



Public Policy Committee
Meeting Minutes
December 6, 2017

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
✓	Gabriela Chavez, Madera County Representative		Staff Members
	Seng Moua, Fresno County Representative	✓	Mary Lourdes Leone, Compliance Project Manager
✓	Tanya Klapps-Doan, At-Large	✓	Cheryl Hurley, Commission Clerk
✓	Leann Floyd, Kings County Representative	✓	Courtney Shapiro, Community Relations Coordinator
		✓	Mary Beth Corrado, Chief Compliance Officer

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:31 am. A quorum was present.	
#2 Meeting Minutes from September 6, 2017 Action Joe Neves, Chair	The September 6, 2017 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve September 6, 2017 Minutes 5-0-0-3 (R. Garcia / T. Klapps-Doan)
#3 Employment Update Information Joe Neves, Chair	Mary Beth Corrado reported the CVH promotions. Jeff Nkansah, former Director of Compliance and Privacy/Security was promoted to Chief Operating Officer. Mary Lourdes Leone, former Compliance Project Manager was promoted to Compliance Director.	
#4 Approved 2018 Calendar Information Joe Neves, Chair	The 2018 PPC meeting calendar was provided to the committee members.	

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<p>#5 Enrollment Dashboard Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the enrollment dashboard through October 2017. Membership at end of October was 360,069, which represents a consistent 70% market share.</p>	
<p>#6 Health Education – Work Plan Mid-Year Evaluation Information Brienne Jackson</p>	<p>Brienne Jackson reported on the Health Education Work Plan Mid-Year Evaluation dating from January 2017 through June 2017.</p> <p>The three primary goals of Health Education are: Free programs to members that are easily accessible; HEDIS® measures; and to have a positive impact on member satisfaction rates and member retention.</p> <p>There are 11 program initiatives, of which ten are on track in meeting year-end goals.</p> <p>The barriers the 2017 have been:</p> <ul style="list-style-type: none"> • The goal of obtaining approval for TracFone to implement the LifeLine Program (SafeLink) was not approve by DHCS leading to the text messaging program to SafeLink participants to be terminated. • The myStrength program has experienced a low enrollment rate and will require an increased focus on promotional/engagement efforts in Q3 and Q4. • The member incentive programs and education efforts to improve HEDIS® was hindered due to a high percentage of inaccurate member contact information. <p>The next steps are to:</p>	

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	<ul style="list-style-type: none"> • Promote the myStrength program. • Work with provider relations. • Follow up with members. • Work with providers to get more accurate information. • Continue to work on meeting and/or exceeding year end goals. 	
<p>#7 Cultural & Linguistics – Work Plan Mid-Year Evaluation; Mid-Year Language Assistance Program Report; Geo Access Report</p> <p>Information Lali Witrago</p>	<p>Lali Witrago reported on the C & L Work Plan Mid-Year Evaluation, Mid-Year Language Assistance, and Geo Access Report.</p> <p>The C & L Work Plan activities completed during the first six months of 2017 included the following areas:</p> <ul style="list-style-type: none"> • Language Assistance Services: • Compliance Monitoring: • Communication, Training & Education: • Health Literacy, Cultural Competency, and Health Equity <p>All activities are on target to be completed by the end of the year.</p> <p>C & L 2017 Mid-Year Language Assistance Program Report:</p> <ul style="list-style-type: none"> • Membership breakdown per ethnicity was presented for the first six months of 2017. • A summary of interpreter services requested was presented. • Interpreter utilization services was reported out. The reason for the previous decline was due to hiring more 	

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	<p>bilingual staff that could resolve the issue rather than requesting interpreter services.</p> <ul style="list-style-type: none"> Ongoing tracking for Language Assistance Services will continue for the remainder of 2017. <p>C & L Geo Access Report:</p> <ul style="list-style-type: none"> Member – Provider language gaps were identified in parts of all three counties. Ongoing efforts are being made to recruit physicians and offices that speak diverse languages to meet the need of the diverse membership. 	
<p>#8 Medical Management – RY 2017 HEDIS® Update</p> <p>Information Courtney Shapiro, Director Community Relations</p>	<p>Courtney Shapiro reported on the HEDIS® update. CVH reporting requirements include 17 measures within health and wellness. For the 2017 reporting period, Fresno County was below the minimum performance level (MPL) in one measure; Kings County met the MPL in all areas; and Madera County was below in four measures with two of those measures are essentially the same with the only difference being the type of medication.</p> <p>Projects for 2017 – 2018 currently in process are Monitoring Persistent Meds; Low Back Pain; Avoid Antibiotics for Bronchitis; Immunization Project; and Postpartum Disparity Performance Improvement Project.</p>	
<p>#9 Appeals, Grievances and Complaints</p> <p>Information</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q3 2017. Total appeals and grievances for Q3 were 357. Total appeals for Q3 were 62. Total grievances for Q3 were 276. Turnaround time for</p>	

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Mary Lourdes Leone, Director of Compliance	standard grievances was 93.9%, expedited grievances 95%, expedited appeals 91.7%, and standard appeals was 97.2%. The majority of appeals and grievances were from Fresno County.	
#10 2017 DHCS Audit; 2016 DMHC Follow-Up Audit Information Mary Lourdes Leone, Director of Compliance	Mary Lourdes Leone provided an update from the DHCS and DMHC audits. CVH has provided requests as a result of the corrective action plans and is awaiting review and response from both agencies.	
#11 Annual Member Handbook/EOC Mailing Information Mary Lourdes Leone, Director of Compliance	Mary Lourdes Leone reported on the Annual Member Handbook/EOC Mailing update. Members were notified in November to continue to use the Handbook from 2015/1016. The State has been delayed in developing the new EOC which caused the delay in getting updates to members. That issue has since been resolved and the plan to distribute the updated Member Handbook/EOC is mid-year 2018.	
#12 CalViva Health Website Update Information Mary Lourdes Leone, Director of Compliance	Mary Lourdes Leone provided an update on the CVH Website. Members are now able to file a grievance electronically through the website.	
#13 Final Comments from Committee Members and Staff	There is a vacancy on the Public Policy Committee for a Fresno County member. Any inquiries can be directed to Courtney Shapiro.	
#14 Announcements	None.	

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#15 Public Comment	None.	
#16 Adjourn	Meeting adjourned at 12:49 pm.	

NEXT MEETING **March 7, 2018 in Fresno County**
11:30 am - 1:30 pm

Submitted This Day: March 7, 2018

Approval Date: March 7, 2018

Submitted By: 
 Courtney Shapiro, Director Community Relations

Approved By: 
 Joe Neves, Chairman