

Participant Advisory Committee

March 12, 2024

**PA Health & Wellness Southwest Participant Advisory Committee Meeting
March 13, 2024**

Voices for Independence Erie, PA

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
X	Kayla Stadelman	Community Health Services Representative
X	Dr. Craig Butler	Medical Director
X	Dr. Davuluri	Medical Director
X	Susan Foster	Supervisor, Case Management
X	John Savidge	HEDIS Operations Manager
P	Felicia Alexander	Health Equity Specialist
X	Kay Gore	LTSS and Community Outreach Manager
X	Joseph Elliot	Long Term Care and Support Director
X	Athena Aardweg	Program Manager II
X	Brendin Tupta	Project Manager I
X	Crystal Giles	Grievances and Appeals Supervisor
X	Michael Zimage	Accreditation Specialist II
X	Susan Foster	Supervisor, Case Management

External Attendance Record

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

+Informational or Old Business

*Action Required

Participant Advisory Committee

March 12, 2024

June	Name	Title
X	Sarah McElhatten	External Service Coordination Partner
X	Yaasmiyn White	OLTL Representative
X	Kristen Richard	OLTL Representative
X	Valkyrie Williams	Employment CIL Partner
P	Carrie Bach	CIL Partner
P	Kyra Busch	Caregiver
X	Sona Eakin	CIL Partner
P	Amanda Luchs	Participant
P	Charles Spriggs	Participant

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 1:08 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. MD Update B. Health Education	Presented by Dr. Craig Butler. PA Health & Wellness has beefed up on promises. Health Topics in the News: Cyber-attacks that impacted pharmacies nationwide. PHW can help with any issues. Please call Member Services if assistance is needed. Obesity medications like Ozempic and Wegovy are now FDA-approved for reducing the risk of cardiovascular death, heart	N/A	N/A	

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March 12, 2024

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B. Fluvention	<p>attack, and stroke in adults with obesity or overweight. The prices are starting to come down.</p> <p>Health Tips for the Quarter: Getting/staying active: Intentional activity like walking around the house or going to the mailbox. Sleep: Creating a healthy sleep route; regularity, sticking to a bedtime, and stopping electronics before bedtime. Quality over quantity.</p> <p>World Oral Health Day is March 20. Oral health is important for overall health. Benefits cover oral health.</p> <p>National Osteoporosis Awareness and Prevention Month (May) – look for education and activities in May.</p> <p>Presented by Susan Foster. The campaign runs 09/2023-03/2024. Purpose is to decrease Flu, increase vaccination rates and reduce hospitalizations. Focus on high-risk groups. Flu Activity: PA is in the low category as of 2/17/2024. Vaccination rate for PHW is 30%, which is 3x the national average. Go to vaccines.gov and scan the QR code to find near-by Flu vaccines – must have a smart phone to scan QR code.</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	

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C. HEDIS Operations	<p>March 2024 Health Awareness prevented by John Savidge. March is Colorectal Cancer Awareness Month and National Kidney Month.</p> <p>Colorectal Cancer: Support those affected by Colorectal Cancer, Educating the community: Screening, Prevention, Treatment.</p> <p>Kidney Health Awareness: Raising Awareness of kidney disease: Prevention and Management. Promoting healthy lifestyle habits.</p> <p>Asthma, Emphysema/COPD, Heart Disease, Hypertension presented by Susan Foster.</p> <p>Asthma: It is allergy season – you can develop flu-like symptoms (low-grade fever, sinus drainage). Reach out to your provider if needed.</p> <p>Emphysema/COPD: Smoking, environmental and genetics can all contribute. Early identification is very important. Speak with your PCP. Some symptoms can include, but not limited to, fatigue, cyanosis, and shortness of breath.</p> <p>Heart Disease and hypertension: Genetics, stress, weight, diet all can contribute to both heart disease and hypertension. Make sure your PCPs are checking and recording blood pressures at</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p>	

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D. Health Education Materials	<p>appointments.</p> <p>Greg Hershberger presented on Spring Wellness. Spring is almost here. Wear SPF. Prevention is key to tick bites. Get/stay active.</p> <p>Health Education Advisory Committee Concluded at 2:04 PM</p> <p>Participant Advisory Committee Started at 2:04 PM</p>	N/A	N/A	
A. Complaints and Grievances Q3 2023	<p>Crystal Giles reviewed the Q4 information. Home Health has the highest complaints in 2023. Home health also has the highest grievances for 2023.</p>	N/A	N/A	
B. Customer Service	<p>Joanna Lewis presented on Customer Service. Participant and</p>			

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C. Transportation	<p>Provider incoming calls - PHW met the metrics for YTD 2023: 15 seconds average speed to answer PTPs, 13 seconds average speed to answer providers. Abandoned rate for calls YTD 2023 was 1.15% for participants and 0.69% for providers. All goals met.</p> <p>Joanna L. did a question and answering session for this particular quarter. No questions from the group and it was stated that MTM will be at the next meeting to field any broker questions that the participants or external partners may have.</p>	N/A	N/A	
D. Employment	<p>Theresia Kody presented on benefits counseling, employment opportunities and being employed.</p> <p>2024 OLTL Goals related to HCBS for 21-64: 2.4% Employment as a goal in PCSP.</p> <p>April is Financial Literacy Month: Benefits Counseling, Explore resources on PHW website, Check with local library and/or CareerLink.</p> <p>Make sure that participants are talking to their Service Coordinator if they want to be employed and follow up on the process. Can also send an e-mail to Information@PAHealthWellness.com. Asking for</p>	N/A	N/A	

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E. Housing	<p>accommodations at work for a disability is allowed, i.e., a task list.</p> <p>Voices for Independence, TRIPL, Achieva: Benefits Counseling helps you make informed decisions when it comes to working. Intake, gathering information, past positions and positions wanted. Verify benefits. Will be 7-14 pages. You will meet once you start working to update different entities and answer any questions. Will follow along to make sure process is smooth.</p> <p>Greg H. presented on Community Health Choices and Housing Resources.</p> <p>Participants in Nursing Facilities: Nursing Home Transition: Housing Search Assistance, Security Deposit Support, House/Apartment Set Up, Home Adaptation, Pest Eradication, Landlord Risk Mitigation Fund</p> <p>Participants in Home and Community Based Services: Coordination with Service Coordinator, Housing Search Assistance, Home Adaptation, Pest Eradication</p> <p>Participants who are Dual Eligible: Home Accessibility Durable Medical Equipment: Can be requested by provider, physician or participant by calling the health plan (844-626-6813) Requires a prescription or clinical documentation supporting the need.</p> <p>Additional support may be available through the Medicare Payor.</p>	<p>N/A</p> <p>N/A</p>	<p>N/A</p> <p>N/A</p>	

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<p>F. Community Relations and Outreach</p>	<p>Felicia Alexander presented. Community Connect is available on PHW’s website, is a free website to find resources in your area by searching your zip code. Property Tax/Rent Rebate Program is a program that supports homeowners and renters across Pennsylvania. The deadline to submit your application is June 30, 2024. Support is available online or by calling 1-888-222-9190. United Way is providing free tax preparation. Call 211 for more information and locations. Nutrition Month: MANNA and PHW have an online cooking demonstration with a Licensed Dietitian on March 21, 2024 at 4pm. For information on Community Events please e-mail PHWCommunityOutreach@PAHealthWellness.com.</p> <p>This concluded the Participant Advisory Committee Meeting at 3:01 PM.</p> <p>The Board Advisory Committee meeting started at 3:01 PM.</p>	<p>N/A</p>	<p>N/A</p>	

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A. Performance Improvement Project (PIP) – non-clinical	<p>Non-Clinical PIP presented by Brendin Tupta. NHT final report is due 3/31/2024. Final data results will be presented at the Q2 PAC.</p> <ul style="list-style-type: none"> – A rework of the NHT PIP is still undergoing through cooperation with State Partners. – The primary focus of this rework is to refocus the PIP and ensure it’s helping to improve ongoing, and new NHT practices. – Additionally, we are looking on how to reinforce the quality of the Long-Term Services and Supports we provide through the PIP. <p>New project name pending</p>	N/A	N/A	
B. Performance Improvement Project (PIP) – clinical	<p>Clinical PIP presented by Michael Zimage. Clinical PIP – Strengthening Care Coordination. The final report is due 3/31/2024. Final data results will be presented at the Q2 PAC. Project Proposal Tentative Date: Late summer 2024 Discussions ongoing regarding content of new PIP Additional detail to be provided at Q2 PAC</p>	N/A	N/A	
C. Rural Listening	<p>Athena Aardweg presented. Still in listening phase. Plan to branch out to other parts of the state.</p>			

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	This concluded the Board Committee meeting at 3:03pm with a reminder that the next meeting will be June 2024.			
VII. Next Meeting Date +	June 2024	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 3:21 pm.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Health Services Representative	Signature:	Date: 3/12/2024
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