



**Public Policy Committee  
Meeting Minutes  
March 6, 2013**

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

Committee Members			
✓	Joe Neves, Chairman	✓	Mary Beth Corrado, CCO
✓	Kevin Hamilton, Provider Representative	✓	Jeffery Nkansah, Senior Compliance Analyst
✓	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
<b>#1 Call to Order</b> Joe Neves, Chair	The meeting was called to order at 11:42 am. A quorum was present.	
<b>#2 Approve March 7, 2012 Minutes</b> Action Joe Neves, Chair	The March 7, 2012 Minutes were approved as read.	<i>Motion: Approve the March 7, 2012 Minutes. 6-0 (Hamilton/Nino)</i>
<b>#3 Committee Membership Update</b> Information Jeff Nkansah.	Susana Canseco has filled the vacancy for Madera County. A vacancy continues for Fresno and Kings County. The committee continues to work on a resolution to include Community Based Organization (CBO) representatives as Committee Members.	
<b>#4 Proposed 2013 Meeting Schedule and Locations</b> Action Jeff Nkansah	The 2013 Meeting Schedule were approved as read with the locations in Kings County and Madera county to be determined prior to the meeting date.	<i>Motion: Approve 2013 Meeting Schedule and Locations. 6-0 (Hamilton/Nino)</i>

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<p><b>#5 CalViva Health Fiscal Year 2012 Annual Report</b></p> <p>Information Joe Neves, Chair</p>	<p>The annual report was presented for informational purposes and describes activities that took place in 2012. The Fiscal Year 2012 Annual Report is also available on the CalViva Health website. Committee members did not have any questions on the Fiscal Year 2012 Annual Report.</p>	
<p><b>#6 Enrollment Dashboard</b></p> <p>Information Mary Beth Corrado, CCO</p>	<p>As of February 2013, there were a total of 193,453 members in all three counties. There were 22,127 SPD members as of January 2013. Membership continues to grow. CalViva Health has a 67% market share in all three counties and voluntary disenrollment has consistently been low. Committee members did not have any questions on the Enrollment Dashboard.</p>	
<p><b>#7 Physical Accessibility</b></p> <p>Information Amy Schneider</p>	<p>The Physical Accessibility Review Survey determines whether a provider site has basic access for members with disabilities. A provider site that meets all 29 Critical Elements has basic level access. A provider that is deficient in 1 or more elements has limited access. The results are utilized in the provider directory and the CalViva Health website. Committee members were provided an example of physical accessibility results.</p>	
<p><b>#8 Grievances and Complaints</b></p> <p>Information Mary Beth Corrado, CCO</p>	<p>There were a total of 380 appeals and grievances in 2012. For Fresno County, there were 69 appeals received and 278 grievances. For Madera County, there were 9 appeals received and 4 grievances, and for Kings County, there were 4 appeals received and 16 grievances. The 2012 Turnaround Time compliance rate for appeals is 100% and 99.6% for grievances. Committee members expressed their satisfaction on the low volume of appeals and grievances in 2012.</p>	

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<p><b>#9 Marketing</b></p> <p>Information Jeff Nkansah</p>	<p>A total of 183 member outreach activities took place in all three counties in 2012. There were 86 events in Fresno County, 54 in Kings County, and 43 in Madera County. CalViva Health improved spreading events and activities throughout the three counties.</p> <p>The CalViva Health website is available in English and in Spanish. The following categories and features have been added to the website:</p> <ul style="list-style-type: none"> <li>➤ The Health and Wellness category was added to promote health education programs, services, and resources to members.</li> <li>➤ The Provider Search was added which allows members and the public to search for a provider.</li> <li>➤ The CalViva Health Drug List is available for both members and providers.</li> <li>➤ News and Announcements was added for provider updates.</li> </ul> <p>Committee members were asked to review the Website and provide recommendations and suggestions for the website.</p>	
<p><b>#10 Healthy Families Transition</b></p> <p>Information Mary Beth Corrado</p>	<p>The Healthy Families transition to CalViva Health is scheduled to occur on April 1, 2013. Members have received the first letter regarding the transition and a second letter will be sent out. Committee members did not make any additional comments or ask questions.</p>	
<p><b>#11 Public Health Programs</b></p>	<p>CalViva Health has an established MOU with the Behavioral Health Departments of Fresno, Kings, and Madera counties to provide services for mental illness and drug abuse</p>	

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#14 Announcements	<p>Greg Hund, CEO and Kevin Hamilton announced the start of Clinica Sierra Vista's Medical Residency program. The program will give medical school alumni the ability to fulfill residency requirements and training. The program is currently in the process of selecting four applicants that are native to Fresno, Kings, and Madera Counties in hopes of serving the local community after residency.</p>	
#15 Public Comment	<p>Lali Wiltrago from the Cultural and Linguistics Department provided flyers for CalViva Health members and providers for interpretive services that are available at any time.</p> <p>Yolanda Randles from West Fresno Family Resource Center provided flyers for the Dare to Dream event on March 29, 2013 for teens between the ages of 13 and 17.</p> <p>Maria Elena Avila-Toledo from the Health Education Department announced that the new member orientation classes are available in all three counties and the classes will discuss benefits, How To's, and Health Education classes.</p> <p>Susana Canseco expressed her appreciation for being able to serve as a new member for Madera County.</p> <p>Clinica Sierra Vista received funding in order to place Certified Application Assistant's at various elementary school sites. They will assist with enrollment in programs like Medi-Cal, Food Stamps, PG&amp;E Low Income Programs, etc. Five community partners were sub-contracts by Clinica Sierra Vista to assist in the work: Catholic Charities, Centro</p>	

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	la Familia, Centro Binacional, West Fresno Family Resource Center, and Center for New Americans.	
#16 Adjourn	The meeting was adjourned at 12:46 pm.	

NEXT MEETING      June 5<sup>th</sup>, 2013  
 11:30am- 1:00pm

Submitted This Day: June 5<sup>th</sup> 2013

Approval Date: JUNE 5 2013

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

Approved By: *Joe Neves*  
 Joe Neves, Chairman

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