



Public Policy Committee
Meeting Minutes
June 1, 2016

Kings County Government Center
1400 W. Lacey Blvd.
Hanford, CA 93230

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		Staff Members
✓	Gabriela Chavez, Madera County Representative	✓	Mary Beth Corrado, CCO
✓	Seng Moua, Fresno County Representative		Jeffery Nkansah, Director, Compliance, Privacy & Security
✓	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
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:47 am. A quorum was present.	
#2 Meeting Minutes from March 2, 2016 Action Joe Neves, Chair	The March 2, 2016 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve March 2, 2016 Minutes 6-0-0-3 (Klapps-Doan / Nino)
#3 Public Policy Committee Charter Action Joe Neves, Chair	The Public Policy Committee Charter was reviewed and approved to present to the RHA Commission with no changes.	Motion: Approve PPC Charter to present to RHA Commission for approval. 6-0-0-3 (Klapps-Doan / Chavez)
#4 Enrollment Dashboard Information Mary Beth Corrado, Chief Compliance Officer	MB Corrado presented the enrollment dashboard. As of April, the membership enrollment was in excess of 349,000 members and increasing. CalViva Health is averaging at a 70% marketshare. Voluntary disenrollment numbers remain low.	

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<p>#5 Health Education</p> <p>Information Tony Gonzalez</p>	<p>Tony Gonzales presented the 2015 Work Plan Evaluation; the 2016 Work Plan; the 2016 Program Description; the 2015 Incentive Program Report for Q4; and the Group Needs Assessment Update.</p> <p>Highlights from the 2015 Work Plan Evaluation were presented, which included goals and outcomes. Seven Health Education programs had an increase in members for 2015, with the exception of the smoking cessation program. The smoking cessation program had a decrease in members of 31% relating to reduced promotion and incentive.</p> <p>The 2016 Work Plan goals remain the same. The major health education initiatives and projects will include:</p> <ul style="list-style-type: none"> • Provide member education to improve HEDIS® scores; • Promote high utilization of health education interventions by members; • Implement new innovative electronic health education programs to increase member reach; • Streamline and enhance health education to meet the needs of members. <p>There were minor changes made to the 2016 Health Education Department Program Description.</p> <p>In Q4 for 2015, there were a total of 258 members that participated in the six health education incentive programs. Of those participants, the majority were from Fresno County. There were 179 members selected as raffle</p>	

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	<p>winners, or direct incentive recipients for the various programs.</p> <p>An update on the group needs assessment was also provided to the Committee. Just over 2,200 surveys were mailed out to members in May. Completed surveys are now being returned, with the goal of receiving 411. In mid-June, any members that have not responded will be contacted by phone to complete the survey.</p>	
<p>#6 Appeals, Grievances and Complaints</p> <p>Information Mary Beth Corrado, Chief Compliance Officer</p>	<p>MB Corrado presented the appeals, grievances and complaints report for Q1 of 2016. Total appeals and grievances for Q1 2016 were 307. The majority of appeals and grievances are from Fresno county. Total exempt grievances received were 636; 41 of those being SPD's.</p>	<p><i>*Gabriela Chavez left at 12:28 pm</i></p>
<p>#7 Cultural and Linguistics</p> <p>Information Lali Witrago</p>	<p>Lali Witrago presented the Cultural and Linguistics reports for the 2015 Work Plan Annual Evaluation, the 2015 Language Assistance Program, the 2016 Program Description and the 2016 Work Plan.</p> <p>In 2015, 100% of the Work Plan activities were completed in four areas consisting of Language Assistance Services; Compliance Monitoring; Communication, Training and Education; and Health Literacy and Cultural Competency.</p> <p>An inquiry was made from the Committee as to the Notice of Language Assistance asking if Mixteco can be added to the notice. A response was given and stated that CVH is</p>	

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	<p>dictated by the State as to what the threshold languages are, and CVH is limited to what languages can be printed on the notice. However, for interpretation services, there is no limitation.</p> <p>A summary of the 2015 Language Assistance Program was presented. The total number of calls handled by Member Services totaled 144,424 for all languages with 30,635 of these calls handled by bilingual service representatives in Spanish and Hmong. In addition, 2,868 interpreter requests were fulfilled by CVH members during 2015. Of these requests, 2,384 were fulfilled utilizing telephonic interpreter services, 278 for in-person, and 206 for sign language interpretation.</p> <p>Enhancements to the 2016 Program Description consist of:</p> <ul style="list-style-type: none"> • Incorporate a mission to be an industry leader; • Enhance goals, maintaining compliance, and creating cultural awareness; • Continue Health Literacy efforts; • Continue to expand on consulting services. <p>The 2016 Work Plan will incorporate and enhance:</p> <ul style="list-style-type: none"> • Language assistance and interpreter services; • Compliance monitoring; • Full group needs assessment; • Communication, training and education; • Health literacy, cultural competency, and health equity. 	

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<p>#8 Audit Update Information Mary Beth Corrado, Chief Compliance Officer</p>	<p>MB Corrado presented an update on the DMHC and DHCS onsite audit that took place the end of April. DMHC conducted two audits, one pertained to the SPD population, and the second pertained to the entire Medi-Cal population for CalViva Health. DHCS conducted two audits, one pertained to the Medi-Cal population, excluding SPD members, and the second pertained to specific State mandated services. CVH will receive four audit reports, that will include corrective action plans, as a result of this combined audit in April. An update will be provided to the PPC at the September meeting as to what the tentative preliminary findings are.</p>	
<p>#9 Provider Directory Update Information Mary Beth Corrado, Chief Compliance Officer</p>	<p>MB Corrado provided an update on the Provider Directory where it pertains to Senate Bill 137. There are a number of rules where it pertains to healthcare plans and provider directories and how these directories are maintained, both printed and online. Changes will go into effect July 1, 2016.</p>	
<p>#10 Final Comments from Committee Members and Staff</p>	<p>Transportation for PPC meetings have changed. Alternate options are currently being explored.</p>	
<p>#11 Announcements</p>	<p>Valley Health Team Ground Breaking Ceremony is Thursday, June 2, 2016 from 10:00 am – 12:00 pm at 4711 W. Ashlan Ave., Fresno, CA 93722.</p>	
<p>#12 Public Comment</p>	<p>None.</p>	
<p>#13 Adjourn</p>	<p>Meeting adjourned at 1:21 pm.</p>	

NEXT MEETING **September 7, 2016 in Madera County**
11:30 am - 1:30 pm

Submitted This Day: September 7, 2016

Approval Date: September 7, 2016

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

Approved By: Joe Neves
Joe Neves, Chairman