



Public Policy Committee
 Meeting Minutes
 December 5, 2018

CalViva Health
 7625 N. Palm Ave., #109
 Fresno, CA 93711

Committee Members		Community Base Organizations (Alternates)	
✓	Joe Neves, Chairman	✓*	Jeff Garner, KCAO
✓	David Phillips, Provider Representative	✓	Roberto Garcia, Self Help
✓	Leann Floyd, Kings County Representative		Staff Members
✓*	Sylvia Garcia, Fresno County Representative	✓	Mary Beth Corrado, Chief Compliance Officer
✓	Kristi Hernandez, At-Large Representative	✓	Mary Lourdes Leone, Director of Compliance
	Seng Moua, Fresno County Representative	✓	Cheryl Hurley, Commission Clerk
		✓	Courtney Shapiro, Community Relations Director
		✓	Pat Marabella, M.D., Chief Medical Officer
		*	= late arrival

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:35 am. A quorum was present.	
#2 Meeting Minutes from September 5, 2018 Action Joe Neves, Chair	The September 5, 2018 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve September 5, 2018 Minutes 4-0-1-2 (R. Garcia / D. Phillips)
#3 Committee Membership Update Information Joe Neves, Chair	Kristi Hernandez was introduced as the newest member to join the Public Policy Committee. She has filled the At-Large position. The Madera County position is vacant; to date, one application has been received. An update will be presented at the March 2019 meeting.	No motion

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<p>#4 Approved 2019 Calendar Information Joe Neves, Chair</p>	<p>The approved calendar for 2019 meeting schedule was presented; no questions or comments were brought forth.</p>	<p>No motion</p>
<p>#5 Enrollment Dashboard Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the enrollment dashboard through October 2018. Membership as of the end of October was 356,360.</p>	<p>No motion</p>
<p>#6 Health Education <i>2018 Work Plan Mid-Year Evaluation Summary and 2018 Work Plan Mid-Year Evaluation</i> Information Justina Felix</p>	<p>Justina Felix presented the 2018 Work Plan mid-year evaluation and summary. Eleven of the 14 initiatives met or exceeded 50% of the year-end goal; those initiatives include:</p> <ul style="list-style-type: none"> • Chronic Disease Education • Community Partnerships • Digital Health Education Programs • Healthy Equity Projects • HEDIS Improvement Incentive Programs • Immunization Initiative • Member Engagement • Member Newsletter • Promotores Health Network • Compliance: Oversight and Reporting • Health Education Department Promotion, Materials Update, Development, Utilization and Inventory <p>The remaining three initiatives did not meet 50% of the year-end goal:</p> <ul style="list-style-type: none"> • Obesity Prevention, • Perinatal Education • Tobacco Cessation 	<p>No motion</p>

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	<p>These three initiatives experienced low enrollment and will require an increased focus on promotional/engagement efforts in Q3 and Q4.</p>	
<p>#7 Cultural and Linguistics Information Lali Witrago</p>	<p>Lali Witrago presented the Cultural and Linguistics 2018 Work Plan Mid-Year Evaluation and Summary, and the 2018 Language Assistance Program Mid-Year report.</p> <p>A summary of Work Plan activities presented include:</p> <ul style="list-style-type: none"> • Language Assistance Services • Compliance Monitoring • Communication, Training and Education • Health Literacy, Cultural Competency and Health Equity. <p>All activities are on target to be completed by the end of the year with a few already completed.</p> <p>A summary of the mid-year Language Assistance Program was presented. During January 1 to June 30, 2018, the total number of calls handled by Member Services Department representatives accounted for 75,034 across all languages. Of these, 11,302 (15%) were handled in Spanish and Hmong languages. Additionally, 2,718 interpreter requests were fulfilled for CalViva Health members. A total of 2,526 (93%) of these requests were fulfilled utilizing telephonic interpreter services with 117 (4%) for in-person and 75 (3%) for sign language interpretation. MHN Member Services Department representatives handled a total of 2,420 across all languages and fulfilled a total of 49 interpreter requests.</p>	<p>No motion</p>

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<p>#8 Medical Management <i>RY 2018 HEDIS® Data Results</i></p> <p>Information Patrick Marabella, MD, CMO</p>	<p>Of the 49 requests, 48 (98%) were fulfilled for in-person and 1 (2%) for sign language interpretation.</p> <p>Dr. Marabella reported on the RY 2018 HEDIS® data results. In 2018 Managed Care Plans (MCPs) reported on a total of 17 measures (16 HEDIS® measures and the All-Cause Readmission measure, a non HEDIS measure).</p> <p>DHCS uses certain External Accountability Set (EAS) measures to assign members to a health plan in each county; this is called default enrollment.</p> <p>The Default Enrollment Measures are:</p> <ul style="list-style-type: none"> • CIS-3: Childhood Immunizations – Combo 3 • W34: Well Child Visits in 3-6th Years of Life • PPC-Pre: Prenatal Care • CDC-HT: HbA1c Testing • CBP: Controlling High Blood Pressure • CCS: Cervical Cancer Screening <p>All default enrollment measures were met in all three counties with the exception of CDC-HT – HbA1c Testing, which did not meet in Fresno county.</p> <p>Managed Care Plans (MCPs) are required to meet Minimum Performance Levels (MPLs) and if performance levels are below MPLs (25%) an improvement plan must be developed and implemented. For RY 2018 HEDIS® Improvement Plans, results below the MPL include the following:</p>	<p>No motion</p>

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	<ul style="list-style-type: none"> • Monitoring Persistent Meds – ACE/ARB – Madera County • Monitoring Persistent Meds – Diuretics – Madera County • Avoidance of ABX Adults with Bronchitis – Madera County • Breast Cancer Screening – Fresno County • HbA1c Testing – Fresno County • Nephropathy – Fresno County 	
<p>#9 Appeals, Grievances, and Complaints</p> <p>Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q3 2018. Total appeals and grievances for Q3 2018 were 406. Total appeals for Q3 2018 were 106. Total grievances for Q3 2018 were 297. Turnaround time compliance standard for Grievances was met at 100%. Turnaround time compliance standard for Standard Appeals met at 100%; however, the standard for Expedited Appeals met at 83.3%. The majority of appeals and grievances were from members in Fresno County which has the largest CalViva Health enrollment.</p>	<p>No motion</p>
<p>#10 2018 DHCS Audit Exit Conference; 2019 DMHC Pre-Onsite Audit Request</p> <p>Information Mary Beth Corrado, CCO</p>	<p>Mary Beth Corrado reported on the 2018 DHCS Audit Exit Conference. CalViva Health participated in the exit conference with DHCS to discuss the onsite audit from 2018. Audit results presented only two findings. For one finding CVH provided supplemental information and a response from DHCS is pending receipt of final report. The findings were related to Provider training and documenting new Providers are trained within ten days of becoming</p>	<p>No motion</p>

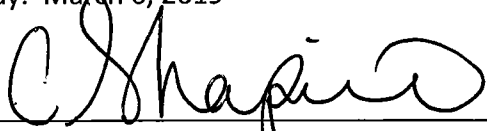
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	<p>active with the Plan. The second finding had to do with Individual Behavioral Health Assessment as it relates to documentation, monitoring, and tracking. CVH advised DHCS about the tracking and monitoring that was completed and response is pending final report.</p> <p>There are two upcoming onsite audits for 2019; one from Department of Managed Health Care (DMHC), and the other from Department of Health Care Services (DHCS). Both entities will be onsite the last week of February 2019.</p>	
<p>#11 Final Comments from Committee Members and Staff</p>	<p>Roberto Garcia, with Self-Help Enterprises, announced they are venturing into Senior Living.</p> <p>David Phillips, with United Health Centers, announced the grant they received from CVH to assist with adding Residents to their Residency Program.</p> <p>Leann Floyd shared positive feedback received from CVH members with regard to Family Health Care Network's new location. Members have commented they have been treated better.</p> <p>Jeff Garner, with KCAO, announced they will be working with both public agencies and non-profit agencies to launch a needs assessment in Kings county during the first quarter of 2019.</p>	
<p>#12 Announcements</p>	<p>None.</p>	

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#13 Public Comment	None.	
#14 Adjourn	Meeting adjourned at 12:59 pm.	

NEXT MEETING **March 6, 2019 in Fresno County**
11:30 am - 1:30 pm

Submitted This Day: March 6, 2019

Approval Date: March 6, 2019

Submitted By: 
 Courtney Shapiro, Director Community Relations

Approved By: 
 Joe Neves, Chairman