



Participant Advisory Committee/SE
March 3, 2021

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

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

Mar	PHW Staff/Observers	Title
X	Greg Hershberger	Community Outreach Specialist - Chairperson
X	Marci Kramer	Director, Quality Improvement
X	Jim Amato	Supervisor of Resolutions/Supervisor for Transportation
	Melinda Clesca	Envolve Dental
X	Linzi Driver	Envolve Dental PA Contract Manager
X	Shirley A. Stahler	Quality Improvement Specialist I
X	Heather Eilert	Manager, HEDIS Operations (Non-Clinical)
	Mollie Lewis	Provider Engagement Communications & Training Specialist
	Angela F. Lucente-Prokop	Vice President – Operations
X	Joanna Lewis	Manager, Operations
X	Dr. Weinberg	Chief Medical Officer
X	Tanika Taylor	Director, Operations
X	Jay Pagni	Senior Director, External Relations & Business Development, G&A
Mar	ADHOC	Title
X	Pamela Suhan	Quality Improvement Coordinator I
X	Hollie Worthington	Quality Improvement Project Manager

External Attendance Record

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

Mar	Name	Title
X	CC	Participant & Your Destiny Home Care
X	WK	Caregiver for LTSS Participant
X	JHK	LTSS Participant (Won Kim Caregiver)
	JP	Caregiver for LTSS Participant
X	AD-D	LTSS Participant



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	RH	LTSS Participant
	ZL	LTSS Participant
	FM	Executive Director Liberty Resources Home Choices
	OR	LTSS Participant
X	Ed Butler	OLTL



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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 10:06 AM.	N/A	N/A	Greg Hershberger
II. Announcements +	Roll call was conducted.	N/A	N/A	Greg Hershberger
III. Old Business A. Review/Approval of the Minutes * B. Follow up from Previous Meeting	Meeting minutes were accepted without any changes.	Accepted	N/A	N/A
	<p>In the December 2020 meeting CC asked if the Participants will continue to get Trail passes. Jim Amato, Supervisor for Transportation, informed him that SEPTA is converting the Trail passes to Key Cards that are reloadable. The cards are only allowed to be used for SEPTA and the card will be declined if it is used for anything else.</p> <p>ZL asked in the previous meeting if the letter to the complainant with general information is because of a confidentiality regulation or if it is PHW policy. Marci Kramer informed him the state does not have any specifics for the letters.</p> <p>ZL also asked the formula for calculating complaints per thousand. Marci provided the formula below.</p> <p align="center"><u>Total number of complaints X 1000</u> Member Months</p> <p>In the previous meeting RH asked if they are able to remain a</p>	N/A	N/A	N/A

+Informational or Old Business
 *Action Required

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	grievance letter. Joanne Lewis responded that they are able to remail a copy of the original letter.			
IV. New Business A. 2020 HCBS CAHPS Survey Results.	<p>Hollie Worthington presented the 2020 HCBS CAHPS Survey Results. She explained that the surveys are completed to assess the Participants experiences. The targeted groups are 18 – 85 year olds.</p> <p>The results are broken down into six groups:</p> <ul style="list-style-type: none"> • Age • Health Status • Education • Ethnicity • Race • Urban/Rural <p>She presented the comparison of the 2019 vs 2020 Global and Overall Ratings. She also presented the Composite results for 2019 vs 2020 and the Composite results for PHW vs Statewide.</p> <p>They identified and listed the Successes and Areas for Improvement. She asked the Participants if they had any feedback on transportation.</p> <p>CC informed her that there is leg room issues making it difficult to maneuver with multiple people in the vehicle. He is unable to bend his legs very far and that makes it difficult for him.</p>	N/A	N/A	N/A

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B. Complaints and Grievances 4 th Quarter 2020	<p>For the specific results of the survey, please see slides 15 – 25.</p> <p>Jay Pagni presented the Complaints and Grievances 4th Quarter 2020 results. He stated that Access & Availability is the top complaint category for the 4th quarter.</p> <p>Grievances had a significant increase for Quarter 4. This is because there was a reduction or change in the Participants PAS services.</p> <p>CC asked if the Participant can not go to the physician’s office if they have the option of having a visiting physician. Jay responded that this is not an option. In March and April the state authorized payment for telehealth.</p> <p>For more detailed information on complaints and grievances, please see slides 28 – 32.</p>	N/A	N/A	N/A
C. Customer Service 4 th Quarter 2020	<p>Joanna Lewis presented the Customer Service results for Quarter 4, 2020. She informed the Participants that Customer Service received 48,950 Participant calls in Quarter 4 and 224,734 year to date. The average speed to answer for Quarter 4 was 18 seconds giving them a rating of 88% and year to date was 15 seconds with a rating of 90%. The abandoned rate was below 5% for the quarter and year to date. The goal was met for the quarter and the year.</p> <p>There were 23,193 Provider calls in Quarter 4 with an average speed of answer of 17 seconds. There were 105,701 calls year to</p>	N/A	N/A	N/A

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	date with an average speed of answer for 15 seconds. The abandoned rate was below 5% for the quarter and year to date. The goal was met for the quarter and the year.			
VII. Next Meeting Date +	Next meeting will be June 2, 2021.	N/A	N/A	N/A
VIII. Adjournment *	Greg adjourned the meeting at 10:40 am.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Shirley A. Stahler, Quality Improvement Specialist I	Signature:	Date: 3/17/21
Minutes approved by (name & title):	Signature:	Date:



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