

Fresno-Kings-Madera
Regional Health Authority

**CalViva Health
Commission**
Meeting Minutes
February 20, 2014

Meeting Location
CalViva Health
1315 Van Ness Avenue; Suite 103
Fresno, CA 93721

Commission Members			
✓	Deborah Poochigian, Fresno County Board of Supervisor	✓	David Rogers, Madera County Board of Supervisors
✓	David Pomaville, Director, Fresno County Dept. of Public Health	✓	Van Do-Reynoso, Director, Madera County Dept. of Social Services
✓	Stephen Ramirez Fresno County At-large Appointee	✓	Aftab Naz, Madera County At-large Appointee
✓	David Cardona, M.D., Fresno County At-large Appointee	✓	Tim Curley, Valley Children's Hospital Appointee
✓	David Hodge, M.D., Chair, Fresno County At-large Appointee	✓	Abdul Kassir; Community Medical Center Representative
✓	Soyla Griffin, Fresno County At-large Appointee	✓	Conrad Chao, Commission At-large Appointee, Fresno
✓	Joe Neves, Vice Chair, Kings County Board of Supervisors	✓	Derrick Gruen, Commission At-large Appointee, Kings County
	Keith Winkler, Director, Kings County Dept. of Public Health	✓	Paulo Soares, Commission At-large Appointee, Madera County
✓	Harold Nikoghosian, Kings County At-large Appointee		
Commission Staff			
✓	Gregory Hund, Chief Executive Officer (CEO)	✓	Mary Beth Corrado, Chief Compliance Officer (CCO)
✓	William Gregor, Chief Financial Officer (CFO)	✓	Cynthia Reiter, Clerk to the Commission
✓	Patrick Marabella, M.D., Chief Medical Officer (CMO)	✓	Amy Schneider, Director of Medical Management
General Counsel and Consultants			
✓	Tom Ebersole, General Counsel		
✓ = Commissioners, Staff, General Counsel Present,			

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
#1 Call to Order	The meeting was called to order at 1:30pm. A quorum was present.	
#2 Re-Appointed Commissioners	D Hodge, MD introduced the January reappointments : <ul style="list-style-type: none"> ➤ Fresno County: Supervisor Poochigian; Supervisor Borgeas (as alternate) ➤ Kings County: Supervisor Neves; Supervisor VerBoon (as alternate) 	

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<p>Information D. Hodge, MD Chair</p>	<ul style="list-style-type: none"> ➤ Madera County: Supervisor Rogers; Supervisor Wheeler (as alternate) ➤ Kings County: Harold Nikoghosian as At-Large Commissioner 	
<p>#3 Consent Agenda</p> <ul style="list-style-type: none"> • Commission Minutes 11/21/13 • QI/UM Committee Minutes 10/17/13 • Public Policy Committee Minutes 9/4/13 • 4th Quarter Marketing Outreach Events <p>Action D. Hodge, MD Chair</p>	<p>All consent items were presented and accepted as read.</p>	<p>Motion: <i>Approve the Consent Agenda.</i> <i>16-0 (Neves/Curley)</i></p>
<p>#4 Annual Administration</p> <p>Information D. Hodge, MD Chair</p>	<p>A reminder was presented to the commissioners for renewing their Ethics certificate.</p> <p>CalViva Health also announced that Form 700: Statement of Economic Interest is due April 1, 2014.</p>	
<p>#5 2013 Annual Utilization Management (UM) Work Plan Evaluation</p>	<p>P. Marabella, MD presented CalViva Health's 2013 Utilization Management (UM) Work Plan Annual Evaluation to the Commission. Highlights from the UM Work Plan Evaluation include the following:</p> <ul style="list-style-type: none"> ➤ Compliance with Regulatory & Accreditation Requirements: <ul style="list-style-type: none"> ▪ All regulatory requirements were completed in regards to licensure, credentialing, policies and procedures, and inter-rater reliability testing ➤ Monitoring the UM Process 	<p>Motion: <i>Approve 2013 Utilization Management (UM) Work Plan Evaluation.</i> <i>16-0 (Naz/Ramirez)</i></p>

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<p>Action P. Marabella, MD, CMO</p>	<ul style="list-style-type: none"> ▪ Turnaround times for authorization requests were met ▪ There were 152 appealed cases, breakdown was reviewed and turnaround compliance times were met 100% ➤ Monitoring Utilization Metrics: Inpatient Days/1000 Members <ul style="list-style-type: none"> ▪ Non-SPD exceeded goal ▪ SPD exceeded goal ➤ Monitoring Coordination with Other Programs and Vendor Oversight <ul style="list-style-type: none"> ▪ Perinatal Case Management was revised to include full case management in 4th quarter of 2013 ▪ Alere home monitoring continues ▪ Disease Management program expanded to include Congestive Heart Failure, Coronary Artery Disease, and Chronic Obstructive Pulmonary Disease in addition to Asthma and Diabetes ➤ Monitoring Activities for Special Populations <ul style="list-style-type: none"> ▪ CCS; CVH is meeting goals ▪ SPD and CBAS tracking are ongoing. 	
<p>#6 2013 Annual Quality Improvement (QI) Work Plan Evaluation</p>	<p>P. Marabella, MD presented CalViva Health’s 2013 Quality Improvement (QI) Work Plan Annual Evaluation to the Commission. Highlights from the QI Work Plan Evaluation include the following:</p> <ul style="list-style-type: none"> ➤ Chronic Care/Disease Management <ul style="list-style-type: none"> ▪ Asthma Control – Asthma patients used their controller medication at an increased rate of 70.53% ▪ Diabetes – CVH met minimum performance levels (MPL) for most measures 	<p>Motion: <i>Approve 2013 Quality Improvement (QI) Work Plan Evaluation.</i> 16-0 (Naz/Kassir)</p>

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	<ul style="list-style-type: none"> ▪ Improvement plans will be required in 2014 for HEDIS® measures that do not meet the MPL such as HbA1c Control and Blood Pressure Control ➤ Access to Care <ul style="list-style-type: none"> ▪ Overall goals met for assessing provider compliance with standards ▪ Improvement plans are required in 2014 to comply with after-hours access to care standards and member satisfaction survey results with access to care ➤ Quality of Care & Patient Safety Initiatives <ul style="list-style-type: none"> ▪ CVH exceeded HEDIS® MPLs for Childhood Immunizations, Well Child Visits, Prenatal Care, and HbA1c Testing. Cervical Cancer Screening is slightly below the MPL for both Kings and Madera counties. ▪ Implementation plan to reduce the percent of members with multiple narcotic prescriptions will be initiated in 2014. ➤ Wellness/Preventive Health <ul style="list-style-type: none"> ▪ Breast cancer screening is at a rate of 49%, will continue to strive for improvement in 2014 ➤ Quality Improvement Projects (QIPs) <ul style="list-style-type: none"> ▪ Comprehensive Diabetes Care – Eye Exam <ul style="list-style-type: none"> • Minimum Performance Levels is at 45.03%; 2 out of 3 counties are above • Initial barrier analysis and interventions have been completed ▪ All Cause Hospital Readmissions – Statewide Collaborative <ul style="list-style-type: none"> • Average 30 day readmission rates by county 	

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<p>Action P. Marabella, MD, CMO</p>	<p>statewide range from 8.8% to 21.1%; all 3 counties baseline results are at approximately 10% per the collaborative definition</p> <ul style="list-style-type: none"> • Initial barrier analysis complete and interventions have begun 	
<p>#7 2013 Annual Compliance Evaluation</p>	<p>M.B. Corrado presented the 2013 Annual Compliance Evaluation.</p> <p>Major accomplishments:</p> <ul style="list-style-type: none"> • A document managing and reporting system has been successfully implemented • Staff has successfully completed all mandatory training • All open CAPs resulting from the oversight audit of Health Net have been completed <p>Statistical Data Completed</p> <ul style="list-style-type: none"> ✓ 1377 provider visits and events were completed in the tri-counties ✓ 10 potential fraud/abuse cases were reported to DHCS ✓ 94 privacy and security incidents were report to DHCS and HHS (if applicable) ✓ All grievance cases met the required timeframes with the exception of one grievance case ✓ All CAP activities required by DHCS and DMHC are complete or are in progress for 2014 completion <p>Implementation of New Regulatory Mandated Programs</p> <ul style="list-style-type: none"> • Successfully transitioned approximately 15,000 Healthy Families members 	<p>Motion: <i>Approve 2013 Annual Compliance Evaluation.16-0 (Curley/Rogers)</i></p>

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<p>#11 2014 Privacy and Security Program Description</p> <p>Action J. Nkansah</p>	<p>J. Nkansah reviewed the 2014 Privacy and Security Program Description. Changes to the program description included:</p> <ul style="list-style-type: none"> ➤ Ensured the definitions aligned with the HIPAA Final Rule that was published in January 2013. ➤ Added language pertaining to the Risk Management Team ➤ Clarified the identity that the CCO is also the Privacy and Security Officer ➤ Minor changes to clarify current contractual relationships and activities to stay compliant with new regulations and contract requirements 	<p>Motion: Approve 2014 Privacy and Security Program Description 16 – 0 (Kassir/Griffin)</p>
<p>#12 Standing Reports</p> <ul style="list-style-type: none"> • Finance Report W. Gregor, CFO • Compliance Report M.B. Corrado, CCO 	<p>Standing Reports</p> <p>Finance: W Gregor presented the Financial Statements as of December 31, 2013 to the Commission. Tangible net equity stands at \$14.2 million versus the minimum required of \$6.4 million. Current ratio stands at a healthy 1.25.</p> <p>The income statement reflected that CVH is ahead of budget on a year to date basis. CVH is approximately \$400,000 better off on a net income basis compared to budget.</p> <p>Compliance: MB Corrado presented the Compliance reports. Highlights of this report included:</p>	<p><i>Motion: Approve Finance Report 16 - 0 (Neves/Gruen)</i></p> <p><i>Approve Compliance Report 16 - 0 (Neves/Gruen)</i></p>

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<ul style="list-style-type: none"> • Medical Management P. Marabella, MD, CMO 	<ul style="list-style-type: none"> ➤ All MOU's are now complete ➤ ACA transition effective 1/1/2014 update: <ul style="list-style-type: none"> ▪ Low Income Health Plan: approximately 2,748 members transitioned from Kings and Madera Counties. There were no Fresno County members ▪ General Optional Expansion: CVH has started to received enrollment for newly eligible Medi-Cal beneficiaries under the new criteria ▪ Mental Health: <ul style="list-style-type: none"> • Program has been implemented, • Policies and Procedures will be updated • An amended MOU will be completed for each county ▪ CalFresh: <ul style="list-style-type: none"> • Beneficiaries (adults 19 – 64 and children under 19) and parents of the eligible children that are currently enrolled in CalFresh are eligible to enroll in Medi-Cal. • Over 40,000 beneficiaries are estimated to potentially be eligible ➤ Public Policy Committee meeting will be held March 5, 2014 in Fresno ➤ New regulations were reviewed that went into effect January 2014 <p><u>Medical Management:</u> Key Indicator Report P Marabella reviewed the Key Indicator Report and noted: ➤ Inpatient Utilization Metrics for Non-SPD and SPD</p>	<p><i>Approve Medical Management Report 16 - 0 (Neves/Gruen)</i></p>

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	<p>members have increased. CVH is investigating the basis for this increase in Days/1000 and taking a closer look at the Complex Case Management in terms of how to reverse this trend. County goals were achieved for 2013 and new goals will be determined in 2014.</p> <p><u>Appeals and Grievances Report</u> P. Marabella, MD presented the Appeals and Grievances Dashboard:</p> <ul style="list-style-type: none"> ➤ There were 388 grievances resolved in 2013; 266 were for quality of service, 122 were for quality of care with no significant issues. ➤ There were 152 appeals resolved in 2013; 149 were for pre-service appeals and 3 were post-service appeal <p><u>QI/UM Committee:</u> P. Marabella, MD presented the QI/UM Committee Report Summary. Reports covering all pertinent areas have been presented to the Committee. The QI/UM Committee has no specific requests for the RHA Commission at this time.</p> <p><u>Credentialing Sub-Committee Report:</u> P. Marabella, MD presented the Credentialing Sub-Committee report. The sub-committee met in October 2013 and reviewed both delegated and non-delegated credentialing activities. County specific reports were reviewed for the months of July through September 2013 with one case noted to be undergoing monitoring.</p>	

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<p>• Executive Report G. Hund, CEO</p>	<p><u>Peer Review Sub-Committee Report:</u> P. Marabella, MD presented the Peer Review Sub-Committee Report. The committee information is confidential and protected under the Knox Keene Health Care Services Plan Act of 1975, Section 1370. This sub-committee met in October 2013 and reviewed summary reports for July through September 2013. All reports were approved with no significant cases to report. There were a total of 7 Peer Review Cases closed and cleared in the 3rd quarter. Four cases with a corrective action plan remained open. No significant quality of care issues were noted, however, some opportunities for improved quality of service were identified. Closed cases returned to normal status.</p> <p><u>Executive Report:</u> Annual Report The 2013 annual report was mailed to all Commissioners, hospitals, and other interested stakeholders last month. Copies were available at the meeting for those that did not receive it.</p> <p>Executive Dashboard G. Hund presented the Executive Dashboard for January 2014. CalViva Health member enrollment showed a decrease in December and January compared to November membership due to a delay in new member processing. As of January 2014, CalViva Health had a total of 213,575</p>	<p><i>Approve Executive Report 16 - 0 (Neves/Gruen)</i></p>

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	<p>members.</p> <p>Strategic Plan The Strategic Plan will be reviewed at the next commission meeting in March.</p>	
<p>#13 Closed Session – Government Code 5497.5 – Report Involving Trade Secret: New Program – Date of anticipated disclosure will be June 2014</p>	<p>The Commission discussed a provider contract. The contract outcome has an anticipated report date by June, 2014.</p>	
<p>#14 Final Comments from Commission Members and Staff</p>	<p>None</p>	
<p>#15 Announcements</p>	<p>G. Hund stated that discussions are occurring with DHCS in regards to the Notice Of Dispute.</p> <p>LHPC CEO is working with Senator Lara in drafting an undocumented person’s state law.</p>	
<p>#16 Public Comment</p>	<p>None</p>	
<p>#17 Adjourn</p>	<p>The meeting was adjourned at 3:30 PM. The next Commission meeting is scheduled for March 20, 2014 in Madera County.</p>	

Submitted this Day: March 20 2014

Submitted by: Cynthia Reiter

Cynthia Reiter
Clerk to the Commission