

Fresno-Kings-Madera
Regional Health Authority

**CalViva Health
Commission
Meeting Minutes**
April 16, 2020

Meeting Location:
Teleconference Meeting due to COVID-19
Executive Order to Shelter-in-Place
CalViva Health
7625 N. Palm Ave., #109
Fresno, CA 93711

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
✓●*	Sara Bosse , Director, Madera Co. Dept. of Public Health		David Pomaville , Director, Fresno County Dept. of Public Health
✓●	John Frye , Commission At-large Appointee, Fresno		Sal Quintero , Fresno County Board of Supervisor
✓●*	Soyla Griffin , Fresno County At-large Appointee	✓●	Joyce Fields-Keene , Fresno County At-large Appointee
	Vacant , Commission At-large Appointee, Kings County	✓●	David Rogers , Madera County Board of Supervisors
✓●	Ed Hill , Director, Kings County Dept. of Public Health	✓●	Brian Smullin , Valley Children's Hospital Appointee
✓●	David Hodge , M.D., Chair, Fresno County At-large Appointee	✓●	Paulo Soares , Commission At-large Appointee, Madera County
✓●	Aftab Naz , Madera County At-large Appointee		
Commission Staff			
✓	Gregory Hund , Chief Executive Officer (CEO)	✓●	Amy Schneider , R.N., Director of Medical Management
✓	Daniel Maychen , Chief Financial Officer (CFO)	✓●	Mary Lourdes Leone , Director of Compliance
✓●	Patrick Marabella , M.D., Chief Medical Officer (CMO)	✓	Cheryl Hurley , Commission Clerk
✓●	Mary Beth Corrado , Chief Compliance Officer (CCO)		
✓●	Jeff Nkansah , Chief Operations Officer (COO)		
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 1:32 pm. A quorum was present via conference call in lieu of gathering in public per executive order signed	

Commission Meeting Minutes

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>by the Governor of California on Monday, 3/16/2020, allowing Public Health Plans subject to the Brown Act to hold public meetings via teleconferencing due to COVID-19. A quorum remains a requirement to take actions, but can be achieved with any combination of Commissioners' physical attendance at the public location or by teleconferencing.</p>	
<p>#2 Roll Call Cheryl Hurley, Clerk to the Commission</p>	<p>A roll call was taken for the current Commission Members.</p>	<p><i>A roll call was taken</i></p>
<p>#3 Reappointment of Kings County At-Large Commissioner for Kings County Information David Hodge, MD, Chairman</p>	<p>Kings County Board of Supervisors has re-appointed Harold Nikoghosian for a three-year term, expiring on March 2023.</p> <p style="color: red;"><i>Soyla Griffin joined the meeting at 1:33 pm</i></p>	
<p>#4 Kings County Vacancy: At-Large Commission Appointed Applicant Action David Hodge, MD, Chairman</p>	<p>Kerry Hydash was appointed as the Kings County At-Large representative for a three-year term, ending in April 2023.</p>	<p>Motion: Approve Appointment of New Commissioner Applicant 13 – 0 – 0 – 4</p> <p><i>(Rogers / Fields-Keene)</i></p> <p><i>A roll call was taken</i></p>
<p>#5 Consent Agenda a) Commission Minutes 2/20/2020 b) Finance Committee Minutes 10/17/2019</p>	<p>All consent items were presented and accepted as read.</p>	<p>Motion: Approve Consent Agenda 13 – 0 – 0 – 4</p> <p><i>(Rogers / Neves)</i></p>

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<p>c) Finance Committee Minutes 2/20/2020</p> <p>d) QIUM Committee Minutes 11/21/2019</p> <p>e) QIUM Committee Minutes 2/28/2020</p> <p>f) Public Policy Committee Minutes 12/4/2019</p> <p>Action David Hodge, MD, Chairman</p>		<p><i>A roll call was taken</i></p>
<p>#6 2020 Quality Improvement Program Description and Work Plan</p> <p>Action David Hodge, MD, Chairman</p>	<p>Dr. Marabella presented the 2020 Quality Improvement Program Description and Work Plan.</p> <p>The highlights of changes for the 2020 QI Program Description include:</p> <ul style="list-style-type: none"> • Changes in the Health Promotion Programs: <ul style="list-style-type: none"> ○ Removed redundancies, toolkit items and reference to the Health Promotion Incentive Program; and added Opioid and Postpartum Depression to Digital Health program. • Transition Care Management Program: <ul style="list-style-type: none"> ○ Expanded description of transition care including details of the program’s model and impact on members. • Palliative Care: <ul style="list-style-type: none"> ○ This new category was added to this document including objectives, eligibility criteria and services offered. • Satisfaction: <ul style="list-style-type: none"> ○ Expanded section to include description of educational activities, member materials and new and ongoing activities. • Access & Availability: 	<p><i>See #7 for Action Taken</i></p>

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<ul style="list-style-type: none"> ○ Provider Satisfaction Survey was added and the name of the “Telephone Answer Survey” was added. <p>Activities for 2020 Quality Improvement Work Plan continue to focus on:</p> <ul style="list-style-type: none"> ● Improve Access to Care: <ul style="list-style-type: none"> ○ Continue to monitor Appointment Access and After-hours Access and educate providers using webinars and follow-up surveys. ○ Results from 2019 CAHPS Survey is pending; improvement strategies will be updated based upon results. ● Improve the Quality & Safety of Care: <ul style="list-style-type: none"> ○ Comprehensive Diabetes Care. ○ Utilize principles from Chronic Disease Self-Management Program to perform Planned Care Visits. ○ Scheduled lab tests and LVN education for members using a Stoplight Tool. ● There are two new formal 18-month Performance Improvement Projects (PIPs): <ul style="list-style-type: none"> ○ Childhood Immunizations project in Fresno County (CIS-10). ○ Breast Cancer Screening Disparity Project in Fresno County (BCS). <p style="color: red; text-align: center;"><i>Sara Bosse joined the meeting at 1:49 pm</i></p>	
<p>#7 2020 Utilization Management and Case Management Work Plan</p> <p>Action</p>	<p>Dr. Marabella presented the 2020 Utilization Management and Case Management Work Plan.</p>	<p><i>Motion:</i> Approve 2020 Quality Improvement Program Description and Work Plan; and 2020</p>

Commission Meeting Minutes

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
David Hodge, MD, Chairman	<p>The areas of focus for the 2020 Utilization Management & Case Management Work Plan include:</p> <ul style="list-style-type: none"> • Compliance with Regulatory & Accreditation Requirements: Ensure licensure, attestations and audits are current and complete. • Monitoring the UM Process: Track and trend prior authorizations, conduct inter-rater reliability testing for clinical staff, and analyze appeals data to identify opportunities to remove or modify PA criteria. • Monitoring Utilization Metrics: Track effectiveness of care management, monitor for over/under utilization, and continue to enhance PPG Profile monitoring. • Monitoring Coordination with Other Programs and Vendor Oversight as it pertains to effectiveness of Case Management, Perinatal Case Management, and Behavioral Health Case Management. Maintain Disease Management, and monitor MD interactions with Pharmacy, and coordination between medical and behavioral health. • Monitoring Activities for Special Populations: Continue monitoring care of SPDs and CCS identification-additional analysis of CCS data will be included in the quarterly report. 	<p><i>Utilization Management and Case Management Work Plan</i></p> <p>14 – 0 – 0 – 3</p> <p><i>(Frye / Naz)</i></p> <p><i>A roll call was taken</i></p>
<p>#8 Standing Reports</p> <ul style="list-style-type: none"> • Finance Report Daniel Maychen, CFO 	<p><u>Finance</u></p> <p>Total current assets were approximately \$301M; total current liabilities were approximately \$234.2M. Current ratio is 1.29. TNE as of February 29, 2020 was approximately \$77.1M, which is approximately 650% above the minimum DMHC required TNE amount.</p>	<p>Motion: <i>Approve Standing Reports</i></p> <p>14 – 0 – 0 – 3</p> <p><i>(Nikoghosian / Smullin)</i></p> <p><i>A roll call was taken</i></p>

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<ul style="list-style-type: none"> • Compliance M.B. Corrado, CCO 	<p>Premium capitation income actual recorded for first eight months of FY 2020 was approximately \$689M which is approximately \$65.2M less than budgeted amounts, primarily due to MCO taxes which were budgeted for pending CMS approval. MCO taxes are still in the renewal process with CMS. On April 3, 2020 CMS approved the MCO tax renewal waiver. The difference under the MCO tax renewal request retroactive was to be July 1, 2019; based on Federal regulation it can only go retroactive to January 1, 2020. Funds are expected to be by the end of current fiscal year 2020. With MCO taxes adjusted out of the budgeted amount, actual revenues recorded is higher than what was budgeted by approximately \$18.8M primarily due to rates being higher than estimated.</p> <p>Capitation medical costs are over budget by \$17.8M for the same reason. Admis Service Agreement fees expense is below budget due to enrollment being less than projected. License expense is ahead of budget due to actual being higher than estimated. Marketing expense is higher than budgeted due to timing but should fall into place by the end of the fiscal year. Taxes are below budget due to the MCO tax at that time pending renewal. Total net income for the first eight months of the fiscal year is approximately \$6.9M which is approximately \$1.9M more than budgeted.</p> <p><u>Compliance</u></p> <p>Mary Beth Corrado presented the Compliance Report. Year-to-date 2020 there have been six (6) fraud cases reported to DHCS as of the end of March, of which all six were provider issues.</p>	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>All audit activity is continuing during COVID-19.</p> <p>As a result of COVID-19 the State has issued delays and extensions on due dates for regulatory reports.</p> <p>The DHCS issued new requirements for the annual network certification. Plans must now meet both time and distance standard. The filing due date has been extended to 4/20/2020.</p> <p>Due to COVID-19, CalAIM and other proposed health care related initiatives are being reviewed and recalibrated by the state due to the budgetary and economic crisis that is developing. Since DHCS has not yet issued official notice of specific CalAIM delays, changes or cancellations, the status of the projects listed in Table 1 remain the same but will likely be changed by the next Commission meeting.</p> <p>CalViva Health received three (3) applications for the Behavioral Health Integration Incentive Program with one application covering two programs. All three (3) applications met the minimum qualifying criteria and the application packets have been submitted to DHCS for review. Due to the COVID-19 emergency, DHCS has deferred the start date of the BHI Incentive program to July 1, 2020.</p> <p>Preventive Care Outreach Project call campaign has been delayed due to COVID-19.</p> <p>The Plan has received numerous All Plan Letters and other regulatory guidance from DMHC and DHCS during the last month. DHCS requires MCPs to report provider site closures, positive COVID-19 tests and hospitalizations on a daily basis, including weekends. Both agencies</p>	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<ul style="list-style-type: none"> • Medical Management P. Marabella, MD, CMO 	<p>have provided guidance to plans on ensuring access to testing, screening and treatment services, promoting telehealth services, ensuring members are not liable for COVID-19 balance bills from providers, etc. CalViva Health staff and our administrator’s staff are carrying out operations on a remote basis. Remote work situation is assessed on a weekly basis.</p> <p>The Public Policy Committee (PPC) met in Fresno County on March 4, 2020. The following reports were presented: the Q4 2019 Grievance & Appeal report, the Annual 2019 Compliance Report, the Q3 and Q4 2019 Member Incentive Programs Report. There were no recommendations for referral to the Commission. The next meeting is scheduled for June 10, 2020, in Kings County, subject to change due to COVID-19 state.</p> <p>A comprehensive report on 2020 New California Health Care Laws was reported out.</p> <p><u>Medical Management</u></p> <p>Appeals and Grievances Dashboard</p> <p>Dr. Marabella presented the Appeals & Grievances Dashboard through January 2020.</p> <p>Appeals & Grievances Data:</p> <ul style="list-style-type: none"> • The total number of grievances received through end of January 2020 is consistent with previous year’s data. 	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<ul style="list-style-type: none"> • The majority of Quality of Service grievances were noted in the areas of Access to PCP, Access to Specialist, and Transportation. • More information on exempt grievances is needed as it relates to Transportation • The total number of Appeals Received/Resolved is consistent with previous year data. These results are attributable primarily to advanced imaging, and pharmacy denials. <p>Key Indicator Report</p> <p>Dr. Marabella presented the Key Indicator Report through January 31, 2020.</p> <ul style="list-style-type: none"> • Inpatient utilization is consistent with previous months. • Turn around time compliance has improved compared to previous year. • Case Management numbers for January continue to be good. <p>Credentialing Sub-Committee Quarterly Report</p> <p>In Quarter 1, 2020, the Credentialing Sub-Committee met on February 28, 2020. Routine credentialing and re-credentialing reports were reviewed for both delegated and non-delegated services. Reports covering Q3 2019 were reviewed for delegated entities, Q4 2019 reports were reviewed for both Health Net and MHN. There were two (2) cases to report on in the Quarter 4 2019 Credentialing Report from Health Net.</p> <p>Peer Review Sub-Committee Quarterly Report</p>	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<ul style="list-style-type: none"> • Operations J. Nkansah, COO 	<p>The Peer Review Sub-Committee met on February 28, 2020. The county-specific Peer Review Sub-Committee Summary Reports for Q4 2019 were reviewed for approval. There were no significant cases to report. The Q4 2019 Peer Count Report was presented with a total of 16 cases reviewed. There were six (6) cases closed and cleared. There were two (2) cases pending closure for Corrective Action Plan compliance. There were eight (8) cases pended for further information, and no cases with an outstanding CAP. Follow up will be initiated to obtain additional information on tabled cases and ongoing monitoring and reporting will continue.</p> <p><u>Operations Report</u></p> <p>Jeff Nkansah presented the Operations Report.</p> <p>Currently, there are no issues, concerns, or items of significance as it relates to IT Communications and Systems. Due to COVID-19 the business continuity plan was activated and staff are successfully working remotely from home. Due to the current environment additional security measures have been put into place.</p> <p>For Privacy and Security, there are no issues or items of significance to report.</p> <p>There are no new items to report in reference to the Member Call Center and CalViva Health Website. Changes to the website due to COVID-19 were addressed in the Compliance Report.</p>	

Commission Meeting Minutes

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<ul style="list-style-type: none"> Executive Report G. Hund, CEO 	<p>With regard to Provider Network Activities, the Plan is preparing to represent its network to Regulators. Activity is ongoing with no significant issues to report.</p> <p>With regard to Claims Processing and Provider Disputes metrics in most areas have met goal.</p> <p><u>Executive Report</u></p> <p>The membership for February presents a slight decline from January. Membership is expected to increase due to the impact of COVID-19.</p>	
<p>#9 Closed Session</p> <p>A. Government Code section 59454.5 – Report Involving Trade Secret – Discussion of service, program, or facility</p>	<p>Due to technical difficulties and after consulting with general counsel, Closed Session was discussed in open session in item #10.</p>	
<p>#10 Community Support Program Funding Grant Recommendations</p> <p>Action David Hodge, MD, Chairman</p>	<p>Greg Hund presented the grant recommendations as a result of the Community Support Funding Ad-hoc Committee which met on March 4, 2020. As a result of the COVID-19 pandemic which developed after the ad-hoc committee met, administration has asked that an additional funding of \$1.1M be added to the budget to assist partners within the CVH communities.</p> <p>The original \$4.2M will be proposed to the Commission in May as a part of the FY 2021 budget; given the current circumstances it is recommended that the additional \$1.1M be allocated now out of the current FY 2002 budget as there are sufficient funds and to allow</p>	<p>Motion: <i>Approve Community Support Funding Grant Recommendations</i></p> <p><i>(Nikoghosian / Fields-Keene)</i></p> <p><i>13 – 0 – 1 – 3 (Bosse abstained from Every Neighborhood Partnership)</i></p> <p><i>13 – 0 – 1 – 3 (Frye abstained from Poverello House)</i></p>

Commission Meeting Minutes

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	administration the flexibility to accommodate the organization(s) with the greatest need now.	<p>13 – 0 – 1 – 3 (Soares abstained from CASA Fresno and Madera Counties)</p> <p>A roll call was taken</p>
#11 Final Comments from Commission Members and Staff	None.	
#12 Announcements	CalViva Health is following the Mayor’s order to shelter-in-place and has closed the office through May 6, 2020. Staff will work from home.	
#13 Public Comment	None.	
#14 Adjourn	<p>The meeting was adjourned at 2:38 pm</p> <p>The next Commission meeting is scheduled for May 21, 2020 in Fresno County.</p>	

Submitted this Day: May 21, 2020

Submitted by: Cheryl Hurley
 Cheryl Hurley
 Clerk to the Commission