



**Public Policy Committee
Meeting Minutes
September 3, 2014**

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

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
✓ Gabriela Chavez, Madera County Representative	✓ Mary Beth Corrado, CCO
Crystal Juarez, Fresno County Representative	✓ Jeffery Nkansah, Manager – Compliance/Privacy
✓ Tanya Klapps-Doan, At-Large	✓ Kim Lopez, Office 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 12:03pm. A quorum was present.	
#2 Meeting Notes for June 4, 2014 Action Joe Neves, Chair	The June 4, 2014 Meeting minutes were reviewed. There were no discrepancies	Motion: Approve June 4, 2014 Minutes 6-0-0-3(Garner/Avila)
#3 Committee Membership Information Joe Neves, Chair	The Public Policy Committee membership was reviewed. Ms. Crystal Juarez, Ms. Gabriela Chavez, and Ms. Tanya Klapps-Doan were appointed to the three vacant seats on the Public Policy Committee.	
#4 Enrollment Dashboard Information Jeff Nkansah	As of July 2014, CalViva Health has a total of 269,203 members. Anthem Blue Cross has a total of 120,183 members.	
#5 Appeals, Grievances and Complaints	MB Corrado presented the Appeal and Grievance Report to the Public Policy Committee. Quarter 1 had a total of 162	

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p>Information Mary Beth Corrado, CCO</p>	<p>grievances; Quarter 2 had a total of 244 grievances. Quarter 2 exempt grievances received over the phones that are not coverage disputes total is 296 with 59 of the 296 cases involved Seniors and Persons with Disabilities. Quarter 2 2014 turnaround time compliance rate for Appeals achieved 99%, grievances achieved 100%.</p> <p>The most common Category of quality of care for this quarter was PCP care. The most common appeal cases were related to durable medical equipment (DME).</p>	
<p>#6 Mental Health Expansion Update Information Selena Escobar</p>	<p>The Public Programs Department meets quarterly with the local county health departments to discuss any issues related to Mental Health Services. CalViva Health members now have access to mental health services beginning January 1, 2014. Primary care providers will coordinate care and collaborate with local health departments to provide care and make proper referrals if needed. This information is also provided in the welcome packet to all new members.</p>	
<p>#7 Health Education</p>	<p>T Gonzalez presented information on the Healthy Eating Active Living (HEAL) Zone Grant. This is part of Kaiser's Northern California 10 million dollar grant. Madera County received 1 million dollars to reduce sugary drinks and promote healthy eating. Some of the changes that have been made include removing vending machines out of county offices and changing school lunch menu items. The replacement items were those of healthier choice and</p>	

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p>Information Tony Gonzalez</p>	<p>sugary drinks were replaced by water. <u>Promotores Health Networks</u> T Gonzalez presented information about the Promotores Health Network, a group of local promoters who outreach to Spanish speaking members to explain what CalViva Health is and how it works as a local managed care plan. This is also an opportunity to reach out the community and gain a better understanding of what local communities are in need of as far as health care services.</p>	
<p>#8 Member Literature Information Tony Gonzalez</p>	<p>The Know Your Numbers (KYN) flyer was presented to the Committee. This flyer promotes a work shop that educates the community to know their blood sugar numbers and the A1C test. Committee members did not request any changes to the KYN flyer.</p>	
<p>#9 Medical Survey Update Information Mary Beth Corrado, CCO</p>	<p>MB Corrado presented the Medical Survey Audit update. DMHC and DHCS conducted an audit on site for two weeks in March 2013 as part of managed care plan audit. All audit corrective action plans have been corrected and closed. Both DMHC and DHCS have accepted these corrections and have issued a closing letter.</p>	
<p>#10 Announcements</p>	<p>G Hund announced to the committee the CalViva Health annual 70 mile bike ride taking place on October 10, 2014 beginning in Madera riding through Fresno and finishing in Kings County.</p>	
<p>#11 Public Comment:</p>		

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#12 Adjourn	The meeting was adjourned at 1:04pm.	

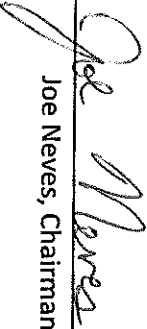
NEXT MEETING December 3rd, 2014 in Fresno County
 11:30am - 1:00pm

Submitted This Day: December 3, 2014

Approval Date: 12/3/14

Submitted By: 

Jeffrey Nkansah, CalViva Manager – Compliance/Privacy

Approved By: 
 Joe Neves, Chairman