

Participant Advisory Committee

March 12, 2024

**PA Health & Wellness Southwest Participant Advisory Committee Meeting
March 12, 2024**

Transitional Paths for Independent Living in Washington, 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
P	Kay Gore	LTSS and Community Outreach Manager
P	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

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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
X	Carrie Bach	CIL Partner
P	Penny Fleckenstein	Participant
X	Leon Abramovitz	Participant
P	Maria Martin	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 1:04 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. 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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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. World Oral Health Day is March 20. Oral health is important for overall health. Benefits cover oral health. Gale L. question – PHW gave her a list of sedation dentists, but none of them were sedation dentists. Greg will follow-up. National Osteoporosis Awareness and Prevention Month (May) – look for education and activities in May. Gale L. question: Rewards Card?</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. Gale L. question – Are flu vaccines included in the Reward Card program? Joe E. – After looking into it, no, Flu vaccines are not eligible for reward. However, this can be looked into for 2025.</p>	<p>N/A</p> <p>N/A</p>	<p>Greg H. to follow-up on sedation dentists for Gale L.</p> <p>Joanna Lewis will handle Gayle’s question regarding Rewards Card.</p> <p>See if Flu vaccines can be looked into for 2025 for My Health Pays Rewards Card.</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.</p> <p>Promoting healthy lifestyle habits.</p>	N/A	N/A	
D. Health Education Materials	<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 appointments.</p> <p>Greg Hershberger presented on Spring Wellness.</p>	N/A		

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

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C. Transportation	<p>1.15% for participants and 0.69% for providers. All goals met.</p> <p>PTP Maria – Has had a lot of cancellations from transportation due to her service animal.</p> <p>Joanna L. answer: Please call into PHW call service center to let us know that is happening so it can be documented and handled.</p> <p>PTP Gale L. – Transportation called her 9x Monday early morning, feels that is uncalled for and is harassment. States that MTM needs fired.</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 accommodations at work for a disability is allowed, i.e., a task list.</p> <p>Voices for Independence, TRIPL, Achieva:</p>	N/A		

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E. Housing	<p>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>	N/A	N/A	

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F. Community Relations and Outreach	<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 2:54 PM.</p> <p>The Board Advisory Committee meeting started at 2:54 PM.</p>	N/A	N/A	

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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> <p>This concluded the Board Committee meeting at 3:03pm with a reminder that the next meeting will be June 2024.</p>	N/A		

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VII. Next Meeting Date +	June 2024	N/A	N/A	N/A
VIII. Adjournment *	Greg asked for a motion to adjourn at 3:03 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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