

Fresno-Kings-Madera
Regional Health Authority

**CalViva Health
Commission**
Meeting Minutes
March 17, 2016

Meeting Location
Valley Children's Hospital
9300 Valley Children's Place
Madera, CA 93636

Commission Members			
✓	David Cardona , M.D., Fresno County At-large Appointee	✓	Joe Neves , Vice Chair, Kings County Board of Supervisors
	Aldo De La Torre , Community Medical Center Representative	✓●	Harold Nikoghosian , Kings County At-large Appointee
	Van Do-Reynoso , Director, Madera Co. Dept. of Social Services	✓	David Pomaville , Director, Fresno County Dept. of Public Health
✓	John Frye , Commission At-large Appointee, Fresno		Deborah Poochigian , Fresno County Board of Supervisor
	Soyla Griffin , Fresno County At-large Appointee	✓	Stephen Ramirez , Fresno County At-large Appointee
	Derrick Gruen , Commission At-large Appointee, Kings County	✓	David Rogers , Madera County Board of Supervisors
✓	David Hodge , M.D., Chair, Fresno County At-large Appointee	✓	David Singh , Valley Children's Hospital Appointee
	Aftab Naz , Madera County At-large Appointee		Paulo Soares , Commission At-large Appointee, Madera County
			Keith Winkler , Director, Kings County Dept. of Public Health
Commission Staff			
✓	Gregory Hund , Chief Executive Officer (CEO)	✓	Amy Schneider , R.N., Director of Medical Management
✓	William Gregor , Chief Financial Officer (CFO)	✓	Jeff Nkansah , Director, Compliance and Privacy/Security
✓	Patrick Marabella, M.D. , Chief Medical Officer (CMO)	✓	Cheryl Hurley , Commission Clerk
✓	Mary Beth Corrado , Chief Compliance Officer (CCO)	✓	Daniel Maychen , Director of Finance & MIS
General Counsel and Consultants			
✓	Jason Epperson , General Counsel		
✓ = Commissioners, Staff, General Counsel Present			
* = Commissioners arrived late/or left early			
● = Attended via Teleconference			

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
#1 Call to Order	The meeting was called to order at 1:36 pm. A quorum was present.	
#2 Roll Call Cheryl Hurley, Clerk to the Commission	A roll call was taken for the current Commission Members.	<i>A roll call was taken</i>

Commission Meeting Minutes

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<p>#3 Consent Agenda</p> <ul style="list-style-type: none"> a) Commission Minutes 2/18/2016 b) Finance Committee Minutes 11/19/2015 c) QI/UM Committee Minutes 11/19/15 d) Public Policy Committee Minutes 12/2/15 <p>Action David Hodge, M.D., Chair</p>	<p>All consent items were presented and accepted as read.</p>	<p>Motion: <i>Approve Consent Agenda</i></p> <p>9 – 0 – 0 – 8 (Neves /Singh)</p> <p><i>A roll call was taken</i></p>
<p>#4 CEO Annual Review</p> <p>Action David Hodge, M.D., Chair</p>	<p>An ad-hoc Committee was selected to participate in the CEO Annual Review. The members selected to this ad-hoc committee are John Frye, Paulo Sores, Soyla Griffin, Derrick Gruen, and Chairman David Hodge, M.D.</p>	<p>Motion: <i>Approve ad-hoc committee for CEO Annual Review</i></p> <p>9 – 0 – 0 – 8 (Rogers /Neves)</p> <p><i>A roll call was taken</i></p>
<p>#5 Conflict of Interest Code</p> <p>Action David Hodge, M.D., Chair</p>	<p>The amended Conflict of Interest Code was adopted as presented, subject to a 45-day comment period and approval by the FPPC.</p>	<p>Motion: <i>Approve Conflict of Interest Code</i></p> <p>9 – 0 – 0 – 8 (Neves / Cardona)</p> <p><i>A roll call was taken</i></p>
<p>#6 2016 Quality Improvement</p> <p>Action Patrick Marabella, M.D., CMO</p>	<p>Dr. Marabella presented the 2016 Quality Improvement Program. The two components reviewed were the 2016 Quality Improvement Program Description, and the 2016 Quality Improvement Work Plan.</p> <p>The highlights for changes to the Program Description in 2016 are:</p>	<p>Motion: <i>Approve 2016 Quality Improvement Program Description and Work Plan</i></p> <p>9 – 0 – 0 – 8 (Cardona / Ramirez)</p>

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	<ul style="list-style-type: none"> • Health Promotion/Disease Management; consisting of health education programs and updated language for Disease Management. • Complex Case Management; consisting of updated and expanded description of Complex Case Management. • Culture & Linguistics; replaced this section with approved language from the C & L Program Description in order to be consistent among documents. <p>The activities for the 2016 Work Plan include:</p> <ul style="list-style-type: none"> • Access, Availability, & Service: Improving access to care, timeliness of appointments, and member satisfaction. • Quality & Safety of Care: Improvement plans to include Well Child visits and Immunizations in Kings County, laboratory monitoring of patients on persistent meds, cervical cancer screening in Kings County, and medication management for people with asthma. • Performance Improvement Projects: The two formal projects are Postpartum, and Comprehensive Diabetes Care. 	<p><i>A roll call was taken</i></p>
<p>#7 Standing Reports</p> <ul style="list-style-type: none"> • Finance Report William Gregor, CFO 	<p><u>Finance</u></p> <p>W. Gregor presented the financial statements as of February 29, 2016.</p> <p>Current assets are \$118M and current liabilities are \$95M, with a current ratio of 1.2. TNE as of the end of February was approximately \$34M. The DMHC required TNE is \$12M which is approximately 278% of the minimum of the DMHC required TNE amount.</p>	<p>Motion: <i>Approve Standing Reports</i></p> <p>9 – 0 – 0 – 8 (Frye / Neves)</p> <p><i>A roll call was taken</i></p>

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<ul style="list-style-type: none"> • Compliance Report Mary Beth Corrado, CCO 	<p>Revenue is \$700M, approximately \$97M above budgeted amount, which is due to an increase in enrollment greater than what was budgeted. Total cost of medical care expense, administrative service agreement fee expense, and taxes are also well above the budgeted amounts due to increase in enrollment. Other income is \$161k related to rental income through February.</p> <p><u>Compliance</u></p> <p>MB Corrado presented the Compliance report. For the first quarter 2016, there were ten potential security/privacy breaches reported to the State and were no/low risk incidents.</p> <p>A marketing audit was completed and one non-compliant element was found. A corrective action plan has been requested. Additional audits in process consist of Pharmacy, Emergency Services, Utilization Management, and Q1 and Q2 Provider Dispute. The Plan is currently awaiting the onsite visit from DHCS and DMHC to conduct the joint audit.</p> <p>The Public Policy Committee held its first meeting of 2016 on March 2, 2016. Two new members were approved to join the Committee. The PPC Committee was polled at the request of DHCS on what is most important about their healthcare. Responses received consisted of concerns with timely access to care, timely access to referrals, the ability to see the same doctor, timely authorizations, and access to information on the requirements to apply or qualify for services. The</p>	

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<ul style="list-style-type: none"> • Medical Management Patrick Marabella, M.D., CMO 	<p>next Public Policy Committee meeting is scheduled for June 1, 2016 in Kings County.</p> <p>The following new regulations for 2016 that will affect the health plan are:</p> <ul style="list-style-type: none"> • AB 187 – California Children’s Services Program • AB 374 – Prescription Drugs – Step Therapy Override • SB 137 – Provider Directories • SB 147 – FQHC Alternative Payment Method • SB 276 – Local Education Agencies • SB 277 – Prescription Drugs <p><i>Supervisor Rogers stepped out at 2:03 pm</i> <i>Supervisor Rogers returned at 2:05 pm</i></p> <p><u>Medical Management</u></p> <p>Appeals and Grievances</p> <p>Dr. Marabella presented the Appeals and Grievances Dashboard Report for January 2016.</p> <ul style="list-style-type: none"> • Total number of grievances received for the first month in 2016 was 81; 9 of which were expedited. • Turnaround times have been met. • Exempt grievances numbers are noted to have increased compared to previous months due to more detailed reporting. • The number of appeals remaining consistent. 	

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	<ul style="list-style-type: none"> • The number of expedited appeals has increased in recent months and the majority of these cases are related to Hepatitis C treatments. Additionally, over-turns increased as well due to changes in the Hepatitis C guidelines. These rates are beginning to stabilize. <p>Key Indicator Report</p> <p>Dr. Marabella presented the Key Indicator Report.</p> <ul style="list-style-type: none"> • Expansion membership has increased significantly since July 2015. • ER visits have increased since July 2015. There has been an increase in membership due to Medi-Cal Expansion but this needs further investigation to verify the magnitude of the increase. • Turnaround times for January are noted to have decreased due to high volumes, system outages, and staff error. Also, some metrics have small denominators. • Maternity data still missing from report. • No significant changes noted for case management. <p>Quality Improvement/Utilization Management Quarterly Summary Report</p> <p>Dr. Marabella provided the QI/UM first quarter update. The meeting was held in February 2016.</p>	

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	<p>The QI/UM documents reviewed included: 2015 QI Work Plan Evaluation and Executive Summary; 2015 UMCM Work Plan Evaluation and Executive Summary; 2016 UMCM Program Description; and 2016 UMCM Work Plan.</p> <p>Additionally, the Medical Policies for Quarter 4, 2015 and Pharmacy Provider Update for Quarter 4, 2015 were reviewed and approved.</p> <p>The Quality Improvement Reports, including the Appeal and Grievance Dashboard & Quarterly Reports, were reviewed noting that grievances have increased attributed to the increased membership and characteristics of the expansion population. The Potential Quality Issues Report, the Provider Preventable conditions report, Initial Health Assessments, and Health Education and Public Programs reports were also reviewed.</p> <p>The UMCM Reports, including the Key Indicator Report, the Specialty Referrals Reports from Delegated Entities, and the CCS and Standing Referrals Reports, were also reviewed.</p> <p>HEDIS® Activity is unchanged from the previous month. HEDIS® data from 2015 will be available mid-year 2016.</p> <p>The Access and Availability workgroup findings were reviewed. The Timely Access Report (TAR) filing is due to DMHC at the end of March 2016.</p> <p>Quarterly Kaiser Reports were reviewed and no significant findings were identified.</p>	

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<ul style="list-style-type: none"> • Executive Report G. Hund, CEO 	<p>Credentialing Sub-Committee Quarterly Report</p> <p>The Credentialing Sub-Committee met on February 18, 2016. Routine credentialing and re-credentialing reports were reviewed for both delegated and non-delegated entities. County specific Credentialing Sub-Committee reports were reviewed for the fourth quarter of 2015. There were no cases identified with significant issues.</p> <p>Peer Review Sub-Committee Quarterly Report</p> <p>The Peer Review Sub-Committee met on February 18, 2016. There were two cases leveled as 3 (moderately severe outcome) that were reviewed and closed with appropriate feedback to providers with no corrective action plan required. There was one case leveled as 4 (severe outcome). The case was reviewed and found to be a known complication with no further action required.</p> <p><u>Executive Report</u></p> <p>G. Hund presented the Executive Dashboard. March membership grew by approximately 2,000 members which is attributed to improved HEDIS® scores. The market share for February reached Plan goal of 70%. Membership, since March 2011, has grown substantially. Fresno County has grown from 125,000 to 282,000; Kings County grew from 12,000 to 25,000; and Madera County from 15,000 to 35,000. Total membership growth went from 153,000 to 342,000, which is a 125% increase.</p>	

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#8 Final Comments from Commission Members and Staff	G. Hund announced that after further review and tracking, the decision has been made to continue having representation in the downtown area to service members with a walk-in location.	
#9 Announcements	None.	
#10 Public Comment	None.	
#11 Adjourn	<p>The meeting was adjourned at 2:33 pm</p> <p>The next Commission meeting is scheduled for May 19, 2016 in Fresno County.</p>	

Submitted this Day: May 19, 2016

Submitted by: Cheryl Hurley
 Cheryl Hurley
 Clerk to the Commission