

Participant Advisory Committee

June 2, 2022

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

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

June	PHW Staff/Observers	Title
P	Greg Hershberger	Community Outreach Specialist, Committee Chairperson
P	Marci Kramer	Director, Quality Improvement
P	Shane' Jeffery	Transportation
N	Tanika Taylor	Director, Grievance & Appeals
P	Joanna Lewis	Director, Operations
P	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
P	Susan Foster	Supervisor, Case Management
P	Dr. Davuluri	Medical Director
N	Ralph Ramos	Director, Quality Program Strategy
P	Malik Haynes	Community Outreach Specialist
P	Jessica Grindle	Marketing Analysis
P	Kay Gore	Manger, LTSS

External Attendance Record

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

June	Name	Title
P	Charles Spriggs	LTSS Participant
P	Tammy Massung	LTSS Participant
P	Darlene Sherman	LTSS Participant
P	Carrie Bach	Voices For Independence
P	Charles Spriggs	LTSS Participant
X	Melinda Clesca	Involve Dental
X	Bayada	PH Provider
P	Yasymin White	Office of Long Term Living
X	Anthony House	BH Provider

+Informational or Old Business

*Action Required

Privileged and Confidential

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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 1:04 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. COVID-19	Dr. Davuluri Updated info: Public Health Emergency extended which gives more control to the gov to allow testing and vaccines. Numbers are rising currently good thing is the severity is not high and the hospital admissions for Covid are low. Education regarding the vaccination to members. Knowledge is still evolving. Severity of illness is less, but more transmissible. Two clinics to increase efforts for vaccines held in Reading and Harrisburg. Extended vaccines to children which should decrease the exposure. Concerns with high-risk individuals that are not vaccinated. Concerns regarding long Covid. No questions.	N/A	N/A	
B. Fluvention	Susan Foster presented on Fluvention 2021-2022. PHW did exceed the goal of 21.4% with an average 24.31%. Increase in Covid cases as well as increase in flu cases. Match for influenza A this season. Susan stated: It is never too late to get your flu vax and it is a covered benefit. PHW utilized text messages and email outreach was done. 23% vaccinated did so due to outreach by email and text. Decrease in vax rates this season. No questions.	N/A	N/A	

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C. HEDIS Operations	<p>Annual Preventive Care Screenings overview make sure you are getting into the office for preventive screenings, telemedicine is okay, but in person is best. Heather reviewed what will happen at an in person Annual Wellness Visit (AWV) and sick, or injury visits are not AWV. ER vs Urgent Care vs Regular office visits were discussed, see PP for full information. If you have questions, please refer to Participant Newsletters on the website and reach out if you need a copy. No questions.</p> <p>ER for emergencies-and discussed the benefits of urgent care.</p>	N/A	N/A	
D. Health Education Materials	<p>Greg Hershberger presented on ER Urgent Care Doctor's Office, where and when to go to either. High Blood pressure and getting it checked regularly. Also information is available on our website. Heather: HBP is pretty common due to the pandemic and sedentary lifestyles. Do what you can to help bring it down, walking, and gardening. Greg: Making good meals will also help with the Covid "19" (lbs). Also, visit local farmer's markets for fresh produce. Chat: Felicia Senior Food Boxes and the farmer market coupons are big helps.</p> <p>Health Education Advisory Committee Concluded at 1:43 PM</p>	N/A	N/A	

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<p>A. Complaints and Grievances Q1 2022</p> <p>B. Customer Service</p>	<p>Participant Advisory Committee Started at 1:44 PM</p> <p>Greg Hershberger presented Q1 Complaints and Grievances. Greg presented that the biggest C&G is access and availability, including in the NW area. No further comments or questions in reference to C&G. Darlene had to disconnect. No further questions.</p> <p>Joanna Lewis presented on Customer Service. Joanna presented on Participant and Provider incoming calls and how PHW met the metrics for Q1 2022.</p> <p>Joanna Lewis reviewed the call center statistics. Carrie Bach: Do you have the statistics regarding how long they are on hold when transferred to another department to resolve their issues. Callers state it is a significant amount of time. Joanna: states they shouldn't be transferred it should be the rep who answered the call because they are trained on all facets. Joanna also explained there are a lot of new employees that are still getting acclimated, and it could be the cause. No further comments or questions.</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	

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C. Transportation	Shane' Jeffery presented on transportation for PHW. Shane presented on Provider no shows. Shane' stated that Provider no-shows are addressed with all providers by the Logistics team. Provider no-shows if called in are often recovered by MTM Dispatch. Shane' also discussed member no-shows and member no-shows are an opportunity to educate the member on cancellation and monitor access to care.	N/A	N/A	
D. Employment	Kay Gore spoke about Pennsylvania's Employment First Policy and the Five employment services. Kay spoke about the metrics of all three MCO's and their performance on participants that have normal employment and participants that may want employment which is documented on their PCSP. Kay stated that OVR but PHW is actively working with the state.	N/A	N/A	
E. CAHPS update	<p>Malik and Rachel CAHPS Results were discussed, please see PP slides for full results. Open discussion with the PAC members. Has anyone had challenges with obtaining specialist care. Darlene stated that her PCP told her that she did not need to see any other doctors, he was her doctor. She does not see that doctor any longer and has had no issues with scheduling with specialists. No further comments.</p> <p>This concluded the Participant Advisory Committee Meeting at 2:01 PM.</p>	N/A	N/A	

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Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
A. Performance Improvement Project (PIP) – non-clinical	<p>The Board Advisory Committee meeting started at 2:02 PM.</p> <p>Marci Kramer presented on Performance Improvement Projects Non-clinical for Q1 at PHW. Marci spoke on the measures and descriptions of discharge and post-discharge information and 6 month follow up. Marci spoke about intervention measures and data on tracking and trending measures. Marci concluded with the findings and asked if anyone had any questions for the committee, there were none.</p>	N/A	N/A	
B. Performance Improvement Project (PIP) – clinical	<p>Michael Zimage presented on Performance Improvement Projects Clinical for Q1 at PHW. Marci spoke on the measures and descriptions of discharge and post-discharge information and 6 month follow up. Marci spoke about intervention measures and data on tracking and trending measures. Marci concluded with the findings and asked if anyone had any questions for the committee, there were none.</p>	N/A	N/A	
C. Culturally and Linguistically Appropriate Services in	<p>Tamra Nakamura presented on CLAS speaking to what PAHW is doing today with diversities across the state. She also reviewed the make up of the staff at PAHW, 2021 CLAS Evaluation, and languages spoken by participants and services</p>			

+Informational or Old Business

*Action Required

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Healthcare (CLAS)	<p>that are available if needed help. Tamra reviewed the doctors in network and their ethnicity, goals for CLAS, and asked if there were any questions and anything more that she can provide.</p> <p>This concluded the Board Committee meeting at 2:24 pm.</p>			
VII. Next Meeting Date +	August 30, 2022 at 1:00 PM	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn. Carrie made the motion at 2:24 PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Greg Hershberger, Community Outreach Specialist	Signature:	Date: 7/1/22
Minutes approved by (name & title):	Signature:	Date: