Fresno-Kings-Madera Regional Health Authority

## CalViva Health Commission Meeting Minutes May 17<sup>th</sup>, 2012

Council of Fresno County Governments 2035 Tulare Street Fresno, CA, 93721

	Commission Members		
✓	Deborah Poochigian, Fresno County Board of Supervisor	<b>✓</b>	David Rogers, Madera County Board of Supervisors
<b>√</b>	Edward L Moreno, M.D., Director, Fresno County Dept. of	✓	Van Do-Reynoso, Director, Madera County Dept. of Social
	Public Health		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		
<b>√</b>	Gregory Hund, Chief Executive Officer (CEO)	✓	Mary Beth Corrado, Chief Compliance Officer (CCO)
✓	William Gregor, Chief Financial Officer (CFO)	1	Cynthia Reiter, Clerk to the Commission
✓	Patrick Marabella, M.D., Chief Medical Officer (CMO)		
	General Counsel and Consultants		
<b>√</b>	Tom Ebersole, General Counsel		
	Commissioners, Staff, General Counsel Present, <sup>c</sup> = Arrived Late		

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
#1 Call to Order	The meeting was called to order at 1:32pm.	
#2 Commission Minutes dated	Commission minutes dated March 15, 2012 were	Motion: Approve the Commission Minutes.
3/15/12	presented and accepted as read.	13-0 (Neves/Rogers)
Action		

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
D. Hodge, MD, Chair		
#3 Kings County At-Large	The Commission approved the appointment of Derrick	Motion: Approve Commission Appointed
Commission Appointed	Gruen, Associate Vice President for Adventist Health	KingsCounty At-Large Seat.
	Central California, as the Commission Appointed Kings	13-0 (Neves/Rogers)
Action	County At-Large Commissioner.	
D. Hodge, MD, Chair		Basting Annual Abdul Krasinto represent
#4 Community Regional Medical	The Commission accepted, Abdul Kassir to represent	Motion: Approve Abdul Kassir to represent
Center Appointed Commissioner	Community Regional Medical Center on the Commission.	Community Regional Medical Center on the Commission.
Action		13-0 (Nikoghosian/Ramirez)
D. Hodge, MD, Chair #5 Chair and Co-Chair	D. Hodge, MD was nominated to be reappointed as	Motion: Reappoint D. Hodge, MD as Chairman
Nominations for Fiscal Year 2013	Chairman of the Commission.	of the Commission and J. Neves as Vice
Action	Chairman or the definitions.	Chairman of the Commission.
G. Hund, CEO	J. Neves was nominated to be reappointed as Vice	
,	Chairman of the Commission.	13-0 (Poochigian/Ramirez)
	No further discussion took place.	
#6 Executive Committee	Dr. Hodge recommended adding an additional two seats to	<b>Motion</b> : Approve to ratify appointments of P.
Appointments	the Executive committee for a total of seven members. The	Soares; E. Moreno, MD; and S. Ramirez on
Action	new members appointed are:	Executive Committee for Fiscal year 2013.
D. Hodge, MD, Chair	✓ Paulo Soares	13-0 (Poochigian/Moreno)
	✓ Ed Moreno, MD	
	✓ Stephen Ramirez	Basilian Annual annualistments for Committee
#7 Committee Appointments for	Commissioners were appointed to serve on the	Motion: Approve appointments for Committee Appointments for Fiscal Year 2013.
Fiscal Year 2013	Commission Supported Committees for Fiscal Year 2013:  ✓ Finance Committee	13-0 (Rogers/Neves)
Action  Dr. Hodgo MD Chair	✓ Public Policy	13.0 (nogers) reves)
Dr. Hodge, MD, Chair	✓ Quality Improvement/Utilization Management	
	✓ Credentialing/Peer Review	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	Committee appointments were approved as listed on Attachment E (BL 12-005).	
#8 Grant Policy Ad-Hoc	Staff recommended the Commission withdraw the Grant	Motion: Approve the withdrawal of the Grant
Committee	Policy approved at the March 15 <sup>th</sup> , 2012 Commission	Policy
Action	meeting. Reinstatement is subject to a full review of	13-0 (Rogers/Griffin)
G. Hund, CEO	selection process in order to ensure it aligns with the RHA	
	mission.	
#9 457 Plan Contribution	CalViva Executive staff proposed an employee	Motion: Approve 457 Plan Contribution.
Action	enhancement to the 457 Plan Contribution. Currently,	13-0 (Gruen/Griffin)
W. Gregor, CFO	CalViva provides a dollar for dollar match (up to 6% of an	
	employee's salary) to an individual's retirement account in	
	the 457 Plan. Executive staff would like to implement	
	effective with the beginning of the 2013 fiscal year an	
	employer contribution of \$100.00 per month for each non-	
	executive staff member. Contributions will be vested	
	according to the Plan's vesting schedule, 33% per year.	
#10 Fiscal Year 2013 Budget	W. Gregor presented the proposed 2013 budget with the	Motion: Approve Fiscal year 2013 Budget with
Action	Finance Committee's recommendation that \$90,000 of	grant funds transferred to marketing.
W. Gregor, CFO	Grant Funds be reallocated to Marketing.	13-0 (Poochigian/Rogers)
#11 Standing Reports	<u>Finance</u>	Motion: Accept Financial reports.
W. Gregor, CFO	W. Gregor, CFO, presented the financial statements as of	13-0 (Soares/Poochigian)
	April 30, 2012. The TNE amount meets the fully phased in	
	minimum requirement by the state.	
	DMHC completed the financial audit. Results will be	
	received within 60-90 days. Financial reports are in	
	compliance with DMHC.	
MB Corrado, CCO	<u>Compliance</u>	Motion: Approve 2012 Anti-Fraud Plan.

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	2012 Anti-Fraud Plan	13-0 (Moreno/Neves)
	MB Corrado presented the 2012 Anti-Fraud Plan which	
	reflects the role of CV versus sub-contractor role of HN.	
	The revised plan is:	
	✓ More consistent with DHCS requirements	
	✓ Policies and Procedures transferred over to Policies	
	and Procedures portion of Compliance	
	✓ Higher level of focus points and strategies	
	Throughout each year, changes will be made if needed and	
	will be brought to Commission for approval. Commission	
	accepted revised Anti-Fraud Plan.	
	Compliance Report	
	✓ As of the end of April fifty filings were sent to DHCS	
	and DMHC.	
	✓ As of April, four potential fraud and abuse cases;	
	and one no risk privacy breach case have been	
	submitted to DHCS.	
	✓ Management Meetings with Health Net continue	
	on a monthly basis.	
	✓ Annual oversight audit of Health Net will begin in	
	the month of June and estimated time of	
	completion is the end of July	
	✓ DHCS will conduct a Member Rights Program	
	Integrity audit beginning the week of June 25 <sup>th</sup> ,	
	2012.	
P. Marabella, MD, CMO	Quality Improvement/Utilization Management	Motion: Accept Medical Management reports.
Quality Improvement/Utilization	P. Marabella, CMO, provided an update on the March 15,	13-0 (Soares/Poochigian)
Quanty improvementy offization	1. Marabella, Civio, provided all apaate on the March 13,	1 4 4 (4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
Management Committee Report	2012 CV Health QI/UM Committee meeting.	
Summary	Documents approved at the March 15, 2012 QI/UM	
	Committee Meeting:	
	✓ 2012 CV Health QI/UM Committee Charter	
	√ 2012 Credentialing/Peer Review Charter	
	✓ Medical Policies and Quarterly Provider Updates	
	✓ Clinical Practice Guidelines and Preventative Health	
	Guidelines	
	QI Annual Reports were approved	
	Executive Summary Evaluation for 2011	
	Program Description for 2012	
	Work Plan for 2012	
	✓ There were six initiatives planned for 2011. All	
	initiatives/projects were completed by the due	
	dates with a few activities being postponed to 2012	
	to better align with the 2012 Work Plan.	
	✓ The 2012 Work Plan will include Breast Cancer	
	Screening, Comprehensive Diabetes Care – Eye	
	Exam and the All Cause Readmissions initiative.	
	UM Annual Reports were approved	
	Executive Summary Evaluation for 2011	
	Program Description for 2012	
	Work Plan for 2012	
	<ul> <li>✓ Policy and process changes have been successfully</li> </ul>	
	implemented to meet the needs of SPD members	
	along with the addition of special Continuation of	
	Care benefit	
<u></u>	Care beliefft	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	✓ Ambulatory Case Management is being	
	implemented to reduce the readmission rate	
	✓ The 2012 Work Plan builds upon the	
	accomplishments of 2011 and outlines how CV will	
	successfully meet the needs of our community.	
	D. Poochigian requested that staff spell out all acronyms	
	the first time they appear in a report and provide a glossary	
	of terms for frequently used abbreviations.	
P. Marabella, MD, CMO		
	2011 Executive Summary of Accessibility Report	
	P. Marabella relayed DMHC implemented the Timely	
	Access Regulations by the California Health and Safety	
	Code on January 17, 2011. These regulations require all	
	health plans to ensure access to health care is provided in a	
	timely manner. On March 30, 2012, all health plans were	
	required to submit the first Timely Access Report to DMHC	
	and annually after. The timely Access regulations cover a	
•	wide range of activities including:	
	✓ Timely access to appointments in the provider	
	offices taking into consideration both the clinical	
	urgency of the appointment and the capacity and	
	availability of the providers.	
	✓ Provision of Interpreter services.	
	✓ Preventive Care Services including referrals,	
	pregnancy care, and health assessments.	
	✓ Provision of 24 hours per day, 7 days per week,	
	triage or screening by telephone.	
	CalViva demonstrated evidence of compliance though the	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	following:	
	✓ Policy and Procedure development	
	✓ Provider surveys: 2011 Provider Appointment	
	Availability and After Hours Access surveys	
	✓ Monitoring and reporting on key timeliness metrics	
	✓ Tracking and reporting of grievances and potential	
	quality issues	
	✓ Submission of member and provider demographic	
	data	
P. Marabella, MD, CMO		
	2012 DHCS Required HEDIS Measures	
	HEDIS: Healthcare Effectiveness Data Information Set	
	HEDIS measures evidence-based quality of care measures	
	widely used by health plans to evaluate and improve the	
	quality of care provided to members. The measures focus	
	on preventative care/wellness as well as best practice	
	interventions for high risk populations. Due to our mid- year start-up date last year, CV will not have a score card	
	until 2013 when the CY 2012 data will be reported.	
P. Marabella, MD, CMO	diffil 2013 when the Cr 2012 data will be reported.	
1 . Iviai abelia, Ivib, Civio	Key Indicator Report	
	The Key Indicator Report provides a summary by month of	
	key utilization and quality data to allow the committee to	
	monitor for trends that may require further investigation.	
	The following items were highlighted for Commission	
	members:	
	✓ ER Data has a lag time for reporting	
	✓ SPD Length of Stay is tracked	
	✓ Maternity measure have been consistent	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	✓ Prior Authorization compliance rates have improved.	
	Commissioners requested the report include an	
	explanation of outlier numbers and a goal or benchmark if	
P. Marabella, MD, CMO	not yet established on future reports.	
1 . Iviai abelia, Ivib, civio	Quarter 1, 2012 - Appeals and Grievances	
	Appeals and grievances are being tracked under the	
	following categories:	
	✓ Standard	
	✓ Expedited	
	✓ Exempt	
	Results to be produced quarterly.	
G. Hund, CEO		Motion: Accept Executive reports.
	Group Needs Assessment	13-0 (Soares/Poochigian)
	CalViva Health Demographics breakdown shows majority	
	ethnicity being Latino/Hispanic. Followed by	
	White/Caucasian. Top Cultural and Linguistic services	·
	Provider Network languages spoken being English, Spanish,	
	and Hmong.	
G. Hund, CEO	Dashboard	
	Market share continues to increase. May membership	
	exceeds 185,000 plan members.	
	New member choice in Madera continues to rise.	
Action		
#12 Final Comments from	G Hund, CEO, commended the Compliance and Finance	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<b>Executive Committee Members</b>	Departments of CalViva Health on the DHCS Finance Audit.	
and Staff		
#13 Announcements	None.	
#14 Public Comment	None.	
#15 Adjourn	The meeting was adjourned at 2:57pm.	

Submitted this Day: July 19 2012

Submitted by: Carthia Rection

Cynthia Reiter

Clerk to the Commission