

Fresno-Kings-Madera  
Regional Health Authority

**CalViva Health  
Commission  
Meeting Minutes**  
May 15, 2014

**Meeting Location**  
CalViva Health  
1315 Van Ness Ave; Ste 103  
Fresno, CA 93721

<b>Commission Members</b>			
✓ *	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		
<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>			
✓	Jason Epperson, General Counsel		
✓ = Commissioners, Staff, General Counsel Present,			
✓ * = Commissioners arrived late/or left early			

<b>AGENDA ITEM / PRESENTER</b>	<b>MOTIONS / MAJOR DISCUSSIONS</b>	<b>ACTION TAKEN</b>
#1 Call to Order	The meeting was called to order at 1:30pm. A quorum was present.	
#2 Consent Agenda • Commission Minutes 3/20/14 • Finance Committee Minutes	All consent items were presented and accepted as read.	<b>Motion: Approve the Consent Agenda.</b> <i>9 – 0 – 0 - 8 (Neves/Rogers)</i>

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2/20/14 • QI/UM Committee Minutes 2/20/14 Action D. Hodge, MD Chair		
<b>#3 Chair and Co-Chair Nominations for Fiscal Year 2015</b> Action D. Hodge, MD Chair	Commissioners re-elected David Hodge, MD as Chair and Supervisor Neves as Co-Chair for Fiscal Year 2015.	<b>Motion:</b> <i>Approve Chair and Co-Chair Nominations for Fiscal Year 2015.</i> 9 – 0 – 0 - 8 (Nikoghosian/Naz)
<b>#4 Committee Appointments for Fiscal Year 2015</b>  Information D. Hodge, MD Chair	Dr Hodge presented the Committee appointments for Fiscal Year 2015 for the following committees: ➤ Finance ➤ Quality Improvement/Utilization Management ➤ Peer Review Sub-Committee ➤ Credentialing Sub-Committee ➤ Public Policy	
<b>#5 Executive Committee Review</b>  Action D. Hodge, MD Chair	The Commission decided to disband the Executive Committee and revise the By-Laws. Article 5; Section 5.8.1 of the By-Laws stated “Membership of the Executive Committee shall be limited to Commissioners.” and has now been removed.	<b>Motion:</b> <i>Disband the Executive Committee and revise the By-Laws</i> 9 – 0 – 0 - 8 (Neves/Cardona)
<b>#6 Review of Goals for Fiscal Year 2014</b>	CalViva Health presented the goals and results for Fiscal Year 2014: ➤ The Tangible Net Equity (TNE) goal exceeded the 200% mark in March 2014 (208%). ➤ Market Share target of 5% was achieved in January 2013. ➤ CalViva Health met its goals of hosting/sponsoring five media events.	

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<p>Information D. Hodge, MD Chair</p>	<ul style="list-style-type: none"> <li>➤ Executed a direct capitation agreement with Kaiser.</li> <li>➤ Capitation agreements are optional for direct contracted providers.</li> <li>➤ CalViva Health continues to actively participate in State and Federal Advocacy groups.</li> <li>➤ A long term strategic plan was established and submitted to the Commission for approval.</li> </ul>	
	<p><i>Supervisor Poochigian arrived at 1:44pm</i></p>	
<p><b>#7 Goals and Objectives for Fiscal Year 2015</b>  Action D. Hodge, MD Chair</p>	<p>CalViva Health has established eight goals and objectives for fiscal year 2015</p> <ul style="list-style-type: none"> <li>➤ Tangible Net Equity (TNE), Events, and State and Federal Advocacy goals remain the same as FY2014 goals.</li> <li>➤ A new market share goal has been established to reach 70% by 2016.</li> <li>➤ CalViva Health will maintain current direct contracts.</li> <li>➤ Outreach to Community Based Organizations will be established directly by CalViva Health.</li> <li>➤ The Quality Improvement Project (QIP) is to meet the Statewide Collaborative goal for Hospital Readmissions.</li> <li>➤ CalViva Health to execute an extension of the Health Net Capitation and ASA Contracts.</li> </ul>	<p><b>Motion: Approve Goals and Objectives for Fiscal Year 2015</b> <i>10 – 0 – 0 - 7 (Neves/Naz)</i></p>
<p><b>#8 Strategic Plan</b> Action D. Hodge, MD Chair</p>	<p>Commissioners reviewed and provided comments regarding the Strategic Plan.</p>	<p><b>Motion: Approve Strategic Plan</b> <i>10 – 0 – 0 - 7 (Cardona/Poochigian)</i></p>
<p><b>#9 Fiscal Year 2015 Budget</b></p>	<p>W. Gregor presented the proposed fiscal year 2015 budget. The proposed budget was reviewed and approved by the Finance Committee in March 2014. CalViva Health projects an increase in enrollment next year with the expansion of</p>	<p><b>Motion: Approve and adopt the budget for Fiscal Year 2015</b> <i>10 – 0 – 0 - 7 (Rogers/Griffin)</i></p>

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<p>Action D. Hodge, MD Chair</p>	<p>Medi-Cal under the Affordable Care Act. Revenues and most major expense increases are directly related to increased enrollment projections.</p>	
<p><b>#10 2013 Cultural and Linguistic (C &amp; L) Work Plan Evaluation</b></p> <p>Action P. Marabella, MD, CMO</p>	<p>P. Marabella, MD presented the 2013 C&amp;L Work Plan Annual Evaluation. 97% of Work Plan activities were completed in the following areas:</p> <ul style="list-style-type: none"> <li>• Language Assistance Services: 757 requests for interpreter services were completed and 184 staff members were assessed for bilingual skills.</li> <li>• Compliance Monitoring: The GEO Access Report and Group Needs Assessment update were completed to assess CalViva Health member access to providers and services and to identify member health risks/ needs in order to prioritize health education, C&amp;L services, and quality improvement programs and resources.</li> <li>• Communication, Training, and Education: In-services were completed and four provider updates were distributed.</li> <li>• Health Literacy and Cultural Competency: hosted the Annual Heritage Day in which staff participates and advocates cultural awareness.</li> </ul>	<p><b>Motion:</b> <i>Approve 2013 C&amp;L Work Plan Evaluation.</i> <i>10 – 0 – 0 - 7 (Neves/Cardona)</i></p>
<p><b>#11 2014 Cultural and Linguistic (C &amp; L) Program Description</b></p>	<p>P. Marabella, MD presented the 2014 C&amp;L Program Description highlighting the following changes:</p> <ul style="list-style-type: none"> <li>• Clarification of HN and CVH Relationship <ul style="list-style-type: none"> <li>-Language and staff roles and responsibilities clarified</li> <li>-CVH Committees added</li> </ul> </li> <li>• Goals, objectives, and scope of programs and services were updated</li> <li>• Changes to address the current operational</li> </ul>	<p><b>Motion:</b> <i>Approve 2014 C&amp;L Program Description</i> <i>10 – 0 – 0 - 7 (Neves/Cardona)</i></p>

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<p>Action P. Marabella, MD, CMO</p>	<p>environment -Addition of language related to sub-contracted entities, removing confidentiality statements and the term "associates"</p>	
<p><b>#12 2014 Cultural and Linguistic (C &amp; L) Work Plan</b>  Action P. Marabella, MD, CMO</p>	<p>P. Marabella, MD presented the 2014 C&amp;L Work Plan. All activities for 2014 will continue to focus on:</p> <ul style="list-style-type: none"> <li>• Language assistance services: interpreter services</li> <li>• Compliance Monitoring: following up on grievances and data reporting/analysis</li> <li>• Communication, Training, and Education: education and training for members, providers, and staff</li> <li>• Health Literacy and Cultural Competency: enhance materials and conduct Heritage Days</li> </ul>	<p><b>Motion: Approve 2014 C&amp;L Work Plan.</b> <i>10 – 0 – 0 - 7 (Neves/Cardona)</i></p>
<p><b>#13 2013 Health Education (HE) Work Plan Evaluation</b>  Action P. Marabella, MD, CMO</p>	<p>P. Marabella, MD presented the 2013 Health Education Work Plan Annual Evaluation. Fourteen (14) initiatives were completed successfully in 2013. Three (3) initiatives required modification or were delayed.</p> <p>Major initiatives included:</p> <ul style="list-style-type: none"> <li>• Fit Families for Life: 69 participants</li> <li>• Health Education Classes: 1835 participants</li> <li>• Quit for Life Smoking Cessation: 188 participants</li> <li>• Member Orientation Classes: 114 participants</li> </ul>	<p><b>Motion: Approve 2013 HE Work Plan Evaluation</b> <i>10 – 0 – 0 - 7 (Neves/Cardona)</i></p>
<p><b>#14 2014 Health Education (HE) Program Description</b></p>	<p>P. Marabella, MD presented the 2014 HE Program Description highlighting the following changes:</p> <ul style="list-style-type: none"> <li>• Clarification of HN and CVH Relationship <ul style="list-style-type: none"> <li>-Language and staff roles and responsibilities clarified</li> <li>-Added CVH Committees</li> </ul> </li> <li>• Goals, programs and services were updated</li> </ul>	<p><b>Motion: Approve 2014 HE Program Description</b> <i>10 – 0 – 0 - 7 (Neves/Cardona)</i></p>

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<p>Action P. Marabella, MD, CMO</p>	<ul style="list-style-type: none"> <li>-Formatting and grammatical changes</li> <li>-Language regarding Staying Healthy Assessments (SHA) or other approved tool added</li> <li>-Removed references to conducting informal PCP assessments</li> <li>• Changes to address the current operational environment</li> <li>-Added language regarding subcontracted entities</li> <li>-Replaced the term "associate" with "staff"</li> </ul>	
<p><b>#15 2014 Health Education (HE) Work Plan</b></p> <p>Action P. Marabella, MD, CMO</p>	<p>P. Marabella, MD presented the 2014 HE Work Plan. The 2014 Work Plan was reformatted and revised to provide additional detail including performance goals and prior year's performance. The majority of 2013 activities will continue with enhancements in 2014.</p> <ul style="list-style-type: none"> <li>• Health Ed programs will consist of:               <ul style="list-style-type: none"> <li>-Obesity Prevention</li> <li>-Perinatal Initiative</li> <li>-Quit for Life Smoking Cessation</li> <li>-Member Engagement</li> <li>-Chronic Disease Education</li> </ul> </li> <li>• Other activities will include member newsletters, oversight of the SHA implementation, Group Needs Assessment, etc.</li> </ul>	<p><i>Motion: Approve 2014 HE Work Plan 10-0-0-7 (Neves/Cardona)</i></p>
	<p><i>Supervisor Rogers left at 1:58pm</i></p>	
<p><b>#16 Standing Reports</b></p> <ul style="list-style-type: none"> <li>• Finance Report W. Gregor, CFO</li> </ul>	<p><b>Standing Reports</b></p> <p><u>Finance:</u> W Gregor presented the Financial Statements as of March 31, 2014 to the Commission. As of March 2014 Tangible</p>	<p><i>Motion: Approve the Finance Report 9-0-0-8 (Naz/Griffin)</i></p>

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<p>• Compliance Report M.B. Corrado, CCO</p>	<p>net equity stands at \$15.2 million; well above the minimum required by the state. Current ratio stands at a healthy 1.22.</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 \$858,000 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>➤ Potential privacy and security breach cases               <ul style="list-style-type: none"> <li>○ There have been 3 high risk cases and 24 no/low risk cases</li> </ul> </li> <li>➤ Oversight Audits – Annual Oversight Audits of Health Net continues 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> <li>➤ MB Corrado provided an update on the DHCS 2013 Medical Survey and DMHC 2013 SPD Audit and CVH’s related CAP responses. The 2013 SPD Audit CAP was accepted and DHCS closed the SPD audit effective March 12, 2014. DHCS issued an April 10, 2014 report regarding CVH’s 2013 Medical Survey Audit CAP response. The DHCS accepted the responses for many of the findings and subsequently closed those findings.</li> </ul>	<p><i>Motion: Approve the Compliance Report 9 – 0 – 0 - 8 (Naz/Griffin)</i></p>

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<p>• Medical Management P. Marabella, MD, CMO</p>	<p>The DHCS requested an update on those areas where CVH was still implementing corrective action. A response is due to DHCS by May 12, 2014. Public Policy Committee – there will be a meeting in Kings County on June 4, 2014. There are currently three vacancies on this committee.</p> <p><b><u>Medical Management:</u></b> Key Indicator Report P Marabella reviewed the Key Indicator Report for Quarter 1 and noted:</p> <ul style="list-style-type: none"> <li>➤ Inpatient utilization for non SPD members is currently under the goal of 222 while the SPD members is currently at the goal of 1244.8</li> <li>➤ Ambulatory Case Management metrics have been expanded to more clearly reflect activity in this area.</li> </ul> <p><b><u>Appeals and Grievances Report</u></b> P. Marabella, MD presented the Appeals and Grievances Dashboard for Quarter 1:</p> <ul style="list-style-type: none"> <li>➤ There were 121 grievances received in the first quarter of 2014. 108 grievances were resolved: 55 were for quality of service and 53 were for quality of care with no significant issues identified.</li> <li>➤ There were 39 appeals received in the first quarter of 2014. 30 appeals were resolved: 29 were for pre-service appeals and 1 was a post service appeal.</li> </ul>	<p><b>Motion:</b> <i>Approve the Medical Management Report</i> <i>9 – 0 – 0 - 8 (Naz/Griffin)</i></p>



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	<p><b><u>Quarterly QI/UM Committee Report Summary</u></b>  P. Marabella, MD presented the QI/UM Committee Report Summary of the February 20<sup>th</sup>, 2014 QI/UM Committee meeting and 4<sup>th</sup> Quarter Medical Management Reports. A report for the CalViva Kaiser population was also presented. 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><b><u>Credentialing Sub-Committee Report:</u></b>  P. Marabella, MD presented the Credentialing Sub-Committee report for the fourth quarter of 2013. The sub-committee met in February 2014 and reviewed both delegated and non-delegated credentialing activities. In Q3 2013 there were 78 providers initially credentialed, 128 re-credentialed, and 1 voluntary termination. County specific reports were reviewed for the months of October through December 2013 and January 2014. There were no cases identified with significant issues.</p> <p><b><u>Peer Review Sub-Committee Report:</u></b>  P. Marabella, MD presented the Peer Review Sub-Committee Report for the fourth quarter of 2013. This sub-committee met in February 2014 and reviewed summary reports for October through December 2013 and January 2014. All reports were approved with no significant cases to report. There were a total of two Peer Review Cases closed and cleared in the 4th quarter. Two cases with a corrective action plan remained open. No</p>	

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<p>• Executive Report G. Hund, CEO</p>	<p>significant quality of care issues were noted, however, some opportunities for improved communication or process improvement were identified.</p> <p><b><u>Executive Report:</u></b> <b>Executive Dashboard</b> G. Hund presented the Executive Dashboard for April 2014. As of April 2014, CalViva Health had a total of 240,461 members.</p> <p><b><u>Health Net Contract Extension</u></b> Effective July 1<sup>st</sup>, 2014, CalViva Health has agreed to terms for a contract extension with Health Net for five more years (new termination date is June 2019).</p>	<p><b>Motion: Approve the Executive Report</b> <i>9 – 0 – 0 - 8 (Naz/Griffin)</i></p>
<p><b>#17 Closed Session – Government Code 54957(b)(1) -Public Employee Appointment, Employment, Evaluation, or Discipline – Chief Executive Officer</b></p>	<p>Dr Hodge will follow up with Greg Hund to review his annual evaluation. The evaluation recommendation was unanimous.</p>	<p><b>Motion: Approve the Annual Evaluation</b> <i>9 – 0 – 0 - 8 (Nikoghosian/Poochigian)</i></p>
<p><b>#18 Final Comments from Commission Members and Staff</b></p>	<p>None</p>	
<p><b>#19 Announcements</b></p>	<p>None</p>	
<p><b>#20 Public Comment</b></p>	<p>None</p>	
<p><b>#21 Adjourn</b></p>	<p>The meeting was adjourned at 2:39 PM. The next Commission meeting is scheduled for July 17, 2014 in Fresno County.</p>	

Submitted this Day: May 15 2014

Submitted by: Cynthia Reiter

Cynthia Reiter  
Clerk to the Commission