



Public Policy Committee
 Meeting Minutes
 September 4th, 2013

Madera County Resource Management Agency
 Conference Room; A-7
 2037 W Cleveland Ave
 Madera, CA 93637

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 At-Large Representative	✓	Selina Moreno, Office Assistant
✓	Heather Houze, Fresno County Representative		
	Susana Canseco, Madera County Representative		
	Magdalena Nino, Kings County Representative		
	Jeff Garner, KCAO (CBO Alternate)		
✓	Roberto Garcia, Self Help (CBO Alternate)		

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 12:00 pm.	
#2 Approve March 6, 2013 Minutes Action Joe Neves, Chair	The June 5 th , 2013 Minutes were approved as read.	Motion: <i>Approve the June 5, 2013 Minutes. 4-0 (Houze/Avila)</i>
#3 Committee Membership Update Information Jeff Nkansah	Committee membership is now complete. All vacancies have been filled as of August 21, 2013.	
#4 Enrollment Dashboard Information Jeff Nkansah	As of July 10, 2013, CalViva Health has a total of 210, 544 members. Anthem Blue Cross has a total of 98,519 members. Disenrollment continues to be low.	
#5 Marketing	Member outreach events continue to be strong with 75	

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<p>Information Lupe Gonzalez</p>	<p>events held in the second quarter; 45 events were in Fresno County, 9 events were in Kings County and 21 events were in Madera County.</p> <p>Medi-Cal will have new income eligibility guidelines as of January 2014. Enrollment will begin October 2013. The new income guidelines will be distributed at the next meeting. Marketing plans will focus on targeting the new population.</p>	
<p>#6 Grievances and Complaints Information Jeff Nkansah</p>	<p>CalViva Health presented the 2013 Quarter 2 Appeal and Grievance Report. The following facts were highlighted:</p> <ul style="list-style-type: none"> • There were a total of 144 grievances and appeals. • 4 were from Coverage Disputes • 46 were from Disputes Involving Medical Necessity • 23 were from Quality of Care issues • 15 were from Access to Care issues • 56 were from Quality of Service issues • There were a total of 42 Appeal cases and 81 Grievance cases for Fresno County • There were a total of 4 Appeals cases and 4 Grievance cases for Kings County • There are a total of 4 Appeal cases and 9 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. 	

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<p>#7 Cultural and Linguistics (C&L)</p> <p>Information Lali Witrago</p>	<p>Lali Witrago presented the 2012 Geo Access Report. This report examines the language, race, and ethnicity of CalViva Health member's and contracted provider network. As identified in the report, the languages needed by CalViva Health members are not always available in the provider's offices. However, the Language Assistance (LAP) program is available to all members and providers to help facilitate communication in a member's preferred language and to help improve access to care.</p>	
<p>#8 Website</p> <p>Information Jeff Nkansah</p>	<p>CalViva Health maintains a website for members, providers, and the general public. Information that can be found on the website include (but is not limited to) health education material, member newsletters, tools/resources to locate a provider, and access to the member handbook and benefit information.</p> <p>Website usage includes:</p> <ul style="list-style-type: none"> • Approximately 3,000 visitors per month • 65% are new visits • 35% are returning visits • 90% utilize the site in English • 8% utilize the site in Spanish 	
<p>#9 Health Education</p> <p>Information Jeff Nkansah Maria Elena Avila-Toledo</p>	<p>CalViva Health announced new changes to the Member Incentive Program. CalViva Health members will be separated from Health Net members for three incentive programs starting January 1, 2014.</p> <p>Maria Elena Avila Toledo presented CalViva Health's Health Education Incentive Program Participants and Winners for the First Quarter of 2013.</p>	

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	<ul style="list-style-type: none"> • Quit for Life: 33 participants; 0 winners • Kids and Teen Challenge: 4 participants; 0 winners • Fit Families for Life: 3 participants; 1 winner • Member Orientation: 29 participants; 3 winners <p>There were four CalViva Health raffle winners for the first quarter</p> <p>Due to low participation the Health Education department is working with local vendors to make outreach calls and provide transportation.</p>	
<p>#10 Medical Survey Audit-Update Information Jeff Nkansah</p>	<p>DMHC and DHCS have completed their joint Medical Survey audit in March. 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. The final report was received from DMHC and DHCS. There were no Corrective Action Plans related to Cultural & Linguistics, Interpreter Services, and Health Education.</p>	
<p>#11 Announcements</p>	<p>Lali Witrago 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 on:</p> <ul style="list-style-type: none"> • September 26th for Madera County • October 24th for Fresno County • November 14th for Kings County 	

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	Greg Hund also announced the 2 nd Annual Bike Ride will take place on October 11, 2013. Riders will ride from Madera to Hanford. CalViva Health is looking for spectators to cheer the riders on. This ride will benefit HCAP.	
#12 Public Comments	None	
#13 Adjourn	The meeting was adjourned at 12:37 pm.	

NEXT MEETING **December 4th, 2013** in Fresno County
11:30am - 1:00pm

Submitted This Day: December 4, 2013

Approval Date: December 4, 2013

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

Approved By: Joe Neves, Chairman


