



Public Policy Committee
Meeting Minutes
September 2, 2015

First 5 Family Resource Center
525 E. Yosemite Avenue
Madera, CA 93638

Committee Members		Community Base Organizations (Alternates)	
✓	Joe Neves, Chairman	✓	Jeff Garner, KCAO
✓	Kevin Hamilton, Provider Representative	✓	Robert Garcia, Self Help
✓	Beatrice Avila, Fresno County Representative		Staff Members
	Gabriela Chavez, Madera County Representative		Mary Beth Corrado, CCO
	Crystal Juarez, Fresno County Representative	✓	Jeffery Nkansah, Director, Compliance/Privacy
✓	Tanya Klapps-Doan, At-Large	✓	Kim Lopez, Compliance Administrative Coordinator
✓	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 11:34 am. A quorum was present.	
#2 Meeting Notes for June 3, 2015 Action Joe Neves, Chair	The June 3, 2015 Meeting minutes were reviewed. There were no discrepancies.	Motion: Approve June 3, 2015 Minutes 6-0-0-1(Hamilton/Garner)
#3 Committee Membership Update Information Joe Neves, Chair	The Public Policy Committee Membership was presented with term dates of November 2016-July 2018.	
#4 Enrollment Dashboard Information Jeff Nkansah, Director, Compliance/Privacy	J. Nkansah presented the Enrollment Dashboard report. CalViva Health continues to see membership growth. July 2015 membership is at 315,846. Also noted, we continue to see low voluntary disenrollment.	

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<p>#5 Health Education</p> <p>Information Tony Gonzalez</p>	<p>T. Gonzalez provided an overview of CalViva Health’s member orientation program. The goal of this program is to help members understand their health plan as well as what Medi-Cal and CalViva Health have to offer. Members are also informed of their rights and responsibilities in addition to how to work effectively with their healthcare provider. The next member orientation class will be held in Fresno September 25, 2015 in both English and Spanish. Classes are held on a quarterly basis.</p> <p>M. Nino expressed her interest in cleaning up the local Kings County park to become a safer area for community members to exercise and enjoy the park activities. The CalViva Health Education representative provided some suggestions and will follow up with some additional tips.</p> <p>M. Nino also commented on appointment availability. A health plan representative provided the resources available to assist with obtaining an appointment if members are experiencing problems obtaining an appointment timely.</p>	
<p>#6 Cultural and Linguistics</p> <p>Information Jeff Nkansah, Director, Compliance/Privacy</p>	<p>J. Nkansah presented the new Notice of Language Assistance that is included in with member informing materials.</p> <p>The Notice of Language Assistance includes a new TTY number. The committee was informed that the TTY number will be implemented and promoted over the previous TDD number. TTY is more user friendly and also allows members a direct connect. The existing TDD number will still work while the transition occurs.</p>	

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	<p>The Cultural and Linguistics department would like to remind all CalViva Health members interpreter services are available. In person request requires a 3-5 day advance notice however this does not apply to Sign Language. T. Klapps-Doan voiced a suggestion to add Punjabi and Hindi to the language assistance category as this is a large community her in the valley.</p>	
<p>#7 Appeals, Grievances and Complaints</p> <p>Information Jeff Nkansah, Director, Compliance/Privacy</p>	<p>J. Nkansah presented the Appeals, Grievances and Complaints report. 2015 Quarter 2, CalViva Health had 390 total grievances and appeals received. In addition, there were 76 Quality of Care grievances during Q2.</p> <p>A county breakdown of Quarter 2 2015 Appeals and Grievances was presented to the committee. Fresno County received 34 appeals cases, Kings County 7 and Madera County 15 with an overall total of 56 appeals cases for the quarter. 2nd quarter Grievance cases was also presented to the committee. Fresno County received 279, Kings County 14 and Madera County 41 The total Grievance cases for the quarter was 334. The overall Q2 2015 turnaround compliance rate for appeals was 80% and grievances were 98%.</p> <p>The compliance turnaround time did not meet the standard during quarter 2. This is a result of two Expedited Appeal Cases, resulting in a 60% expedited appeals turnaround compliance standard. Findings concluded this was a result of administrative errors and not process issues.</p>	

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<p>#8 Medical Survey Audit-Update Information Jeff Nkansah, Director, Compliance/Privacy</p>	<p>J. Nkansah provided an update on the DHCS Medical Survey Audit final findings report.</p>	
<p>#9 Old Business Family Health Care Network Information Jeff Nkansah, Director, Compliance/Privacy</p>	<p>In regards to the question M. Nino had at the prior Public Policy Meeting regarding the need of a Pediatrician on site. CalViva Health has been informed that Family Health Care Network has since added a Pediatrician to their Hanford practice effective August 1, 2015.</p>	
<p>#10 Final Comments from Committee Members and Staff</p>	<p>J. Nkansah would like to remind everyone C. Shapiro will be taking over the Public Policy Committee and be the primary person of contact from this point forward.</p> <p>C. Shapiro shared the recent success of the new Mobile Vision Project.</p>	
<p>#11 Public Comment:</p>		
<p>#12 Adjourn</p>	<p>The meeting was adjourned at 12:35 pm.</p>	

NEXT MEETING **December 2, 2015 in Fresno County**
11:30am - 1:30pm

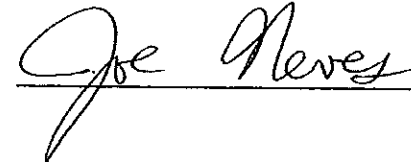
Submitted This Day: December 2, 2015

Approval Date: December 2, 2015



Submitted By:

Courtney Shapiro, Community Relations Coordinator



Approved By:

Joe Neves, Chairman