

Participant Advisory Committee

June 20, 2024

**PA Health & Wellness Southeast Participant Advisory Committee Meeting
June 20, 2024**

Liberty Community Resources Philadelphia, 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	Susan Foster	Supervisor, Case Management
X	John Savidge	HEDIS Operations Manager
X	Gina Colon	Health Equity Specialist
X	Tiesha Grundy	Health Equity Specialist
X	Nicole Myers	Compliance Manager
X	Cassandra Helle	Operations Director
X	Joanna Lewis	Contact Center Operations Manager
X	Athena Aardweg	Program Manager II
X	Brendin Tupta	Project Manager I
X	Danii Cyrus	Grievances and Appeals Supervisor
X	Taylor Lovett	Quality Improvement Coordinator I
X	Gina Hightman	Accreditation Specialist II
X	Paula Joshua-Williams	Accreditation Specialist II
P	Ralph Ramos	Supervisor, Case Management

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External Attendance Record

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

June	Name	Title
P	Fermina Maddox	External Partner
X	Yaasmiyn White	OLTL Representative
X	Kristen Richard	OLTL Representative
X	Jennifer Lessa	OLTL Representative
X	Will Courtney	Transportation Vendor
X	Patrina Larguedas	Transportation Vendor
X	Heather Ferry	Greyhawk
X	Cindy Celi	Mom's Meals
P	Anton Austin	CIL Partner
P	Adrian Edwards-Snyder	Participant
X	Samir Shah	Caregiver
X	Jennifer Shah	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 1:09 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

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<p>IV. New Business + A. MD Update B. Health Education</p>	<p>Presented by Dr. Craig Butler. Managing Diabetes – there are two types: Type I and Type II. Type I is no longer called Juvenile Diabetes because it can occur later in life. Also, Type II can occur earlier in life. Diabetes can go undetected for a long time, so it is important to know the symptoms and call your PCP if you have any questions or concerns. Diabetes symptoms:</p> <ul style="list-style-type: none"> • Feeling more thirsty than usual. • Urinating often. • Losing weight without trying. • Presence of ketones in the urine. Ketones are byproduct of breakdown of muscle and fat when not enough insulin. • Feeling tired and weak. • Feeling irritable or having other mood changes. • Having blurry vision. • Having slow-healing sores. • Getting a lot of infections, such as gum, skin and vaginal infections. <p>Preventative Screening and Stress Management: Exams, shots, lab tests, and screenings are all very important to preventative care. Depression screening is now included in most doctor office exams as a series of questions. Skin Cancer: Check full body regularly in a full-length mirror. Reach out to PCP</p>	<p>N/A</p>	<p>N/A</p>	

+Informational or Old Business

*Action Required

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B. Fluvention	<p>with any concerns.</p> <p>Heart Health: Symptoms:</p> <ul style="list-style-type: none"> ○ Arrhythmia – Irregular heartbeat ○ Heart Attack – chest pain, shortness of breath ○ Heart Failure – chest congestion, fluid retention <p>Risk factors:</p> <ul style="list-style-type: none"> ○ High blood pressure ○ High cholesterol ○ Smoking ○ Diabetes ○ Obesity ○ Excessive alcohol use ○ Low activity levels <p>Presented by Susan Foster. The campaign ended end of 03/2024. Purpose is to decrease Flu, increase vaccination rates and reduce hospitalizations. Focus on high-risk groups.</p> <p>Flu Activity: PA is in the minimal category as of end of April 2024. End of August is when Flu Vaccinations will begin to be encouraged for next upcoming Flu season. Flu season will be October 2024-March 2025. Just because Flu season is over does not mean that you still cannot contract the Flu. CDC goal is to collect data from 9 sources. This helps them to determine what kind of Flu vaccine will work for the upcoming Flu season. PA's</p>	N/A	N/A	

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C. HEDIS Operations	<p>overall vaccination rate is 38.5% - 3x higher than the national average.</p> <p>Vaccination preventable diseases: Shingles and Hep. B</p> <p>Shingles (2 dose vaccine)- mostly affects the older population but can affect anyone at age if you had the chickenpox virus. Usually starts as blisters on the chest and then back and spine area. Blisters on the face can result in vision loss. Once you have had shingles you are at a higher risk of getting it again. Stress can bring on Shingles. Vaccine recommended age is 50+ but discuss risk factors with your PCP if you are younger and feel this vaccine may be right for you.</p> <p>Hepatitis B (3-4 dose vaccine)- easily prevented, infection of the liver. Can stay in your liver for the rest of your life. 820,000 deaths/year. Leading cause of Liver cancer. There is no cure but there are treatments available to reduce serious liver disease and liver cancer.</p> <p>To see the vaccine schedule, go to cdc.gov/vaccines/tool/adult.html</p> <p>HEDIS measures Q2 prevented by John Savidge.</p> <p>Controlling Blood Pressure – sometimes referred to as “The Silent Killer.” 120/80 is a normal blood pressure. The top number “systolic” is the pressure when your heart is contracting. The bottom number “diastolic” is the pressure when your heart is at rest. Higher blood pressure can result in higher risk for heart attacks and strokes. Lose extra weight, lower salt intake, and increase general activity. Get an at-home blood pressure monitor device to check BP regularly. Check with SC or PCP. Sometimes</p>	N/A	N/A	

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D. Marketing Materials	<p>blood pressure can be higher at the beginning of a doctor appointment, don't be afraid to ask them to check it a 2nd or 3rd time before you leave your appointment.</p> <p>Q: What is the correct way to put on a blood pressure cuff? A (John Savidge): Follow the directions in the manual. Make sure the cuff fits correctly and is not too big or small because that can alter the reading.</p> <p>Greg H. – Take the monitor with you to your doctor appointment to check its calibration and accuracy.</p> <p>Gina Colon presented on Spring Wellness.</p> <p>Allergy Season is here. Get testing done at doctor's office. Check pollen levels in your area. Take shower or bath before bed to keep bed sheets allergen-free. Keep an eye on food intake – certain foods like wheat, sugar and dairy can makes allergies worse. Drink plenty of water to flush your system and stay hydrated.</p> <p>Tiesha Grundy: Check to see if your furnace filter is reusable and then you can clean it and place it back. Also, check dates on inhalers to make sure it is not expired and up to date.</p> <p>Don't stop taking your medications unless directed to by your doctor. If you have any questions about your meds, please reach out to your PCP or pharmacist.</p> <p>Health Education Advisory Committee Concluded at 2:04 PM</p>	N/A	N/A	

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A. Complaints and Grievances Q3 2023	<p>Participant Advisory Committee Started at 2:04 PM</p> <p>Greg Hershberger stated that we will be reviewing PHW 32 services. Introduced Yaasmiyn White, Kristen Richard and Jennifer Lessa.</p> <p>Danii Cyrus reviewed the Q1 information for 2024. Home Health has the highest complaints in Q1. Home health also has the highest grievances for Q1.</p> <p>Samir S.- His wife Jennifer (member) is currently navigating 3 challenges. They have been trying to get a bathroom modification for his wife (the member) who has been wheelchair bound for the past 16 years. He first said that grab bars were approved and installed quickly. They are trying to get an accessible shower but the Parascope 365 report states that the member’s wheelchair cannot fit in the bathroom so they are saying she will need DME vs. a bathroom modification. They have appealed that decision and have video evidence of the wheelchair fitting into the bathroom. This has been ongoing with no resolution yet. Also, there is a safety concern with the ramp on the member’s vehicle. They are saying that before any repairs can be covered that the member needs to be re-evaluated even though she was just evaluated 6 months ago. Now, they will have to wait until July when the evaluation can take place before getting that fixed. Samir will e-mail Greg with all of this information in writing. Greg will follow-up with him.</p>	N/A	Greg H.-get Danii C. the member’s information so she can follow-up with the Home Adaptation Department.	

+Informational or Old Business

*Action Required

Privileged and Confidential

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B. Customer Service	<p>Joanna Lewis presented on Customer Service. Participant and Provider incoming calls - PHW met the metrics for Q1 2024: 18 seconds average speed to answer PTPs, 13 seconds average speed to answer providers. Abandoned rate for calls Q1 2024 was 1.18% for participants and 0.57% for providers. All goals met.</p>	N/A	N/A	
C. Transportation	<p>Joanna Lewis presented on Transportation.</p> <p>Service #16 Non-medical Transportation: This service provides eligible participants with tickets, passes, tokens, single rides, and mileage reimbursement to help a participant get to community and other activities (Note: Tokens are not always a guaranteed option). This service increases socialization and independence as well as preventing isolation.</p> <p>SEPTA buses are available in the Philadelphia area.</p> <p>Will Courtney (MTM – Vendor Account Manager) – makes sure NMT trips get set. They see more volume in certain areas of the state. Have contracts with Lyft and Uber. Complaint ratios are low in PA. They have bi-weekly meetings with Centene and go over stats and complaints. Try to address issues in a timely fashion.</p>	N/A	N/A.	
D. Employment	<p>Greg Hershberger presented on benefits counseling, employment opportunities and being employed.</p>	N/A	N/A	

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	<p>PA is an Employment First state. You CAN work and have a Community Health Choices waiver. Benefits counseling helps you make an informed decision about work and planning once already working. When it comes to employment assistance or benefit counseling assistance, participants must attempt to connect to the programs below and PA Health & Wellness will support if needed:</p> <ul style="list-style-type: none"> • Office of Vocational Rehabilitation (OVR) • Ticket to Work Helpline (WIPA program) <p>Gained written clarification from OLTL re: Ticket to Work Helpline as it relates to benefits counseling referrals. This enables quicker authorization, as appropriate, for HCBS Benefits Counseling.</p> <p>Updated internal processes to assist with the referral requirements and assisting with ensuring you receive a call from <u>Work Incentive Planning & Assistance program</u> as applicable.</p> <p>Benefits Counseling Guide – approved by OLTL in April and accessible on our website: https://www.pahealthwellness.com/community/SocialDeterminantsofHealth/EmploymentResources/employment-journey-.html</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 accommodations at work for a disability is allowed, i.e., a task list.</p>			

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<p>E. Assistive Technology and TeleCare</p>	<p>Presented by PHW Penny presents on how she uses Assistive Technology in her everyday life: She is physically blind from birth. Uses smart devices such as an iPhone/ iPad and computers to play games and socialize. Puts money aside to play the games. Uses an Alexa device. All of this is good for Mental Health. Has a money identifier. Utilizes a bidet on her toilet. Enjoys essential oil diffusers and foot massagers. Bought herself a sauna that she sits in for 20-40 minutes. Uses an app called “Be My Eyes” that helps her match her outfits for the day. Also, uses audible books. Q: Does PHW cover any of the assistive devices that Penny uses? A: SC is currently working on reimbursement.</p> <p>Service #31 Assistive Technology - Assistive Technology consists of devices and services that are intended to increase, maintain or improve a participant's functioning in communication, self-help, independence, life supports, or adaptive capabilities to ensure the health, welfare, and safety of the participant. This service allows one to perform tasks that they might not otherwise be able to do. It equips a person to have more autonomy and independence by helping them to work around challenges to learn, communicate or function better.</p> <p>Service #32 Telecare presented by Greg Hershberger. Telecare services use technology to help a participant be as</p>	<p>N/A</p>	<p>N/A</p>	

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<p>F. Home Delivered Meals and Nutritional Consultation</p>	<p>independent as possible. Example: Medication dispenser/reminder, nonskilled service such as monitoring motion sensor to cut down on PAS hours so a DCW does not need to be there throughout the night.</p> <p>Presented by Cindy Celi (Mom’s Meals) Service #19 Home Delivered Meals (HDM) This service provides nutritional meals directly to the participants home, when the participant is unable to prepare their own meal. Participants may receive up to two home delivered meals per day. The meal may be hot, cold, frozen, dried, canned, fresh or supplemental foods. Meals may include special dietary and nutritional needs. Example: A participant receives frozen meals delivered to their home that they can heat up in the microwave. Work closely with SC to make sure you are receiving your meals as best suits you. Meals are tailored to the member’s dietary needs.</p> <p>Service #28 Nutritional Consultation Nutritional Consultation services help the participant and a paid and unpaid caregiver in planning meals that meet the participant’s nutritional needs and avoid any problem foods. Eating nutritional food helps the participant’s health and</p>	<p>N/A</p>	<p>N/A</p>	

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<p>G. Home Adaptations/Pest Eradications/Vehicle Modifications</p>	<p>wellbeing. Example: A participant visits a dietician to discuss what foods will help to maintain their blood sugar and not complicate their diabetes. Utilize Farmer’s Markets and vouchers.</p> <p>Presented by PHW Team Service #9 Home Adaptations This service provides physical changes /modifications to a participant’s home, such as ramps, handrails, and grab bars, to make the home safe and enable the participant to be more independent in the home. This includes repairs to existing Home Adaptations as well. HA does not include home improvement, maintenance, or cosmetic requests, but focuses on modifying the current living situation. Example: HA may include walk-in showers, grab bars, handrails or door widening. Metal ramps, stair glides, ceiling track lifts and wheelchair lifts fall under the HADME benefit and are executed by our HA team.</p> <p>Service #15 Pest Eradications The Pest Eradication Service removes insects and other pests from a participant’s home that, if not treated, would prevent the participant from staying in the community due to a risk of health and safety. Deep cleaning may be required to facilitate this request. Multiple treatments may be needed in preparation of extermination.</p>	<p>N/A</p>	<p>N/A</p>	

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H. Community Relations and Outreach	<p>Example: Participant receives treatment in their home to exterminate bed bugs, rodents, roaches, etc.</p> <p>Service #18 Vehicle Modifications Vehicle Modifications are modifications or alterations to an automobile or van that is the participant’s means of transportation which accommodates any disability access issues of the participant. The vehicle that is modified may be owned by the participant, a family member who provides primary support, or a non-relative who provides primary support to the participant and is not a paid provider agency of services. The vehicle cannot exceed 5 calendar years old and must have less than 50,000 miles for vehicle modification requests over \$5,000. This service allows the participant to maintain independence without having to rely on other transportation sources while increasing independence. Example: A lift is added to a van to make it accessible for the participant.</p> <p>Gina Colon and Tiesha Grundy presented. Community Connect is available on PHW’s website, is a free website to find resources in your area by searching your zip code. Tangled Title/Heirs Property Assistance:</p> <ul style="list-style-type: none"> • A tangled title exists when the current occupant of the house is not on the deed but believes that themselves to be the owner. • If you find yourself in this situation and need assistance, 	N/A	N/A	

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<p>A. Performance Improvement Project (PIP) – non-clinical</p>	<p>please reach out to your Service Coordinator or Health Equity Specialist.</p> <p>Upcoming events in SE PA: Local Parks, Senior Farmer’s Market Nutrition Program, Chinese Lantern Festival</p> <p>For information on Community Events please e-mail PHWCommunityOutreach@PAHealthWellness.com. You can also follow PA Health and Wellness on Facebook.</p> <p>This concluded the Participant Advisory Committee Meeting at 3:07 PM.</p> <p>The Board Advisory Committee meeting started at 3:07 PM.</p> <p>Transitioning Participants from the Nursing Facility to the Community Non-Clinical PIP presented by Brendin Tupta. Final Annual Report submitted to IPRO on 3/29/2024 (due 3/31/2024). </p> <ul style="list-style-type: none"> • Final report is Project Year 5 with data through measurement year 2023. • CHC MCO’s are working with OLTL and IPRO on revisions for both PIPs. <p>Key points:</p>	<p>N/A</p>	<p>N/A</p>	

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<p>B. Performance Improvement Project (PIP) – clinical</p>	<ul style="list-style-type: none"> • PHW will implement an LTSS enhanced Service Coordination program to improve the percentage of Participants who remain in the community post-discharge. • Overall, PHW has increased the number of Participants being discharged from the NF and managed to perform well with keeping the Participant within the community post discharge. <p>Community Transition Services: The next two services provide support for individuals transitioning from an institution or another provider operated living arrangement who wish to transition into the community and are in need of additional supports and funds to successfully live independently in the community.</p> <ul style="list-style-type: none"> • Community Integration • Community Transition Services <p>This service offers one-time expenses, such as security deposits, moving expenses, and household products, for participants who move from an institution to their own home, apartment or other living arrangement.</p> <p>Transitioning Participants from the Hospital to the Community Clinical PIP presented by Paula Joshua-Williams.</p> <p>Strengthening Care Coordination</p> <ul style="list-style-type: none"> • Final Report submitted March 31, 2024 • CHC MCO’s are working with OLTL and IPRO on revisions for both PIPs. 	<p>N/A</p>	<p>N/A</p>	

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<p>C. CLAS: Culturally and Linguistically Appropriate Services</p>	<ul style="list-style-type: none"> • Why: Rationale for Project <ul style="list-style-type: none"> ▪ Reduce errors ▪ Reduce readmissions ▪ Support the participant ○ What did we aim for: <ul style="list-style-type: none"> ▪ Increase rates for project indicators across all regions by end of 2023 ○ What were our objectives: <ul style="list-style-type: none"> ▪ Implement an LTSS enhances Service Coordination program to improve the transition of care process for our participants. <p>Project Proposal due July 31, 2024 Most information will be shared at Q3 meeting.</p> <p>Gina Hightman presented. Focus is to make sure unique needs of our members are met. Continually improving diversity of staff and providers. Closing care gaps. Making sure we have providers that align with the community they serve.</p> <p>This concluded the Board Committee meeting at 3:38 PM with a reminder that the next meeting will be September 2024.</p>	<p>N/A</p>	<p>Check into accessibility of braille at doctor's offices.</p>	

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VII. Next Meeting Date +	September 2024	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 3:38 PM.	Adjourned	N/A	N/A

Respectively submitted,

Minutes prepared by (name & title): Kayla Stadelman, Community Health Services Representative	Signature:	Date: 6/20/2024
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