



Participant Advisory Committee
December 10, 2019

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

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

Mar	Jun	Sep	Dec	PHW Staff/Observers	Title
P	X	P	X	Daniel Kleinmann	Community Outreach Specialist
P	P	P	P	Greg Hershberger	Community Outreach Specialist
X		X	X	Marci Kramer	Director, Quality Improvement
		X	X	Trina Cox	Senior Manager, Vendor Management
X	X			John Mee	Sr. Director, Vendor Mgmt.
P	P	P	X	Felicia Alexander	Community Outreach Specialist
P	P			Jim Swingle	Manager, HEDIS and Stars Operations, Chairman
X		P	X	Malik Haynes	Manager, Quality
P	P	P	P	Jim Amato	PC II
P	P	P	P	Sarah McElhattan	Service Access and Management
		X	X	Melinda Clesca	Involve Dental
	P	X	X	Ashley N. Moore	Quality Improvement Coordinator I
	X	X	X	Colleen Miles	Director Grievance & Appeals
	X	X	X	Shannon Hughes	Manager Operations
	P	P		Ellie Wozniak	Quality Improvement Coordinator I
	X	X	X	Shirley A. Stahler	Quality Improvement Specialist I
Mar	Jun	Sep	Dec	Designee Attendee Name	Title
		P	X	Jerome Anderson for Colleen Miles	Grievance and Appeals Coordinator
Mar	Jun	Sep	Dec	Adhoc	Title
			X	Don Livingston	Supervisor, Program Coordination



Participant Advisory Committee

December 10, 2019

External Attendance Record

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

Mar	Jun	Sep	Dec	Community Observers	Title/Program
P	X			Erin Ninehouser	SC for PA health Access Network
Mar	Jun	Sep	Dec	Name	Title
P		X	P	MM	LTSS Participant
P	P	P	P	KK	LTSS Participant
P	P	P	P	GL	Participant
P	P	P	P	PF	LTSS Participant
P				Natalie Walter	LTSS Caregiver
		P	P	LA	LTSS Participant
P	X	X	X	Andrea Costello	TRIPIL
P	X	X	X	Anna Zaydenberg	ComForcare Senior Services
	P	X	X	Carol Jones	TRIPIL
	P	P	X	Daniel L. Bodnar	PHW – No longer here
P				CR	Participant
P	P	X	P	MT	Participant & TRIPL
				LB	Participant
				Anthony House	BH Provider
				Marsha Simonds	PH Provider
		P		Brenda Dare	Community Partner

Participant Advisory Committee

December 10, 2019

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 10:27 AM.	N/A	N/A	Greg Hershberger
II. Announcements +	Roll call was conducted and introductions were made by all attendees.	N/A	N/A	Greg Hershberger
III. Review/Approval of the Minutes *	LA approved the minutes and MM, seconded the motion to approve the minutes from September 2019.	Approved with amendments.	N/A	All
I. Old Business + A. Transportation	<p>Greg ask LA to give his input on the transportation (MTM) to the meeting today. LA was disappointed again in the transportation. He stated that they arrived late and he wound up being in the rain waiting for 40 minutes and he had just gotten out of the hospital.</p> <p>PF said that she received a message from Jim Amato yesterday and a message from Melissa from MTM yesterday. MTM told her that they would be there to pick her up at 9:15 am. They arrived at her house at 8:30 am today. She told them that they would have to wait because she had taken her dog to the vet.</p> <p>GL said MTM kept calling her while she was trying to get ready. While she was hanging up, she overheard the caller state, "this is not my problem."</p> <p>GL asked if meeting minutes could be prepared and distributed earlier than in the past (2 weeks prior to the meeting). She thinks that they should have the minutes within a week of the meeting. If they receive them sooner, they can send any amendments to the</p>		Minutes will be prepared and sent to the Committee for	Shirley Stahler and Greg Hershberger

Participant Advisory Committee

December 10, 2019

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
<p>B. Participant handbook distribution</p>	<p>minutes before the next meeting.</p> <p>In the last meeting LA ask about getting handbooks. Greg informed all participants in attendance, that they would be receiving a new handbook for 2020. They were informed that they can review the handbook on line also.</p>		<p>review more than 2 weeks ahead of the meeting.</p> <p>Make sure the handbooks are sent out.</p>	<p>Greg Hershberger</p>

Participant Advisory Committee

December 10, 2019

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
V. New Business A. C & G 3 rd Quarter Results	<p>Jerome Anderson from Complaints & Grievances (C&G) presented the C&G 3rd Quarter results. They are hitting the 20-day turn-around-time, which is one of their guidelines for the grievances.</p> <p>The C&G department will be growing because of adding the T-Zone, and this should help timeliness. The growth of the department should help with the timeliness. LA wanted to know if we knew the anticipated number of Participants that have enrolled with PA Health & Wellness for the T-Zone. Marci stated that we anticipate it will be around 35,000 new Participants.</p> <p>Jerome stated that the Complaint & Grievance Team has a template that they complete when they receive any transportation complaint. The template with the information is forwarded to MTM (the transportation company) so they can investigate the complaint.</p> <p>GL did not understand how complaints work. She informed the group that she has made quite a few complaints and nobody has called her. She said if they are calling her they are not leaving messages.</p> <p>Jerome informed her that she should be getting a call from the Coordinator who is working her complaint. He informed her that a</p>	N/A		

Participant Advisory Committee
December 10, 2019

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party																																																
<p>VI. Customer Service Report Q3</p>	<p>report can be pulled to see who worked her complaints.</p> <div style="border: 1px solid red; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Complaints Q3 2019 Southwest Region</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Complaints Category - SW Region</th> <th style="text-align: center;">Count</th> <th style="text-align: center;">Percent</th> <th style="text-align: center;">Complaints per Thousand</th> </tr> </thead> <tbody> <tr> <td>Access & Availability</td> <td style="text-align: center;">52</td> <td style="text-align: center;">71%</td> <td style="text-align: center;">.80</td> </tr> <tr> <td>Billing & Financial</td> <td style="text-align: center;">2</td> <td style="text-align: center;">0.3%</td> <td style="text-align: center;">0.03</td> </tr> <tr> <td>QOC</td> <td style="text-align: center;">4</td> <td style="text-align: center;">0.5%</td> <td style="text-align: center;">0.05</td> </tr> <tr> <td>Quality of Practitioner Office Site</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0.2%</td> <td style="text-align: center;">0.02</td> </tr> <tr> <td>Attitude & Service</td> <td style="text-align: center;">14</td> <td style="text-align: center;">19%</td> <td style="text-align: center;">0.22</td> </tr> </tbody> </table> </div> <div style="border: 1px solid red; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Grievances Q3 2019 Southwest Region</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"></th> <th style="text-align: center;">Count</th> <th style="text-align: center;">Percent</th> <th style="text-align: center;">Grievances per Thousand</th> </tr> </thead> <tbody> <tr> <td>Access & Availability</td> <td style="text-align: center;">56</td> <td style="text-align: center;">77%</td> <td style="text-align: center;">0.86</td> </tr> <tr> <td>Billing & Financial</td> <td style="text-align: center;">17</td> <td style="text-align: center;">23%</td> <td style="text-align: center;">0.26</td> </tr> <tr> <td>QOC</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">-</td> </tr> <tr> <td>Quality of Practitioner Office Site</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">-</td> </tr> <tr> <td>Attitude & Service</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0%</td> <td style="text-align: center;">-</td> </tr> </tbody> </table> </div> <p>Don Livingston presented the Customer Service 3rd Quarter Report. He stated that the State requirements for speed of answer is within</p>	Complaints Category - SW Region	Count	Percent	Complaints per Thousand	Access & Availability	52	71%	.80	Billing & Financial	2	0.3%	0.03	QOC	4	0.5%	0.05	Quality of Practitioner Office Site	1	0.2%	0.02	Attitude & Service	14	19%	0.22		Count	Percent	Grievances per Thousand	Access & Availability	56	77%	0.86	Billing & Financial	17	23%	0.26	QOC	0	0%	-	Quality of Practitioner Office Site	0	0%	-	Attitude & Service	0	0%	-			
Complaints Category - SW Region	Count	Percent	Complaints per Thousand																																																	
Access & Availability	52	71%	.80																																																	
Billing & Financial	2	0.3%	0.03																																																	
QOC	4	0.5%	0.05																																																	
Quality of Practitioner Office Site	1	0.2%	0.02																																																	
Attitude & Service	14	19%	0.22																																																	
	Count	Percent	Grievances per Thousand																																																	
Access & Availability	56	77%	0.86																																																	
Billing & Financial	17	23%	0.26																																																	
QOC	0	0%	-																																																	
Quality of Practitioner Office Site	0	0%	-																																																	
Attitude & Service	0	0%	-																																																	

Participant Advisory Committee

December 10, 2019

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	<p>30 seconds or less for the Participants and the Providers.</p> <p>For the Participant calls, they have answered 171,847 calls so far this year. The average speed of answer was 14 seconds. The abandonment rate was 1.47%. The State rate is 5% or below. There were 89% of the calls answered within 30 seconds.</p> <p>LA ask if Don could represent the top 5 calls types. Don stated that they do not have the reports broken down like that but he feels that they would be for demographics, ID cards, requesting authorization, status of authorization, and financial issues.</p> <p>For the Provider calls, they have answered 63,015 calls so far this year. The average speed of answer was 16 seconds. The abandonment rate is 1.11%. The State rate is 5% or below.</p> <p>The average call lasted 8 minutes and 11 seconds. This is 89% of the calls taken which is higher than the target time for the State which is 85%. One of the biggest issues is billing. Billing is having system issues and they are working on correcting the issues.</p> <p>Greg ask the participants if they had anything else that they wanted to discuss.</p> <p>PF ask about getting materials in braille. Greg informed her that they are working on getting the materials in braille and other languages. Greg informed PF that her Service Coordinator should be able to help her with issues that she may be having.</p>			

Participant Advisory Committee

December 10, 2019

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
VII. Other issues	<p>GL said she has been bringing up issues in the meeting for 2 years and nothing has happened. She specifically ask about rating the Personal Assistance Services (PAS) agencies.</p> <p>Marci informed her that this is with the State at this time and she has not heard anything. PHW has a weekly meeting with the State and Marci will ask about the status.</p> <p>GL also stated that she discussed some issues with the State representatives that were at the last meeting and she has not heard back from them. Marci asked who she spoke with and she was told that GL spoke with Jennifer Mikos. Marci said she would also talk to Jennifer about GL's issues that were discussed with her and see what she can find out for GL.</p> <p>GL ask about the Nursing Facility (NF) ratings. Marci stated that we don't do NF ratings. However, we do track and trend complaints and quality of care (QOC) issues for NFs (and all providers). If the QOC review has a high severity level or if there are many complaints against one provider, we would do an audit of the facility or provider. We have policies and procedures in place to for guidance on when to do such reviews.</p> <p>GL also stated that PAS is not providing services to her.</p> <p>LA wanted to know if PHW could rate the providers and add it to the handbook. He feels that this would be a way to protect people</p>		<p>Marci will follow up with the State concerning rating the agencies. Marci will follow up with the State concerning the issues that GL discussed with her in the September PAC meeting.</p>	<p>Marci Kramer</p>

Participant Advisory Committee

December 10, 2019

Agenda Item	Discussion	Decision (Approved or Denied)	Follow-up Action Needed (Date)	Responsible Party
	<p>from being treated badly. He suggested to do a survey of the hospital and the staff.</p> <p>Marci stated that we do not have a system to rate all of our providers. She stated that we get Participant feedback from the Consumer Assessment of Healthcare Providers & Systems (CAHPS) survey regarding satisfaction with providers.</p>			
VII. Next Meeting Date +	March 10, 2020 @ 10:00 am.	N/A	N/A	N/A
VIII. Adjournment *	Greg ask for a motion to adjourn. GL made the motion and LA 2 nd the motion. Meeting adjourned at 11:42 am.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Shirley A. Stahler, Quality Improvement Specialist I	Signature:	Date: 12/11/19
Minutes approved by (name & title):	Signature:	Date: