



Public Policy Committee
Meeting Minutes
September 7, 2016

Camarena Health
344 E. Sixth Street
Madera, CA 93638

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 11:35 am. A quorum was present.	
#2 Meeting Minutes from June 1, 2016 Action Joe Neves, Chair	The June 1, 2016 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve June 1, 2016 Minutes 5-0-0-4 (Klapps-Doan / Chavez)
#3 Enrollment Dashboard Information Jeff Nkansah, Director, Compliance & Privacy/Security	Jeff Nkansah presented the enrollment dashboard. As of July, membership enrollment is currently at 354,504 members and modestly increasing. CalViva Health is averaging at a 70% marketshare. Voluntary disenrollment numbers remain low.	
#4 Health Education Information	Tony Gonzales presented an update on Promotores Health Network (PHN). HN provided an in-service with PHN to conduct education on the importance of the asthma action	

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<p>Tony Gonzalez Lali Witrago</p>	<p>plan. There is a class scheduled for Friday, 9/9/16 at First 5 Family Resource Center in Madera.</p> <p>Tony Gonzalez also presented the Member Incentive Mid-Year Report. The new reporting format is mid-year progress, reporting on six months rather than three. The incentives reported are as follows:</p> <ul style="list-style-type: none"> • Kids and Teens: 23 CVH members enrolled the raffle • Fit Families for Life: 80 members were enrolled by mid-year; this is a drop of 22% from Fall of 2015 • Member Orientation: 33 participants attended 5 member orientation classes, of which 18 were CVH members. • Postpartum Direct Incentive: 755 forms were mailed to member in Q1 • Diabetes Log: 9 members returned completed logs in the first six months of 2016. <p>Moving forward continued collaboration to with these programs to promote member participation. The exception being the member incentive program for Member Orientation, this will end after June 2016. Member orientation will continue without the incentive.</p> <p>Lali Witrago reported the Group Needs Assessment and Update. Of the assessments that were mailed out, a 7% return rate was received. Due to the low number received, a second mailer was sent out in August. The Health</p>	

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	<p>Education department is also conducting follow up phone calls to the members that received the survey. Results from the second mailing will be reported at the December Public Policy Committee meeting.</p>	
<p>#5 Cultural and Linguistics Information Lali Witrago</p>	<p>Lali Witrago reported on Cultural and Linguistics. An update on the need for Mixteco language added to flyers was provided and Mixteco will not be added as the findings show that most that speak Mixteco cannot read Mixteco. As a reminder, assistance with language interpretation is always available.</p>	
<p>#6 Appeals, Grievances and Complaints Information Jeff Nkansah, Director, Compliance & Privacy/Security</p>	<p>Jeff Nkansah presented the appeals, grievances and complaints report for Q2 of 2016. Total appeals and grievances for Q2 2016 were 225, a decrease from Q1. The majority of appeals and grievances are from Fresno county. Total exempt grievances received were 677; 77 of those being SPD's.</p>	
<p>#7 Website Information Jeff Nkansah, Director, Compliance & Privacy & Security</p>	<p>Jeff Nkansah reported that CVH is in the process of enhancing the website in order to be compliant with SB 137. The current enhancement provides to ability to search the provider directory for mental health providers, pharmacies, vision providers, and clinics, hospitals and OB/GYN, and primary care providers. The next enhancement is schedule for early October and will include all specialist providers and ancillary providers. The printed provider directory scheduled for January 2017 will show the full list of providers.</p>	
<p>#8 Final Comments from Committee Members and Staff</p>	<p>Seng Moua inquired with Tony Gonzalez regarding educating members with allergies. Tony responded that</p>	

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	education topics are based off of results from the Group Needs Assessments.	
#9 Announcements	Lali Witrigo handed out the most current CVH Newsletter.	
#10 Public Comment	None.	
#11 Adjourn	Meeting adjourned at 12:30 pm.	

NEXT MEETING **December 7, 2016 in Fresno County**
11:30 am - 1:30 pm

Submitted This Day: December 7, 2016

Approval Date: December 7, 2016

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

Joe Neves
 Approved By: _____
 Joe Neves, Chairman