



Public Policy Committee  
Meeting Minutes  
December 4<sup>th</sup>, 2013

CalViva Health  
Community Solutions Room  
1315 Van Ness Avenue, Suite 103  
Fresno, CA 93721

Committee Members		Community Base Organizations (Alternates)	
✓	Joe Neves, Chairman	✓	Jeff Garner, KCAO
✓	Kevin Hamilton, Provider Representative	✓	Robert Garcia, Self Help
✓	Beatrice Avila, Fresno County Representative		<b>Staff Members</b>
	Maria Yenis, Madera County Representative		Mary Beth Corrado, CCO
	Heather Houze, Fresno County Representative	✓	Jeffery Nkansah, Manager – Compliance/Privacy
	Susana Canseco, Madera County Representative	✓	Cynthia Reiter, Executive Assistant
✓	Magdalena Nino, Kings County Representative	✓	Selina Moreno, Office Assistant

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<b>#1 Call to Order</b> Joe Neves, Chair	The meeting was called to order at 11:43am. A quorum was present.	
<b>#2 Approve September 4, 2013 Minutes</b> Action Joe Neves, Chair	The September 4, 2013 Minutes were approved as read.	<b>Motion:</b> <i>Approve the September 4, 2013 Minutes. 5-0 (Hamilton/Avila)</i>
<b>#3 Public Policy Committee 2014 Calendar</b> Information Joe Neves, Chair	The Public Policy Committee 2014 Calendar was reviewed and no changes were needed.	
<b>#4 Public Policy Committee Charter</b> Information Joe Neves	The Public Policy Committee Charter was reviewed noting the finalization of the Community Based Organizations serving as alternates as needed.	
<b>#5 Enrollment Dashboard</b> Information	As of November 2013, CalViva Health has a total of 215,484 members. As of October 2013, Anthem Blue Cross has a	

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Jeff NKansah	total of 97,272 members.	
#6 Medical Management	<p>A. Schneider provided a summary overview of HEDIS® (Healthcare Effectiveness Data Information Set) performance measurements and the reporting process.</p> <p>HEDIS® performance standards are a set of nationally reported measures that are used to assess the quality of care provided to members. There are five HEDIS® measures that impact default enrollment to managed care plans. These are called Default Enrollment Measures and they are:</p> <ul style="list-style-type: none"> <li>• Cervical Cancer Screening</li> <li>• Childhood Immunizations</li> <li>• Comprehensive Diabetes Care</li> <li>• Timely Prenatal and Postpartum Care</li> <li>• Well-Child Visits (3 to 6 years)</li> </ul> <p>Managed Care Plans are required to meet Minimum Performance Levels. If performance levels are below the 25<sup>th</sup> percentile an improvement plan must be developed and implemented by the plan.</p> <p>CalViva Health is required by contract to annually report performance measure results; 2012 was the first full reporting year. Improvement plans are not required for CalViva this year as 2012 is considered to be the baseline year. However, several opportunities for improvement have been identified and will be acted upon over the coming months in order to improve scores for 2014 and reduce the number of formal improvement plans required by the state.</p>	

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<p>Information Amy Schneider</p>	<p>The Medical Management department is focusing on two quality improvement projects this year. The first is a Comprehensive Diabetes Care – Eye Exam which will be submitted to DHCS in September. The second is an All Cause Hospital Readmission report which is a statewide collaborative and will also be submitted in September 2013 to DHCS.</p>	
<p><b>#7 Marketing</b></p> <p>Information Jeff Nkansah</p>	<p>Member outreach events continue to be strong with 96 events held in the third quarter; 55 events were in Fresno County, 17 events were in Kings County and 24 events were in Madera County. R. Garcia from Self Help stated that the marketing events have been a huge success and much appreciated in the rural parts of the counties.</p> <p>Solution Maker Awards were presented in all three counties.</p> <ul style="list-style-type: none"> <li>• Fresno County was presented on October 26, 2013 to Tzu Chi Medical Foundation, Centro Binacional para el Desarrollo Indigena Oaxaqueno, Dr Prem Singh</li> <li>• Kings County was presented on November 14, 2013 to Kiwanis of Corcoran and St Vincent de Paul</li> <li>• Madera County was presented on September 24, 2013 to Valley West Christian Center and Self Help Enterprises</li> </ul>	
<p><b>#8 Public Programs Carve-Outs</b></p>	<p>Selina Escobar presented the Public Program Report. The newest carve in that counties must prepare for is the addition of Mental health services. CVH will meet with County Behavioral Health Departments to discuss the new</p>	

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Information Selina Escobar	mental health benefits and revisions to the current MOU's . K. Hamilton, the provider representative, noted a working and amicable relationship with public program coordinators.	
#9 Appeals, Grievances and Complaints  Information Jeff Nkansah	CalViva Health presented the 2013 Quarter 3 Appeal and Grievance Report. The following facts were highlighted: <ul style="list-style-type: none"> <li>• There were a total of 138 grievances and appeals.</li> <li>• 5 were from Coverage Disputes</li> <li>• 32 were from Disputes Involving Medical Necessity</li> <li>• 33 were from Quality of Care issues</li> <li>• 19 were from Access to Care issues</li> <li>• 49 were from Quality of Service issues</li> <li>• There were a total of 33 Appeal cases and 83 Grievance cases for Fresno County</li> <li>• There were a total of 9 Appeals cases and 7 Grievance cases for Kings County</li> <li>• There were a total of 1 Appeal cases and 11 Grievance cases for Madera County</li> <li>• All cases were completed and resolved.</li> </ul>	
#10 Cultural and Linguistics (C&L)	L. Witrigo presented the Cultural and Linguistic 2013 Mid Year Evaluation and Work Plan. As of June 30, 2013 all of the work plan activities are on track and/or have been completed depending on their target date. Some of the highlights mentioned were: <ul style="list-style-type: none"> <li>• Sixty five materials, including member newsletters, were reviewed for cultural, linguistic, and reading level appropriateness</li> <li>• The winter 2013 member newsletter was completed and disseminated to members, including the</li> </ul>	

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	<p>promotion of participation in the Public Policy Committee.</p> <ul style="list-style-type: none"> <li>Executed Fresno’s staff cultural competency training (Heritage Days) event on August 22, 2013.</li> </ul>	
<p>Information Lali Witrigo</p>	<p>E. Alexander from the Department of Public Health asked a question from the public and inquired how literature for members is reviewed to ensure they are culturally appropriate. L. Witrigo addressed question and advised E. Alexander that all materials are reviewed for cultural appropriateness before they are approved for use.</p> <p>T. Gonzalez advised he is available to work with E. Alexander to identify specific needs within the community for 2014 if needed.</p> <p>L. Witrigo presented the 2013 CVH Language Assistance Program (LAP) Report for the first and second quarters. Calls answered by Member Service Department representatives totaled 52,250 for all languages with over 22% of these calls answered by bilingual associates. Of those calls 87% were Spanish speaking. In addition, a total of 337 interpreter requests were made by CVH members. 60% were fulfilled utilizing telephonic interpreter services followed by 20% for in-person interpretation and 20% for American Sign Language. The LAP is accessible to all CVH members at no cost to the member or provider.</p>	

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<p><b>#11 Health Education</b></p>	<p>T. Gonzalez presented the Health Education 2013 Mid Year Evaluation and Work Plan. All but one initiative is in progress for completion by end of quarter 4. Due to marketing constraints the Fit Families For Life home edition was unable to be completed.</p> <ul style="list-style-type: none"> <li>• Fit Families for Life Home Edition had a 60% decrease due to marketing constraints</li> <li>• Quit for Life tobacco cessation program had a slight decrease in participation compared to 2012 because of a delay in member outreach calls due to complications with scrubbing members from the "Do Not Call" list with the member outreach lists.</li> <li>• The Kids and Teen Challenge incentive program also had a slight decrease due less promotion of the program at providers offices due to the change in HEDIS® measure from adolescent well care visits to adolescent immunizations</li> </ul> <p>T Gonzalez also presented the second quarter Health Education Incentive Program Participants and Winners.</p> <ul style="list-style-type: none"> <li>• Quit for Life: 48 participants; 1 winner</li> <li>• Kids and Teen Challenge: 12 participants; 0 winners</li> <li>• Fit Families for Life: 37 participants; 1 winner</li> <li>• Member Orientation: 11 participants; 3 winners</li> </ul> <p>K. Hamilton, provider representative requested to be kept up to date with the progress in working with the County on</p>	

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	<p>promoting healthy lifestyles and active living (e.g. Fresno County Health Investment Initiative as part of the Community Transformation Grant (CTG)).</p>	
<p>Information Tony Gonzalez</p>	<p>M. Nino, Kings County representative, identified some barriers with promoting health education programs in Kings County. M. Nino and T. Gonzalez agreed to discuss further to work on making programs more accessible in Kings County.</p>	
<p><b>#12 ACA Expansions and Transitions</b></p> <p>Information Jeff Nkansah</p>	<p>J. Nkansah presented the Affordable Care Act Expansion and Medi-Cal Transitions report. There will be three new transitioning programs that will be effective January 2014</p> <p>A. Low Income Health Plan Transition (LIHP).</p> <ul style="list-style-type: none"> <li>• LIHP members are single childless adults ages 19 – 64. There are approximately 1,800 members in Madera County and 2,100 members in Kings County. There are no members in Fresno County.</li> </ul> <p>B. General Optional Expansion.</p> <ul style="list-style-type: none"> <li>• New guidelines have been set to now include the Modified Adjusted Gross Income population of 138% - 200% of the Federal Poverty Level.</li> </ul> <p>C. Mental Health and Substance Use Disorders Benefits</p> <ul style="list-style-type: none"> <li>• Managed Care plans will assume responsibility for providing some of the current mental health and substance abuse services</li> </ul>	
<p><b>#13 Announcements</b></p>	<p>None</p>	

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#14 Public Comment:	G. Hund stated that CVH is working with several community based organizations which are offering classes to the public regardless of Medi-Cal coverage.	
	E. Alexander offered pamphlets on empowering women to make better choices in the African American population.  Melissa Munoz from the CA Health Collaborative offered Covered California health education classes to the public.	
#15 Adjourn	The meeting was adjourned at 1:28pm.	

**NEXT MEETING**      **March 5<sup>th</sup>, 2014 in Fresno County**  
**11:30am - 1:00pm**

Submitted This Day: March 5, 2014

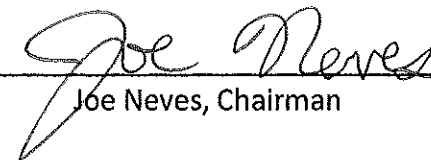
Approval Date: \_\_\_\_\_

Submitted By:



Jeffrey Nkansah, CalViva Manager – Compliance/Privacy

Approved By:



Joe Neves, Chairman