

Fresno-Kings-Madera  
Regional Health Authority

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

**Meeting Location**  
Madera County Resource Management Agency  
Conference Room A-9  
2037 W Cleveland Ave  
Madera, CA 93637

**Teleconference Location**  
Fresno County Hall of Records Building  
Accounting Administration Conference Room  
2281 Tulare Street; Room 105  
Fresno, CA 93721

<b>Commission Members</b>	
✓ *	Deborah Poochigian, Fresno County Board of Supervisor
✓ *	David Pomaville, Director, Fresno County Dept. of Public Health
✓	Stephen Ramirez Fresno County At-large Appointee
✓	David Cardona, M.D., Fresno County At-large Appointee
✓	David Hodge, M.D., Chair, Fresno County At-large Appointee
	Soyla Griffin, Fresno County At-large Appointee
✓	Joe Neves, Vice Chair, Kings County Board of Supervisors
✓	Keith Winkler, Director, Kings County Dept. of Public Health
✓	Harold Nikoghosian, Kings County At-large Appointee
<b>Commission Staff</b>	
✓	Gregory Hund, Chief Executive Officer (CEO)
✓	William Gregor, Chief Financial Officer (CFO)
✓	Patrick Marabella, M.D., Chief Medical Officer (CMO)
<b>General Counsel and Consultants</b>	
✓	Jason Epperson, General Counsel
✓ = Commissioners, Staff, General Counsel Present,	
✓ * = Commissioners who attended via teleconference	

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.	
	<p><i>G Hund introduced the following individuals:</i></p> <ul style="list-style-type: none"> <li>~ Jason Epperson, General Counsel from Cota Cole, LLC</li> <li>~ Dee Dee Iverson, VP of Operations from Health Net</li> </ul>	
<p><b>#2 Consent Agenda</b></p> <ul style="list-style-type: none"> <li>• Commission Minutes 2/20/14</li> <li>• Finance Committee Minutes 10/17/13</li> <li>• QI/UM Committee Minutes 11/21/13</li> </ul> <p>Action D. Hodge, MD Chair</p>	All consent items were presented and accepted as read.	<p><b>Motion:</b> <i>Approve the Consent Agenda.</i> 15 – 0 – 0 - 2 (Neves/Rogers)</p>
<p><b>#3 CEO Annual Review</b></p> <p>Action D. Hodge, MD Chair</p>	The External Evaluation Form and External Distribution List were presented to the commissioners for the CEO Annual Review. An Ad-Hoc Committee was established (Rogers, Curley, Kassir, Ramirez, Soares, and Hodge) to discuss the assessment of the CEO and present the review to the Commission in May. The Ad-Hoc Committee was also asked to review the evaluation process and make a recommendation to the Commission.	<p><b>Motion:</b> <i>Approve the Selection of the Ad-Hoc Committee for the CEO Annual Review.</i> 15 – 0 – 0 - 2 (Nikoghosian/Naz)</p>
<p><b>#4 2014 Annual Quality Improvement (QI) Work Plan and Program Description</b></p>	<p>P. Marabella, MD presented CalViva Health’s 2014 Quality Improvement (QI) Work Plan and Program Description to the Commission.</p> <p>The changes to the Program Description for QI in 2014 include the following:</p> <ul style="list-style-type: none"> <li>➤ Disease Management <ul style="list-style-type: none"> <li>○ Reflecting the program expansion to 5 chronic</li> </ul> </li> </ul>	<p><b>Motion:</b> <i>Approve 2014 Annual Quality Improvement (QI) Work Plan and Program Description</i> 15 – 0 – 0 - 2 (Ramirez/Rogers)</p>

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<p>Action P. Marabella, MD, CMO</p>	<p>conditions</p> <ul style="list-style-type: none"> <li>➤ Complex Case Management                             <ul style="list-style-type: none"> <li>○ Updated to be consistent with current program processes</li> </ul> </li> <li>➤ Behavioral Health Services                             <ul style="list-style-type: none"> <li>○ New section outlining Mental Health Services now being offered</li> </ul> </li> <li>➤ Delegation                             <ul style="list-style-type: none"> <li>○ Broadened language to reflect other delegated entities</li> </ul> </li> <li>➤ Access and Availability                             <ul style="list-style-type: none"> <li>○ Added monitoring of Behavioral Health services</li> </ul> </li> </ul> <p>The Work plan activities will focus on:</p> <ul style="list-style-type: none"> <li>➤ Access, Availability, and Service                             <ul style="list-style-type: none"> <li>○ Monitor provider appointment access</li> <li>○ Improve compliance with after-hours access to care</li> <li>○ Improve member satisfaction</li> </ul> </li> <li>➤ Quality &amp; Safety of Care                             <ul style="list-style-type: none"> <li>○ Continue activities from 2013 to maintain and improve HEDIS® performance levels</li> <li>○ Decrease percent of members with multiple narcotic prescriptions</li> </ul> </li> <li>➤ Quality Improvement Projects                             <ul style="list-style-type: none"> <li>○ Diabetic Retinal Eye Exam – continued from 2013</li> <li>○ All Cause Readmission – Statewide collaborative continued from 2013</li> </ul> </li> </ul>	
<p>#5 2014 Annual Utilization Management (UM) Work Plan</p>	<p>P. Marabella, MD presented CalViva Health’s 2014 Utilization Management (UM) Work Plan and Program</p>	<p><b>Motion:</b> Approve 2014 Annual Utilization Management (UM) Work Plan and Program</p>

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<p><b>and Program Description</b></p>	<p>Description to the Commission.                      The UM Program Description includes the following changes in 2014:</p> <ul style="list-style-type: none"> <li>➤ Health Net process changes associated with the 2013 reorganization of the UM function</li> <li>➤ Behavioral Health Care Services                             <ul style="list-style-type: none"> <li>○ New sections have been added to outline the expanded mental health services that are now offered</li> </ul> </li> </ul> <p>The UM Work Plan activities will focus on:</p> <ul style="list-style-type: none"> <li>➤ Compliance with Regulatory &amp; Accreditation Requirements                             <ul style="list-style-type: none"> <li>○ Continue with internal/external audits</li> </ul> </li> <li>➤ Monitoring the UM Process                             <ul style="list-style-type: none"> <li>○ Continue to monitor prior authorizations</li> <li>○ Turn-around Times</li> <li>○ Inter-rater Reliability Testing</li> <li>○ Appeals Tracking</li> </ul> </li> <li>➤ Monitoring the Utilization Metrics                             <ul style="list-style-type: none"> <li>○ Under/Over Utilization Tracking</li> <li>○ Provider Dispute Reviews</li> <li>○ PPG Profile</li> </ul> </li> <li>➤ Monitoring Coordination with Other Programs and Vendor Oversight                             <ul style="list-style-type: none"> <li>○ Case Management monitoring</li> <li>○ Disease Management</li> <li>○ Behavioral Health Management</li> </ul> </li> <li>➤ Monitoring Activities for Special Populations</li> </ul>	<p><i>Description</i>                      15 – 0 – 0 - 2 (Cardona/Curley)</p>

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<p>Action P. Marabella, MD, CMO</p>	<ul style="list-style-type: none"> <li>○ CCS Identification</li> <li>○ SPD and CBAS Tracking</li> </ul>	
<p><b>#6 Standing Reports</b></p> <ul style="list-style-type: none"> <li>• Finance Report W. Gregor, CFO</li>   <li>• Compliance Report M.B. Corrado, CCO</li> </ul>	<p><b>Standing Reports</b></p> <p><b>Finance:</b> W Gregor presented the Financial Statements as of January 31, 2013 as well as February 28, 2014 to the Commission. As of February 2014 Tangible net equity stands at \$14.8 million versus the minimum required of \$6.4 million. Current ratio stands at a healthy 1.32.</p> <p>The income statement reflected that CVH is ahead of budget on a year to date basis. CVH has a positive variance of approximately \$700,000 net income compared to budget.</p> <p><b>Compliance:</b> MB Corrado presented the Compliance reports. Highlights of this report included:</p> <ul style="list-style-type: none"> <li>➤ Oversight Meetings – CVH continues to hold monthly oversight meetings with Health Net and Kaiser. Kaiser meetings will move to quarterly starting in July 2014</li> <li>➤ Oversight Audits – Annual Oversight Audits of Health Net continues to be in progress.</li> <li>➤ DHCS 2012-2013 Performance Evaluation Report – CVH received a draft report for the review period of July 1, 2012 – June 30, 2013. CVH will review the report for accuracy and determine if any information can be provided before the report is finalized.</li> </ul>	<p><b>Motion: Approve the Finance Report</b> <i>15 – 0 – 0 - 2 (Rogers/Neves)</i></p> <p><i>Approve Compliance Report</i> <i>15 – 0 – 0 - 2 (Rogers/Neves)</i></p>

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<p>• Medical Management P. Marabella, MD, CMO</p>	<ul style="list-style-type: none"> <li>➤ ACA Section 1202 PCP Payments – CVH has received the initial payment for 2013. A provider update was sent to all providers notifying them of the reimbursement schedule. Payments to capitated groups and eligible fee-for-service providers for 2013 will start to be issued in March 2014.</li> <li>➤ Medi-Cal Expansion and Transition Programs – the Low Income Health Plan, General Optional Transition, and CalFresh programs have gone smoothly. Reporting on these programs will be provided on an as needed basis</li> <li>➤ Public Policy Committee – the March 5 meeting was an informational meeting as a quorum was not present; there are currently three vacancies on this committee</li> </ul> <p><b><u>Medical Management:</u></b> Key Indicator Report P Marabella reviewed the Key Indicator Report and noted:</p> <ul style="list-style-type: none"> <li>➤ New goals have been determined for Inpatient Utilization Metrics for Non-SPD and SPD members. The new goals are blended CalViva overall rates utilizing evidence based criteria as applied statewide.</li> </ul> <p><b><u>Appeals and Grievances Report</u></b> P. Marabella, MD presented the Appeals and Grievances Dashboard:</p> <ul style="list-style-type: none"> <li>➤ There were 36 grievances resolved in January 2014; 16 were for quality of service, 20 were for quality of care with no significant issues. Twenty-two exempt grievances were received.</li> </ul>	<p><i>Approve Medical Management Report 15 – 0 – 0 - 2 (Rogers/Neves)</i></p>

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<p>• Executive Report G. Hund, CEO</p>	<p>➤ There were 4 appeals resolved in January 2014; they were for pre-service appeals .</p> <p><b>Executive Report:</b> <b>Executive Dashboard</b> G. Hund presented the Executive Dashboard for January 2014. As of February 2014, CalViva Health had a total of 223,235 members.</p> <p><b>Strategic Plan</b> The approval of the Strategic Plan has been deferred until the May meeting. Commissioners would like time to review and provide comments before finalizing the document.</p>	<p><i>Approve Executive Report 15 – 0 – 0 - 2 (Rogers/Neves)</i></p> <p><i>Approve delaying the approval of the Strategic Plan until the May 2014 meeting 15 – 0 – 0 - 2 (Rogers/Naz)</i></p>
<p>#7 Final Comments from Commission Members and Staff</p>	<p>None</p>	
<p>#8 Announcements</p>	<p>None</p>	
<p>#9 Public Comment</p>	<p>None</p>	
<p>#10 Adjourn</p>	<p>The meeting was adjourned at 2:50 PM. The next Commission meeting is scheduled for May 15, 2014 in Fresno County.</p>	

Submitted this Day: May 15, 2014

Submitted by: Cynthia Reiter  
Cynthia Reiter  
Clerk to the Commission