



Public Policy Committee  
Meeting Minutes  
March 1, 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
	Beatrice Avila, Fresno County Representative		<b>Staff Members</b>
✓	Gabriela Chavez, Madera County Representative		Mary Beth Corrado, CCO
	Seng Moua, Fresno County Representative	✓	Mary Lourdes Leone, Compliance Project Manager
✓	Tanya Klapps-Doan, At-Large	✓	Cheryl Hurley, Commission Clerk
	Magdalena Nino, Kings County Representative	✓	Courtney Shapiro, Community Relations Coordinator

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<b>#1 Call to Order</b> Joe Neves, Chair	The meeting was called to order at 11:31 am. A quorum was present.	
<b>#2 Meeting Minutes from December 7, 2016</b> <b>Action</b> Joe Neves, Chair	The September 7, 2016 meeting minutes were reviewed. There were no discrepancies.	<b>Motion:</b> Approve September 7, 2016 Minutes 5-0-0-4 (R.Garcia / D.Phillips)
<b>#3 Committee Membership Update</b> <b>Information</b> Joe Neves, Chair	David Phillips and Seng Moua were reappointed for an additional 3-year term.	
<b>#4 Enrollment Dashboard</b> <b>Information</b> Mary Lourdes Leone, Compliance Project Manager	Mary Lourdes Leone presented the enrollment dashboard. At end of calendar year 2016, membership was at 359,697, representing 70% market share. As of January 2017, membership enrollment was 358,488, slightly declining from year end 2016; however, still representing 70% market share.	

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<p><b>#5 Annual Report Information</b> Courtney Shapiro, Director Community Relations</p>	<p>The 2016 Annual Report was provided to each Committee member.</p>	
<p><b>#6 Appeals, Grievances, and Complaints Information</b> Mary Lourdes Leone, Compliance Project Manager</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q4 2016. Total appeals and grievances for Q4 were 312, with a total for 2016 being 1,103. Total appeals for Q4 were 60, which a total for 2016 being 218. Total grievances for Q4 were 252, with a total for 2016 being 893. The majority of appeals and grievances were from Fresno County. Turnaround time for expedited grievances was at 95.7% compliant, with standard grievances, expedited appeals and standard appeals all reaching 100% compliancy.</p>	
<p><b>#7 Department of Managed Health Care and Department of Health Care Services Audits Information</b> Mary Lourdes Leone, Compliance Project Manager</p>	<p>Mary Lourdes Leone reported on the Department of Managed Health Care (DMHC) and Department of Health Care Services Audits (DHCS). The five regulatory audits conducted in 2016 along with their findings were:</p> <ul style="list-style-type: none"> <li>• DHCS Medical Survey Report: Implement additional process for monitoring Provider compliance with Initial Health Assessment standards; document the Plan’s efforts to address specialist network shortages; ensure timely payment for out of network emergency claims related to California Children Services cases.</li> <li>• DHCS State Supported Services Contract Audit: No findings, CalViva Health was in complete compliance.</li> <li>• DMHC 115 Waiver Seniors and Persons with Disabilities Report: The Plan must immediately inform members</li> </ul>	

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	<p>requesting an urgent grievance of the right to contact the DMHC.</p> <ul style="list-style-type: none"> <li>• DMHC Full Service Survey Report: Revise ID card to include website address; implement an online grievance process; ensure grievance acknowledgement letters contain all pertinent information; inform members of their right to contact the DMHC.</li> <li>• DMHC Examination of Fiscal and Administrative Affairs: No findings related to financial affairs; minor findings related to administrative processes.</li> </ul> <p>CalViva has submitted corrective action plans relating to the audit findings. DHCS will conduct its annual audit again in April 2017.</p>	
<p><b>#8 Health Education Information</b> Tony Gonzalez</p>	<p>In 2016, a total of 891 CalViva Health (CVH) members participated in 8 health education and quality improvement incentive programs. Of the 891 member participants: 601 (68%) were from Fresno County, 75 (8%) from Madera County and 215 (24%) from Kings County.</p> <p>The majority of member participation in the incentive programs occurred in quarters 3 and 4 with 85% (n=761) compared to 15% (n=130) in quarters 1 and 2.</p> <p>For Quarters 3 and 4 in 2016, a total of 761 members participated in health education and quality improvement incentive programs. Of the 761 members who received an incentive, 478 (63%) were from Fresno County, 70 (9%) from Madera County and 213 (28%) from Kings County.</p> <p>The next steps in the Health Education Incentive Program includes the following:</p>	



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	<ul style="list-style-type: none"> <li>• Kids and Teens Program: Due to a decline, this program has been discontinued for 2017.</li> <li>• Fit Families for Life: Due to challenges in 2016, requests are currently on a waiting list and will be fulfilled once materials are made available.</li> <li>• Asthma: Continue to educate members with asthma</li> <li>• Childhood and Adolescents Immunizations: Continue work related collaboration with Adventist Health in Kings County and develop specific work flows so that everyone is on the same page regarding the incentive program and how to best reach members who need their immunizations.</li> <li>• Cervical Cancer Screening: Continue targeted provider specific interventions and targeted member outreach via phone and classes to ensure members know the importance of screening.</li> <li>• Postpartum Direct Incentive: Continue to work with Adventist Health to promote the postpartum incentive.</li> <li>• Diabetes Log: Continue to promote the program through provider hand delivery and during diabetes health education classes.</li> </ul> <p>For the record, it was requested that future presentations include the actual spelled out meaning in place of acronyms. In addition, the table shown on page six of presentation reflects calendar year 2016.</p> <p>A comment was made that maybe transportation could be included in the incentives in areas where transportation is</p>	

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	<p>sparse. In response, it was stated that transportation services are available for provider visits; however, not for a health education classes, hence the addition of telephonic education.</p>	
<p><b>#9 Annual Operational Compliance Report</b></p> <p><b>Information</b> Mary Lourdes Leone, Compliance Project Manager</p>	<p>Mary Lourdes Leone presented the Annual Operational Compliance Report. The Member Service Call Center received 146,696 call, of which 144,448 were handles. Call volumes for 2016 decreased 3% from 2015. Overall performance standards were exceeded. CVH members received notices regarding new services and to continue using the benefit year 2015-2016 Member Handbook for 2017 until further notice. Provider updates were sent to contracted provider. Seven provider toolkits were approved for use with providers, and 2,604 provider visits and events occurred throughout our service areas. The number of network providers was provided to the Committee. Increased regulatory audit and performance monitoring activity will continue in 2017.</p>	
<p><b>#10 Member Handbook and Provider Directory</b></p> <p><b>Information</b> Mary Lourdes Leone, Compliance Project Manager</p>	<p>Mary Lourdes Leone gave an update on the Member Handbook and Provider Directory. The new Provider Directory will include specialists, and mental health providers and facilities. The current new Volume 1 for 2017 is online. The print copies will be done on a quarterly basis.</p>	
<p><b>#11 Announcements</b></p>	<p>None.</p>	
<p><b>#12 Public Comment</b></p>	<p>None.</p>	

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#13 Adjourn	Meeting adjourned at 12:08 pm.	

**NEXT MEETING**      **June 7, 2017 in Kings County**  
                                 **11:30 am - 1:30 pm**

Submitted This Day: June 7, 2017

Approval Date: June 7, 2017

Submitted By: C. Shapiro  
                                 Courtney Shapiro, Director Community Relations

Approved By: Joe Neves  
                                 Joe Neves, Chairman