



Public Policy Committee
Meeting Minutes
June 5, 2013

Kings County Government Center;
Administration Building
1400 W Lacey Blvd
Hanford, CA 93230

Committee Members			
✓	Joe Neves, Chairman	✓	Mary Beth Corrado, CCO
✓	Kevin Hamilton, Provider Representative	✓	Jeffery Nkansah, Manager – Compliance/Privacy
✓	Beatrice Avila, Fresno County Representative	✓	Cynthia Reiter, Executive Assistant
	Maria Yenis, Madera County Representative	✓	Nahid Mo, Office Assistant
✓	Heather Houze, Fresno County Representative		
	Susana Canseco, Madera County Representative		
	Magdalena Nino, Kings County Representative		

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:47 am. A quorum was present.	
#2 Approve March 6, 2013 Minutes Action Joe Neves, Chair	The March 6, 2013 Minutes were approved as read.	Motion: <i>Approve the March 6, 2013 Minutes. 4-0 (Hamilton/Houze)</i>
#3 Committee Charter Changes	CalViva Health presented the Public Policy Committee Charter with the following changes: <ul style="list-style-type: none"> • The required Committee membership to establish quorum has been reduced from nine to seven members. • A Community Based Organization (CBO) representative can now be appointed as an alternate Public Policy Committee member. • The CBO alternates have the same rights as enrollee Committee members except in the event in which 	

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<p>Information Mary Beth Corrado, CCO</p>	<p>both CBO alternate and enrollee Committee member are present.</p> <ul style="list-style-type: none"> • These changes are also included in the RHA Bylaws. • Commission has approved these changes in the Public Policy Committee Charter 	
<p>#4 Committee Membership Update Information Jeff Nkansah</p>	<p>The Committee Membership has been updated with the addition of Jeff Garner to serve as a CBO alternate and Maria Yenis serving as the At-Large Committee member.</p>	
<p>#5 Enrollment Dashboard Information Jeff Nkansah</p>	<p>As of April 24, 2013, CalViva Health has a total of 208, 257 members. Anthem Blue Cross has a total of 98,831 members. Membership increased in April due to the Healthy Families transition and will continue to increase next year due to the Affordable Care Act.</p>	
<p>#6 Audit Update-Medical Survey Information Mary Beth Corrado, CCO</p>	<p>DMHC and DHCS have completed their joint Medical Survey audit in March. It was a combination of both desk and in-person audits. Areas such as Appeals and Grievances, Health Education programs, Cultural and Linguistic programs, interpreter services, QI, UM, and claims were audited, including medical record audits at provider offices. A meeting is scheduled next week to review the preliminary report.</p>	
<p>#7 Grievances and Complaints</p>	<p>CalViva Health presented the 2013 Quarter 1 Appeal and Grievance Report. The following facts were highlighted:</p> <ul style="list-style-type: none"> • There were a total of 143 grievances and appeals. • 8 were from Coverage Disputes • 28 were from Disputes Involving Medical Necessity • 25 were from Quality of Care issues 	

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<p>Information Mary Beth Corrado, CCO</p>	<ul style="list-style-type: none"> • 20 were from Access to Care issues • 62 were from Quality of Service issues • There were a total of 27 Appeal cases and 101 Grievance cases for Fresno County • There were a total of 7 Appeals cases and 2 Grievance cases for Kings County • There are a total of 2 Appeal cases and 4 Grievance cases for Madera County • All cases were completed and resolved. • The top two categories for appeals were for durable medical equipment (DME) and pharmacy services. <p>Kevin Hamilton has requested a provider specific report to help improve services on the provider's end.</p>	
<p>#8 Marketing</p>	<p>Lupe Gonzalez presented the Quarter 1 list of Marketing events with the following highlights:</p> <ul style="list-style-type: none"> • Baby Showers have been held in all three counties and CalViva Health continues to host them. • In Kings County, CalViva Health has consistently used St. Vincent DePaul's facilities for events. • There were two Easter Egg hunts in March, both held in Fresno. • CalViva Health also held a Healthy Fresno event aimed for individuals with no health insurance. Participants were able to obtain free healthcare through the Tzu Chi Mobile Clinic foundation. <p><u>Partnership with EOC</u> CalViva Health has established a partnership with the</p>	

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<p>Information Lupe Gonzalez</p>	<p>Fresno County Economic Opportunity Commission. Activities will extend to their counties and Baby Showers will continue, as well as farmers' markets and food distributions.</p> <p><u>Shoe Giveaways</u> One Shoe Giveaway was held in Kings County with two more expected to be held in Kings County. CalViva Health has partnered with Kiwanis in Kings County for the event and is currently planning on partnering with Kiwanis of Fresno for a shoe giveaway in Fresno. Currently looking for a partnership in Madera county.</p> <p><u>Self-Help Enterprises</u> Self-Help Enterprises aim in providing housing for low-income families and individuals by having individuals and families construct the homes themselves. CalViva Health plans on holding activities with Self-Help Enterprise apartments in all three counties.</p> <p>Kevin Hamilton would like to support both the Baby Showers and Shoe giveaways. He has recommended shoes for individuals with diabetes.</p>	
<p>#9 Website Information Jeff Nkansah</p>	<p>CalViva Health would like any recommendations for improvement, feedback, or comments.</p> <p>Committee members requested data showing how often the website is utilized.</p>	

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<p>#10 Health Education</p>	<p><u>Old Business</u> The quit rates for Quit For Life (QFL) are reported as aggregate data for both CalViva Health and Health Net. CalViva Health is currently working with the vendor to separate the data. The current quit rate is 35% whereas the statewide rate is 28%.</p> <p><u>New business</u> Maria Elena Avila-Toledo presented the 2012 Summary Report and 2012 Health Education Completed Work Plan. There were a total of 18 program projects for 2012. Fourteen of the eighteen programs have met year-end goals. Four have been postponed or carried over to 2013. Postponement was due to program enhancements and waiting for approvals. Three major projects highlighted are:</p> <ul style="list-style-type: none"> • Fit Families for Life Home Edition. There was a 129% increase in participation in 2012. • Fit Families for Life Coaching Program. Twenty-eight members enrolled in the Coaching Program. 20 of the 28 members were active participants and 10% completed the program. • McKesson Health Solutions Asthma and Diabetes Be In Charge Disease Management Program and Nurse Advice Line. The program has identified 6,025 asthmatic CalViva Health members and 3,585 diabetic members. <p>Maria Elena Avila-Toledo presented the 2013 Summary Report Program Description and Work Plan, 2013 Health</p>	

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<p>Information Maria Elena Avila-Toledo</p>	<p>Education Work Plan, and 2013 Health Education Program Description. CalViva Health continues to implement the eighteen program projects with added enhancement for the Fit Families for Life program. CalViva Health plans to improve disease management by offering classes on specific diseases and improving or revising member education materials.</p>	
<p>#11 Cultural and Linguistics (C&L)</p>	<p>Lali Witrago presented the Quarter 3 and Quarter 4 2012 LAP Report with the following highlights:</p> <ul style="list-style-type: none"> • On average, CalViva Health call centers receive six to eight thousand calls per month. Of these six to eight thousand calls, 1,400 calls per month were answered by a bilingual representative. • Over 83% of the 1,400 calls preferred Spanish when they call. • Of the interpretive services requested, 66% were fulfilled by using telephonic services, 22% were fulfilled in-person, and 13% were fulfilled through American Sign Language. • CalViva Health members speak 23 different languages. • The top six most frequently requested languages are Spanish, Hmong, Laos, Cambodian, Armenian, and Arabic. <p>All 2012 activities and projects were completed by the end of the year. The project aimed to maintain compliance and create cultural awareness among members, providers, associates, and contracted partners. The following activities</p>	

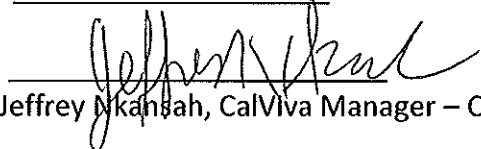
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	<p>were highlighted:</p> <ul style="list-style-type: none"> • There were 917 total interpretive services requests fulfilled through the telephone, in-person, and in sign language. • 331 associates, including call center representatives, were tested for bilingual skills. • Geographic Information Mapping compares the language capabilities of providers with the language of the members to identify any needs. • CalViva Health produced articles for communicating with seniors and offered cultural competency training promotion for providers. <p>Lali Witrago presented the 2013 Cultural and Language Program Description. The 2013 Program Description is an overview of all programs and services for CalViva Health members and includes current and expanding programs and services. The goals include removing cultural and language barriers, meet or exceed regulatory requirement and oversight, and to promote cultural responsiveness by associates through awareness training and education.</p> <p>Lali Witrago presented the 2013 Summary Report Work Plan and the 2013 Cultural and Linguistic Work Plan. The plan is divided into 4 sections:</p> <ul style="list-style-type: none"> • Language and assistance services • Activities dedicated to maintaining compliance and monitoring • Addressing communication, training, education for 	

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<p>Information Lali Witrigo</p>	<p>associates and providers.</p> <ul style="list-style-type: none"> • Health literacy and cultural competency for associates and providers. <p>CalViva Health plans to develop the diabetes pocket guide and will be available for providers later this year.</p>	
<p>#12 Announcements</p>	<p>Greg Hund announced that CalViva Health is in the process of finalizing their marketing plan with a focus on the young, working population. Marketing and outreach ideas are welcome.</p> <p>Greg Hund also announced the 2nd Annual Bike Ride will take place on October 11, 2013 with its destination to Hanford.</p> <p>Lali Witrigo announced that interpretive cards and language identification cards are available for members and providers.</p> <p>Lupe Gonzalez announced that the Solution Makers Awards will be held in August for Kings County, in September for Madera County, and in October for Fresno County to recognize community partners.</p> <p>Kevin Hamilton announced that Convoy of Hope will be coming to Fresno on November 23, 2013.</p>	
<p>#13 Public Comments</p>	<p>Elizabeth Patino asked if there will be guidelines placed for members to prevent frequent same day PCP changes. Mary Beth Corrado addressed the question by stating that</p>	

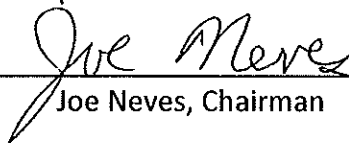
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	members will continue to have the right to have same day PCP changes. CalViva Health continues to make the switch as easy as possible and provide member orientation to educate new members about managed care.	
#14 Adjourn	The meeting was adjourned at 1:17 pm.	

NEXT MEETING September 4th, 2013 in Madera County
 11:30am- 1:00pm

Submitted This Day: 9/4/13

Submitted By: 
 Jeffrey Nkansah, CalViva Manager – Compliance/Privacy

Approval Date: Sept 4 2013

Approved By: 
 Joe Neves, Chairman