

Fresno-Kings-Madera  
Regional Health Authority

CalViva Health  
**Commission**  
Meeting Minutes  
July 17, 2014

Meeting Location  
CalViva Health  
1315 Van Ness Ave; Ste 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                 |     | Vacant, 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                                   |     |  |
| ✓ Jason Epperson, General Counsel                                 |     |  |
| ✓ = Commissioners Staff, General Counsel Present.                 |     |  |
| ✓ * = Commissioners arrived late/or left early                    |     |  |

| 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 Consent Agenda            | All consent items were presented and accepted as read.           | <b>Motion: Approve the Consent Agenda.</b> |
| • Commission Minutes 5/15/14 |  | 10 - 0 - 0 - 7 (Curley/Ramirez)            |
| • Finance Committee Minutes  |  |  |

Commission Meeting Minutes

| AGENDA ITEM / PRESENTER   | MOTIONS / MAJOR DISCUSSIONS  | ACTION TAKEN |
|---|--|--------------|
| <p>3/20/2014</p> <ul style="list-style-type: none"> <li>QJ/UM Committee Minutes</li> </ul> <p>2/20/14<br/>Action<br/>J Neves, Vice Chairman</p> |  |              |
| <p><b>#3 Fresno County At-Large Seat</b><br/>Vacant<br/>Information<br/>J Neves, Vice Chairman</p>  | <p>Effective July 9, 2014 Conrad Chao, MD resigned from the Commission appointed Fresno At Large Seat. Potential applicants for this position can download the application online at the CalViva Health website under announcements. Applications received will be presented at the next Commission meeting.</p>   |              |
| <p><b>#4 Annual Committee Charter Review</b></p> <p>Information<br/>J. Neves, Vice Chairman</p>   | <p>J Neves presented the Committee appointments for Fiscal Year 2015 for the following committees:</p> <ul style="list-style-type: none"> <li>Finance Committee</li> <li>Quality Improvement/Utilization Management</li> <li>Credentialing Committee</li> <li>Peer Review Committee</li> <li>Public Policy Committee</li> </ul> <p>Tim Curley noted the chairperson has sole ownership of Committee membership approval. He suggested that Committee membership be ratified by the commission. Consideration of this suggestion will be taken at a later date.</p> |              |
| <p><b>#5 HEDIS Results, Reporting Year 2014</b></p>   | <p><i>D Poochigian arrived at 1:40pm</i></p> <p>P. Marabella, MD provided a summary overview of HEDIS® (Healthcare Effectiveness Data Information Set) performance measurements and the reporting process for the 2014 Reporting Year. HEDIS® performance standards</p>  |              |

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|                         | <p>are a set of nationally reported measures that are used to assess the quality of care provided to members. Managed Care Plans in California must report on 15 measures each year. There are five HEDIS® measures that impact default enrollment to managed care plans. The 2014 Default Enrollment Measures are:</p> <ul style="list-style-type: none"> <li>• Well-Child Visits (3 to 6 years)</li> <li>• Childhood Immunizations by 2<sup>nd</sup> birthday</li> <li>• HbA1c Testing for diabetic members</li> <li>• LDL-C Control for diabetic members</li> <li>• Cervical Cancer Screening</li> <li>• Timely Prenatal Visits</li> </ul> <p>Managed Care Plans are required to meet Minimum Performance Levels (MPL – 25<sup>th</sup> percentile) on all 15 measures. If performance levels are below the MPL an improvement plan must be developed and implemented by the Plan.</p> <p>Kings County has several areas that fell below the 25<sup>th</sup> percentile. This may have been related to data acquisition problems. Fresno and Madera also had a few areas that did not meet the MPL.</p> <p>Managed Care Plans are also required to participate in two Quality Improvement Projects (QIP) per year:</p> <ol style="list-style-type: none"> <li>1. Statewide Collaborative – All Cause Readmission (ACR)</li> <li>2. Internal QIP – Diabetic Retinal Eye Exam</li> </ol> <p>Update on ACR Statewide Collaborative:</p> |              |

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| <p>Information<br/>J. Neves, Vice Chairman</p>  | <ul style="list-style-type: none"> <li>• Developed and implemented interventions to decrease hospital readmissions within 30 days</li> <li>• Annual report is due to HSAG and DHCS by 9/30/2014</li> </ul> <p>Update on Internal QJP Diabetic Eye Exam:</p> <ul style="list-style-type: none"> <li>• CVH focusing on three high volume, low compliance clinics (one in each county)</li> <li>• 1<sup>st</sup> Quarter Audits are complete with feedback provided to clinic leadership</li> <li>• 2<sup>nd</sup> Quarter Audits are scheduled for July 2014</li> <li>• Annual report is due to HSAG and DHCS 8/30/2014</li> </ul>   |              |
| <p>#6 Consumer Assessment of Healthcare Providers and Systems Survey, Reporting Year 2014</p> | <p>P. Marabella, MD presented a PowerPoint presentation on the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) for the 2014 Reporting Year. This survey is a periodic assessment of the perceptions and experiences of the Medi-Cal Managed Care program members. The results of this survey will assist CVH in the identification of areas of opportunity for improvement with regard to member satisfaction.</p> <p>There were 3 areas identified for improvement:</p> <ol style="list-style-type: none"> <li>1. How well doctors communicate</li> <li>2. Rating of all health care</li> <li>3. Getting care quickly</li> </ol> <p>Some actions already taken to address these areas include:</p> <ul style="list-style-type: none"> <li>• Distribution of the "Improving the Patient Experience Toolkit" to providers</li> </ul> |              |

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| <p>Information<br/>J. Neves, Vice Chairman</p>   | <ul style="list-style-type: none"> <li>• Availability of interpreter services to all members</li> <li>• Nurse Advice Line is available 24-7</li> </ul> <p>Additional actions are underway to further improve in these areas.</p>  |  |
| <p><b>#7 Standing Reports</b></p> <ul style="list-style-type: none"> <li>• Finance Report<br/>W. Gregor, CFO</li> </ul> <p>• Compliance Report<br/>M.B. Corrado, CCO</p> | <p><b>Standing Reports</b></p> <p><b>Finance:</b><br/>W Gregor presented preliminary Financial Statements as of June 30, 2014 to the Commission. As of June 2014 Tangible Net Equity stands at \$16.5 million which is 229% above the minimum TNE required by the state. Current ratio stands at a healthy 1.24.</p> <p><b>Compliance:</b><br/>MB Corrado presented the Compliance reports. Highlights of this report included:</p> <ul style="list-style-type: none"> <li>• No new potential fraud cases were identified.</li> <li>• Potential Privacy Breaches - There have been 5 high risk cases and 30 no/low risk cases identified year to date.</li> <li>• Oversight Audits – Annual Oversight Audits of Health Net continue to be in progress. Several of the audits have been completed with only three areas requiring Corrective Action Plans (Claims, Marketing, and Cultural and Linguistics). Remaining departments will continue on schedule.</li> </ul> | <p><b>Motion: Approve the Finance Report</b><br/>11 – 0 – 0 - 7 (Rogers/Nikoghosian)</p> <p><b>Motion: Approve the Compliance Report</b><br/>11 – 0 – 0 - 7 (Rogers/Nikoghosian)</p> |

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| <ul style="list-style-type: none"> <li>• Medical Management<br/>P. Marabella, MD, CMO</li> </ul> | <ul style="list-style-type: none"> <li>• MB Corrado reviewed the findings the DHCS 2012-2013 Performance Evaluation Report. The final performance evaluation report was received on June 30, 2014. The Plan must provide a response to the findings by July 21<sup>st</sup>. All of the report findings have been previously addressed and closed or have actions underway.</li> <li>• CVH has executed an updated Business Associate Agreement (BBA) with Health Net to ensure compliance with HIPAA requirements.</li> <li>• CVH is currently finalizing a BBA with Kaiser.</li> <li>• New Regulation - Implementation of Mental Health benefit is operating smoothly. Amendments to the Memorandums of Understanding (MOU) with the Kings and Madera county mental health plans have been executed. The Fresno County MOU should be executed by the end of the month.</li> <li>• Public Policy Committee met on June 4, 2014 in Kings County. The Committee did not have any action recommendations for the Commission's consideration. The next committee meeting will be held on September 3, 2014 in Madera County.</li> </ul> <p><b>Medical Management:</b><br/>Key Indicator Report<br/>P Marabella reviewed the Key Indicator Report for Quarter 1 and noted:<br/>➤ Inpatient utilization (days/1000) for non SPD members is</p> | <p><b>Motion: Approve the Medical Management Report</b><br/>11 - 0 - 0 - 7 (Rogers/Nikoghosian)</p> |

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| <p>• Executive Report<br/>G. Hund, CEO</p> | <p>currently over the goal of 222 and for SPD members is currently over the goal of 1244.8</p> <ul style="list-style-type: none"> <li>➤ CVH has incorporated the 2013 year end data column for the purposes of comparison to the prior year's results</li> <li>➤ Medical Management is conducting further analysis on the increase of days/1000</li> <li>➤ Complex Case Management (CCM) has no new CCM enrollment this month due to an adjustment in the program.</li> </ul> <p><b><u>Appeals and Grievances Report</u></b><br/>P. Marabella, MD presented the Appeals and Grievances Dashboard through the month of May:</p> <ul style="list-style-type: none"> <li>➤ There were 59 grievances received in May. 48 grievances were resolved: 21 were for quality of service and 27 were for quality of care with no significant issues identified. There continues to be an increase in the number of grievances reported per month. Further analysis is being conducted to identify trends. There were 20 appeals received in May. 11 appeals were resolved: 10 were for pre-service appeals and 1 was a post service appeal.</li> </ul> <p><b><u>T Curley left at 2:40pm</u></b></p> <p><b><u>Executive Report:</u></b><br/><b><u>Executive Dashboard</u></b><br/>G. Hund presented the Executive Dashboard for May 2014.</p> | <p><b>Motion: Approve the Executive Report<br/>11 - 0 - 0 - 7 (Rogers/Nikoghosian)</b></p> |

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|  | <p>As of May 2014, CalViva Health had a total of 249,257 members. Market share has increased to 69.05% at the end of June.</p> <p><u>Kaiser Agreement</u><br/>                     Agreement was renewed in June 2014, no changes.</p>  |              |
| <p>#8 Closed Session – Government Code 54957(b)(1)</p>     | <p>J Epperson, General Counsel, reported that the Commission allowed the CEO to enter into an amended contract with Health Net</p>  |              |
| <p>#9 Final Comments from Commission Members and Staff</p> | <p>None</p>   |              |
| <p>#10 Announcements</p>                                   | <p>CVH is currently in the process of constructing an eye screening program for children in partnership with Fresno Unified School District. The goal of this program is to assist with necessary preparation to ensure children have healthy vision while receiving education.</p> |              |
| <p>#11 Public Comment</p>                                  | <p>None</p>   |              |
| <p>#12 Adjourn</p>   | <p>The meeting was adjourned at 3:07 PM. The next Commission meeting is scheduled for September 18, 2014 in Kings County.</p>   |              |

Submitted this Day: September 18, 2014

Submitted by: *Jeffrey A. Paul*

Clerk to the Commission