea Costello	TRIPIL
					P							Marsha Simonds	ComForcare Senior Services

External Attendance Record

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

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Community Observers	Title/Program
					P							Erin Ninehouser	SC for PA Health Access Network
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	PHW Staff/Observers	Title
					P							Rory Farrand	VP Medical Management
					P							Shakesha Gantt	Manager, Service Coordination
					P							Keri Harmicar	Community Relations
					P							Olivia Howell	Manager, Service Coordination
					P							Selena Schmidt	Sr. Project Director
					P							Marci Kramer	Director, Quality Improvement
					X							Kate McMahon	Director, Provider Relations

+Informational or Old Business

*Action Required





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					P								Karie Batzler	Manager, Medical Management
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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
I. Call to Order	Anna Keith called the meeting to order at 11:02 am		N/A	Anna Keith
II. Review/Approval of the Minutes *  Participant Advisory Committee Minutes	Anna asked for approval of the meeting minutes. The committee approved the meeting minutes from May 13, 2018.		N/A	Anna Keith
III. Old Business +	None.			
IV. New Business A. Review of Charter & Purpose B. Find a Provider (FAP) Feedback  Member Feedback on Centene PAI FAP	<p>Anna reviewed the Participant Advisory Committee Charter as we had several new Participants join this Committee.</p> <p>Sarah Triano and Kait Campbell from Centene provided the Committee with an overview of the changes that have been made and/or are being made in response to Participant feedback. Highlights of the slide show included the Centene goal of providing equal access to quality health care and services that are physically and programmatically accessible for our members with disabilities and their companions by increasing the percentage of providers that meet minimum federal and state disability access standards.</p> <p>Sarah noted that a 2017 CMS analysis showed Medicaid and/or Medicare beneficiaries with disabilities receive less preventative care than those with no disability because health care providers lack accessible exam rooms and/or diagnostic equipment.</p> <p>Sarah and Kait stated that improving the accuracy, completeness, and transparency of provider disability access data in directories is being conducted by::</p>			

+Informational or Old Business

*Action Required

Privileged and Confidential

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<p>C. Provider Education Plan</p>	<ul style="list-style-type: none"> • Asking all providers nationwide to self-report <i>standardized</i> disability access data; • Verifying the <i>accuracy</i> of that self-reported data through on-site Accessibility Site Reviews (ASRs); and • Uploading self-reported and then verified data into online and print directories using <i>universal design</i> principles. <p>Participants asked a few questions including the timeline for the changes. Sarah noted that changes are being addressed daily, especially the provider verification of standardized disability access data.</p> <p>Kate McMahon provided an overview of the Provider Education Plan and the current topics. She asked the Committee if they had any topics they wished to see on the Plan going forward.</p> <p>The Committee member recommended the following topics for provider training.</p> <ul style="list-style-type: none"> • Education for providers who clean something or helping around the home – items need to go back where it was originally, especially for visually impaired • All providers need training on conditions of people with disabilities – some participants have never been weighed in the MD’s office. They feel that doctors do not assess all aspects and educate on things like annual wellness, weight management in fear of not having proper equipment to provide all the services. 			


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<p>D. Complaints & Grievances</p>  <p>Complaint and Grievances Q1 Sumr</p>	<ul style="list-style-type: none"> • When appointments are scheduled, Service Coordinators should be coordinating and making sure the provider offices have appropriate equipment (e.g. Hoyer lift) to treat patients with disabilities • Suggestion: Work with CILs to go out and check accessibility levels. • Transportation: If someone needs oxygen, transportation providers need to understand special needs. If they will be late, the Participant needs to know in case they will need more oxygen. • Participants also want the Service Coordinators to get confirmation and name of the provider doing transportation. • Materials: Providers should offer material for visually impaired/blind (i.e. braille). <p>Marci presented the Complaints and Grievances Quarter 1 summary. The top categories of complaints are providers or office staff not providing courteous services, non-emergency medical transportation and non-medical transportation. The top grievance category was pharmacy denials.</p> <p>There were no questions related to the complaints and grievances. One participant noted that the top categories for complaints are consistent with his experience, especially transportation. It was noted that his ride to this meeting was late picking him up.</p>			

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E. Customer Service Statistics  May 2018 Call Center Statistics.ppt	<p>Marci updated the Committee on PA Health & Wellness’s efforts to improve transportation for its participants. There is a work group in place that is working directly with MTM.</p> <p>Marci also presented the customer/call center statistics for January –May 2018. All statistic exceeded the benchmarks. Marci asked if there were any questions and there were none.</p> <p>Erin Ninehouser asked if we can provide the agendas to members prior to the meeting so that they have an opportunity to add to the agenda prior to the meeting.</p> <p>Anna informed the committee that we will do this for the next meeting.</p>			
IV. Adjournment *	<p>Anna stated that the date for the next PAC meeting will be determined at a later date. She then adjourned the meeting at 12:01.</p>			Anna Keith

Respectively submitted,

Minutes prepared by (name & title): Marci Ann Kramer, Director of QI	Signature:	Date: July 5, 2018
Minutes approved by (name & title):	Signature:	Date: