



Public Policy Committee
Meeting Minutes
June 4th, 2014

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

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		Staff Members
Vacant, Madera County Representative	✓	Mary Beth Corrado, CCO
Vacant, Fresno County Representative	✓	Jeffery Nkansah, Manager – Compliance/Privacy
Vacant, Madera County Representative	✓	Cynthia Reiter, Executive Assistant
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 12:00pm. A quorum was present.	
#2 Meeting Notes for March 5, 2014 Information Joe Neves, Chair	The March 5, 2014 Meeting notes were reviewed. There were no discrepancies	
#3 Committee Membership Information Joe Neves, Chair	The Public Policy Committee membership was reviewed. Currently there are three vacant spots.	
#4 Approve December 4, 2013 Minutes Action Joe Neves	The December 4, 2013 Minutes were approved as read.	Motion: Approve December 4, 2013 Minutes 4 – 0 – 0 – 3 (Garner/Hamilton)
#5 Enrollment Dashboard Information Jeff Nkansah	As of April 2014, CalViva Health has a total of 240,461 members. Anthem Blue Cross has a total of 109,088 members.	

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<p>#6 Marketing</p> <p>Information Jeff Nkansah Mary Beth Corrado</p>	<p><u>Marketing</u> During the 1st Quarter of 2014 70 events were held; 47 events were in Fresno County, 8 events were in Kings County, and 15 events were in Madera County.</p> <p><u>Health Net Reorganization</u> The committee was informed of the emphasis to focus on provider trainings and provider relationships. CalViva Health has hired an individual who will maintain the relationships with Community Based Organizations.</p>	
<p>#7 Appeals, Grievances, and Complaints</p>	<p><u>Old Business</u> <i>Provider Report</i> Mary Beth Corrado responded to a follow up question from Kevin Hamilton from a prior meeting. Mr. Hamilton requested an appeals and grievance report for a group level. Mary Beth Corrado has researched this question with Health Net and at this time a report is not able to be produced on a regular basis. However, it can be produced on as needed basis in response to a request from the group.</p> <p><i>Appeals and Grievance Report</i> CalViva Health presented the 2014 Quarter 1 Appeal and Grievance Report. The following facts were highlighted:</p> <ul style="list-style-type: none"> • There were a total of 162 grievances and appeals. • 19 were from Coverage Disputes • 26 were from Disputes Involving Medical Necessity • 62 were from Quality of Care issues • 19 were from Access to Care issues • 36 were from Quality of Service issues 	

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<p>Information Mary Beth Corrado</p>	<ul style="list-style-type: none"> • There were a total of 33 Appeal cases and 110 Grievance cases for Fresno County • There were a total of 3 Appeals cases and 3 Grievance cases for Kings County • There were a total of 3 Appeal cases and 8 Grievance cases for Madera County • There were 2 Grievances from Kaiser and no appeals • All cases were completed and resolved within required timeframes. 	
<p>#8 Cultural and Linguistics (C&L)</p>	<p><i>2013 Work Plan Annual Evaluation and Summary</i></p> <p>Lali Witrago presented the 2013 Work Plan Evaluation and summary. 97% of the planned activities and projects were completed by the end of the year. The projects aimed to maintain compliance and create cultural awareness among members, providers, staff, and contracted partners. The following activities were highlighted:</p> <ul style="list-style-type: none"> • There were 757 total interpretive services requests fulfilled through the telephone, in-person, and in sign language. • 1841 employees, 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. 	

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	<p>2013 Language Assistance Program</p> <p>Lali Witrago presented the 2013 Language Assistance Program. This report provides information on the language services utilized by CVH members for 2013.</p> <ul style="list-style-type: none"> • During 2013, the Member Services Department handled 104,635 calls for all languages with 21% fulfilled by a bilingual service representative. Total number of calls increased by 33%; however the percentage of requests for all types of interpreter services decreased by 18%. • As of December 2013, membership was at 218,527 with 64% being Latino/Hispanic; 14% being White/Caucasian; 10% being Asian/Pacific Islander, and 7% being African American/Black. • There were no requests for written and oral translations or alternate formats. <p>2014 Program Description and Summary</p> <p>Lali Witrago presented the 2014 Cultural and Linguistics Program Description. The 2014 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 staff through awareness training and education.</p> <p>2014 Work Plan and Summary</p> <p>Lali Witrago presented the 2014 Work Plan and Summary.</p>	

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<p>Information Lali Witrigo</p> <p>#9 Health Education</p>	<p>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 staff and providers. • Health literacy and cultural competency for associates and providers. 	
	<p><u>Old Business</u> <i>Community Transformation Grant</i> Maria Elena Avila-Toledo presented an update to a follow up question from Kevin Hamilton from a prior meeting. Mr. Hamilton requested periodic information about CVH's involvement with the Community Transformation Grant. Ms. Avila-Toledo stated that CVH's participation in this grant is very active however there are no new activities to report. She will report on this topic as new activities are planned.</p> <p><u>New business</u> <i>Incentives Program Report for Quarter 4 2013</i> Maria Elena Avila-Toledo presented the Quarter 4 2013 Incentives Program Report. A total of 179 CVH members participated in 4 health education incentive programs. This is a 152% increase above Quarter Three's participants.</p>	

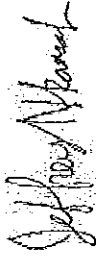
AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p>2013 and 2014 Work Plan and Program Description Summary</p> <p>2014 Program Description</p> <p>2014 Work Plan</p>	<p>Maria Elena Avila-Toledo presented the 2013 and 2014 Work Plan and Program Description Summary. The work plan met its year end goals for all initiatives except for three. The main areas of focus for 2013 were pregnancy, weight control, member engagement, smoking cessation, preventive health care services, and disease management. Three major projects highlighted are:</p> <ul style="list-style-type: none"> • Fit Families for Life Home Edition. There was a 60% decrease in participation in 2012 due to a delay in activities for the first three months of 2013 • Fit Families for Life Coaching Program decreased by 61% in 2013. The enhanced program was unavailable until March 2013. Technical problems and promotional delays were causes for the decrease. • Member Orientation Classes increased by 260% in the number of classes offered and 418% in the number of participants per class. <p>The 2014 Work Plan has been reformatted to provide more detailed information including performance goals, last year's performance, and proposed activities for each initiative program.</p>	
<p>Information</p> <p>Maria Elena Avila-Toledo</p>	<p>#10 Announcements</p> <p>The Committee requested a report on Mental Health in future meetings.</p>	

CalViva Health Public Policy Committee

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	<p>Greg Hund announced the 3rd Annual Bike Ride will take place on October 10, 201 from Madera to Hanford.</p> <p>Kevin Hamilton announced that Clinica Sierra Vista was ranked 3rd highest in enrolling new members from the ACA and are ranked the top provider in Medi-Cal.</p> <p>Jeff Garner stated that with the Drought Task Force there will be extra outreach opportunities.</p> <p>None</p>	
#14 Public Comment:		
#15 Adjourn	The meeting was adjourned at 1:11pm.	

NEXT MEETING September 3rd, 2014 in Madera County
11:30am - 1:00pm

Submitted This Day: June 4, 2014



Jeffrey Nkansah, CalViva Manager – Compliance/Privacy

Submitted By:

Approval Date: 9/3/14

Approved By: Joe Neves 9/3/14
Joe Neves, Chairman