

Fresno-Kings-Madera  
Regional Health Authority

**CalViva Health  
Commission**  
**Meeting Minutes**  
September 19<sup>th</sup>, 2013

**Meeting Location**  
Kings County Government Center  
Administration Building  
1400 W Lacey Boulevard  
Hanford, CA 93230

**Teleconference Location:**  
Hall of Records  
County Administration Office; 3<sup>rd</sup> Floor  
2281 Tulare Street  
Fresno, CA 93721

<b>Commission Members</b>			
•	Deborah Poochigian, Fresno County Board of Supervisor		David Rogers, Madera County Board of Supervisors
•	David Pomaville, Interim 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		
<b>Commission Staff</b>			
✓	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
<b>General Counsel and Consultants</b>			
	Tom Ebersole, General Counsel		
✓ = Commissioners, Staff, General Counsel Present, • = Teleconference			

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<p><b>#1 Call to Order</b></p>	<p>The meeting was called to order at 1:30pm. A quorum was present.</p>	
<p><b>#2 Consent Agenda</b></p> <ul style="list-style-type: none"> <li>• Commission Minutes 7/18/2013</li> <li>• Executive Committee Minutes 9/5/2013</li> <li>• Finance Committee Minutes 5/16/2013</li> <li>• QI/UM Committee Minutes 5/16/2013</li> <li>• Public Policy Committee Minutes 6/5/13</li> </ul> <p>Action D. Hodge, Chair</p>	<p>All consent items were presented and accepted as read.</p>	<p><b>Motion:</b> <i>Approve the Consent Agenda. 10-0 (Neves/Winkler)</i></p>
<p><i>Supervisor Poochigian and Mr. Pomaville joined the meeting via teleconference at 1:32pm</i></p>		
<p><b>#3 General Counsel Review</b></p> <p>Action G. Hund, CEO</p>	<p>The General Counsel contract expires January 31, 2014. Cota Cole, LLC. has agreed to extend their contract at the same monetary terms with the following modifications:</p> <ul style="list-style-type: none"> <li>• Thomas E Ebersole shall serve as General Counsel and David A Prentice shall serve as Assistant General Counsel</li> <li>• Cota Cole, LLC. may represent CalViva Health in any "Litigation/Fraud Investigation" as needed</li> <li>• The agreement shall be effective February 1, 2014 and shall expire January 31, 2017</li> <li>• The amendments shall take effect October 1, 2013</li> </ul>	<p><b>Motion:</b> Approve General Counsel renewal for three years. 12 - 0 (Chao/Neves)</p>





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	<p>October.</p> <ul style="list-style-type: none"> <li>• CalViva Health will be conducting the Health Net oversight audit review by separate functional areas during the next six to seven months.</li> <li>• An updated Business Associates Agreement will be made with Health Net and CalViva Health’s vendors that handle member information to include HIPAA breach notifications.</li> <li>• The Public Policy Committee met on June 5, 2013 in Madera County. A quorum was present. The Committee reviewed several reports including enrollment, appeals and grievances, marketing, and CalViva Health’s website.</li> </ul> <p>There have been two DHCS/DMHC Audits conducted.</p> <p>DHCS has released their final report from their Full Service Medical Survey Audit and the DMHC SPD Audit. M B Corrado reviewed the findings and recommendations by category. A corrective action plan is required for each finding and was submitted to DHCS on September 16, 2013. Several of the actions have been implemented.</p> <p>DHCS has finalized the report for the 2011 – 2012 Performance Evaluation. This evaluation included results of HEDIS® Compliance Audits, DHCS, Member Rights /Program Integrity Monitoring Reviews, and a review of the plan’s Quality Improvement Program. CalViva Health was required to provide a response addressing the findings and</p>	

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<p>P. Marabella, MD, CMO</p>	<p>describe actions taken to implement the recommendations in the report.</p> <p><b><u>Medical Management</u></b>  P. Marabella, MD will present an updated Key Indicator Report at the October Commission meeting. It was not presented at this meeting due to some technical difficulties encountered in compiling the data.</p> <p>P. Marabella, MD presented the Appeals and Grievances Dashboard:</p> <ul style="list-style-type: none"> <li>• There were 23 total grievances submitted in July; majority were for quality of service grievances</li> <li>• There were 14 total appeals submitted in July; majority were for DME (Durable Medical Equipment)</li> <li>• There were 8 SPD grievances and 7 SPD appeals</li> <li>• There were 2 TLIC grievances and 1 TLIC appeal</li> <li>• There were no CBAS grievances or appeals</li> </ul> <p>P. Marabella, MD presented the QI/UM Committee Report Summary. The following items were discussed/approved at the May 16, 2013 meeting:</p> <ul style="list-style-type: none"> <li>• 2012 Cultural and Linguistics Annual Evaluation</li> <li>• 2013 Cultural and Linguistics Work Plan and Program Description</li> <li>• 2012 Health Education Annual Evaluation</li> <li>• 2013 Health Education Work Plan and Program Description</li> </ul>	<p><b>Motion:</b> <i>Accept the Monthly Medical Management reports.</i>  12-0 (Naz/Cardona)</p>

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<p>Greg Hund, CEO</p>	<ul style="list-style-type: none"> <li>• Several Utilization Management and Pharmacy policies were approved</li> </ul> <p>QI Reports:</p> <ul style="list-style-type: none"> <li>• Facility Site Review and Medical Record Review were updated for the 3<sup>rd</sup> and 4<sup>th</sup> quarter of 2012</li> <li>• Public Health Update report focused on Health Care Navigation Assistance and Transportation Assistance</li> <li>• A new report for 2013 focused on Potential Quality Issues</li> <li>• A 2012 Provider Appointment Availability and After-Hours Access survey was completed and reviewed.</li> </ul> <p>UM Reports</p> <ul style="list-style-type: none"> <li>• The Key Indicator Report provides key measurements on a monthly basis</li> <li>• The Authorization Tracking report provides a procedure to track and monitor prior authorizations</li> <li>• The Standing Referrals report was created to verify member access to standing referrals for appropriate chronic conditions.</li> </ul> <p>Reports covering all pertinent areas have been presented and reviewed by the QI/UM Committee.</p> <p><b><u>Executive Report</u></b>            G. Hund presented the Executive Dashboard for August 2013. CalViva Health member enrollment continues to grow. As of August 2013, CalViva Health had a total of 213,551 members. The number of claims processed in</p>	<p><b>Motion:</b> <i>Accept the Monthly Executive Reports. 12-0 (Naz/Cardona)</i></p>

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	<p>August was 132,106.</p> <p>Kaiser Update: Over 3,000 former Kaiser Healthy Family members have fully transitioned into CalViva Health as of August 1, 2013. CalViva Health has subcontracted with Kaiser to continue care for these members.</p> <p>Fall Education Session: The Fall Educational Session/Strategic Planning meeting will be held on October 30<sup>th</sup> from 6 – 9pm at The Manhattan. John Ramey, formerly with Local Health Plans of California, will be present to discuss State and Federal healthcare issues. This meeting will be open to the public. A closed planning session will directly follow.</p> <p>Marketing Update: CalViva Health will be increasing their marketing campaign due to the anticipation of the Affordable Care Act.</p>	
#6 Final Comments from Commission Members and Staff	None	
#7 Announcements	<p>G Hund introduced Selina Moreno, CalViva Health’s Office assistant</p> <p>G Hund announced a pilot project: Childhood Fitness and Obesity. Any questions can be directed to Tim Curley.</p> <p>The annual CalViva Health ride to help raise money for HCAP will be held on October 11, 2013. The ride will start</p>	

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	<p>in Madera and end in Hanford.</p> <p>Lupe Gonzalez reminded the Commissioners and Public to attend the Madera Solutions Maker Award on Thursday, September 26.</p>	
#17 Public Comment	None.	
#18 Adjourn	The meeting was adjourned at 2:28 PM. Next Commission meeting is scheduled for October 17 <sup>th</sup> , 2013 in Fresno County.	

Submitted this Day: October 18 2013

Submitted by: Cynthia Reiter

Cynthia Reiter  
Clerk to the Commission