



**Public Policy Committee
Meeting Minutes
March 7, 2012**

CalViva Conference Room
1315 Van Ness Ave. Ste. #103
Fresno, CA 93721

Committee Members in Attendance		CalViva Health Staff in Attendance	
✓	Joe Neves, Chairman	✓	Greg Hund, CEO
	Conrad Chao, Provider Representative	✓	Bill Gregor, CFO
✓	Beatrice Avila, Fresno County Representative	✓	MaryBeth Corrado, CCO
✓	Heather Houze, Fresno County Representative	✓	Jeffery Nkansah, Senior Compliance Analyst
✓	Miriam Riviera, Fresno County Representative	✓	Cynthia Reiter, Executive Assistant
	Thomas Mesa, Kings County Representative	✓	Brandi Leyva, Office Assistant
✓	Magdalena Nino, Kings County Representative		
	JoAnn Velasquez, Madera County Representative		
	Graciela Zuniga, Madera County Representative		

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves	The meeting was called to order at 11:30 am.	
#2 Welcome, Thank You, and Introductions Joe Neves, Chair Mary Beth Corrado, CCO	J Nkansah welcomed Committee members, CalViva Health staff, and the Public in attendance. He provided a brief introduction of the Committee members and thanked all committee members for joining the committee.	
#3 Introductions to CalViva Health Mary Beth Corrado, CCO	MB Corrado gave a brief explanation of CalViva Health's background. She also explained the affiliation with Health Net. An Organizational Chart was presented to the Committee Members explaining the different Committees that complete the Fresno-Kings-Madera Regional Health Authority.	
#4 Committee Responsibilities Information	J Nkansah informed the Committee of their Responsibilities and how CalViva Health would utilize the input they	

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Jeffery Nkansah	provide. Committee Members were informed of the committee reporting relationship to the governing board of CalViva Health, the Fresno-Kings-Madera Regional Health Authority Commission (Commission). Committee Members were also informed their input will be provided to the Quality Improvement/Utilization Management Committee (QI/UM) as needed.	
#5 Committee Charter Information Joe Neves, Chair	J Neves, Chair, reviewed the Committee Charter. The Charter had been previously approved by the Commission. There were no questions/comments on the Committee Charter	
#6 Reimbursements Information Joe Neves, Chair	J Neves, Chair, explained the Guidelines for reimbursements for meeting travel expenses. There were no questions/comments on the guidelines for reimbursements.	
#7 2012 Meeting Schedule Dates and Locations Action Joe Neves, Chair	The 2012 Meeting schedule was approved as read. Teleconference meetings will be researched and possibly held at future meetings. Further discussion on the possibility of teleconference meetings and the location of future meetings will occur during the next meeting date.	<i>Recommended Action: Meeting schedule adopted as presented 5-0 (Houze, Avila)</i>
#8 Cultural and Linguistic Services Information J Nkansah	The Cultural and Linguistic services report provided by CalViva Health was presented to the Committee Members by J Nkansah. CalViva Health currently has three threshold languages available to participants on a regular basis (English, Spanish, and Hmong). Other translations can be made available upon request from the member. Translators are available for Medi-Cal members on an as needed, free basis. Committee Members were informed CalViva Health provides its members with free Interpreter	

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	and Translations Services.	
<p>#9 Health Education Information</p> <p>J Nkansah</p>	<p>J Nkansah presented the Health Education Program report provided by CalViva Health to the Committee. The report informed Committee Members of CalViva Health's ongoing effort to provide member orientation sessions, health education classes, and quarterly newsletters to all CalViva Health Medi-Cal members. Upcoming classes in March of 2012 are:</p> <ol style="list-style-type: none"> 1. 3/23/2012 at 10a.m. Member Orientation for Fresno County 2. 3/28/2012 at 10a.m. Fit Families for Life for Fresno County <p>Kings and Madera will have similar classes held at a later date. There were no questions/comments on the health education report</p>	
<p>#10 Grievances and Complaints Information</p>	<p>MB Corrado presented the Grievance and Complaint Report. The report informed Committee Members of the Grievances and Complaints CalViva Health has received in 2011. There were a total of 242 grievances in the combined three counties. The grievances are categorized in order to track the type of complaint and concentrate on areas in which to improve.</p> <p>Gloria Precine, public - inquired on the process of how grievances will be reported to the Committee and actions</p>	

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J Nkansah	<p>that are taking place to improve and prevent the grievance in the future. MB Corrado responded that quarterly grievance reports will be provided to the Committee and the Commission. In addition, MB Corrado explained any suggestions made by the Committee to improve the grievance process or CalViva Health services will be presented to the Commission and QI/UM Committee for review.</p>	
#11 Marketing Information	<p>J Nkansah presented the Marketing report for 2011. During the past year</p> <ul style="list-style-type: none"> • Fresno County has had 114 events • Kings County has had 15 events • Madera County has had 21 events <p>Marketing events include Health Fairs, Baby Showers, Parent Meetings, Farmer's Markets, etc. The Committee members were asked to present ideas to staff in order to create increased marketing strategies in Kings and Madera counties.</p> <p>M Nino, Committee member, suggested bringing information regarding CalViva to the Parent Center in Kings County.</p> <p>H Houze, Committee member, will research the Cherry Auction to see if CalViva Health can have pamphlets and materials accessible to the public.</p> <p>Gloria Precine, public, expressed willingness to share</p>	

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J Nkansah	knowledge in the community and work with CalViva Health staff on identifying locations for CalViva Health information sharing.	
#12 Announcements	Gloria Precine, from the Women, Infant and Children (WIC) Program, expressed the need to increase word of mouth for their program. They currently have the funds to provide for 11,500 case loads in Fresno County.	
#13 Public Comments	No comments offered.	
#14 Adjourn Joe Neves, Chairman	Meeting adjourned at 12:47 P.M.	

NEXT MEETING June 6th, 2012
 11:30am- 1:00pm
 CalViva Conference Room

Submitted This Day: JUNE 6th 2012

Submitted By: Jeffrey Nkansah

Jeffrey Nkansah, CalViva Senior Compliance Analyst

Approved By: Joe Neves
 Joe Neves, Chairman