



Public Policy Committee
Meeting Minutes
March 4, 2020

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
✓	Leann Floyd, Kings County Representative		Staff Members
✓	Sylvia Garcia, Fresno County Representative	✓	Courtney Shapiro, Community Relations Director
✓	Kristi Hernandez, At-Large Representative	✓	Cheryl Hurley, Commission Clerk
✓	Kevin Dat Vu, Fresno County Representative	✓	Greg Hund, CEO
✓	Norma Mendoza, At-Large Representative	✓	Dr. Marabella, CMO
		✓	Amy Schneider, RN, Director of Medical Management
		✓	Mary Lourdes Leone, Director of Compliance
		✓	Steven Si, Operations & Privacy Specialist
		*	= late arrival

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:30 am. A quorum was present.	
#2 Meeting Minutes from December 4, 2019 Action Joe Neves, Chair	The December 4, 2019 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve December 4, 2019 Minutes 8-0-0-0 (R. Garcia / J. Neves)
#3 Committee Membership Update Information Courtney Shapiro, Director of Community Relations	David Phillips and Norma Mendoza were reappointed to an additional three-year term.	No motion

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<p>#4 Enrollment Dashboard Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the enrollment dashboard through January 2020. Membership as of the end of January was 348,034. CalViva Health maintains a steady 71% market share.</p>	<p>No motion</p>
<p>#5 Annual Report Information Courtney Shapiro, Director of Community Relations</p>	<p>Courtney Shapiro announced the Annual Report for 2019 was published and sent to all stakeholders. The annual report is also posted for the public on the CVH website.</p>	<p>No motion</p>
<p>#6 Appeals, Grievances and Complaints Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q4 2019. Total appeals and grievances for Q4 2019 were 580. Total appeals and grievances for YTD 2019 were 2,209, which is a significant increase from YTD total for 2018. Total appeals for YTD 2019 were 901. Total grievances for YTD 2019 were 1,308. Turnaround time compliance standard was met at 100%. The majority of appeals and grievances were from members in Fresno County which has the largest CalViva Health enrollment.</p>	<p>No motion</p>
<p>#7 DMHC and DHCS Audits Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone gave an update on the Department of Health Care Services 2020 audit. DHCS was onsite in February 2020 to perform the audit. CalViva is currently in the process of responding to questions which were the result of that audit. Finalized findings will be communicated to CVH at a later date once questions have been answered and reviewed by DHCS.</p>	<p>No motion</p>
<p>#8 Health Education</p>	<p>Jeff Nkansah reported on the semi-annual Member Incentive Program. It was announced that moving forward</p>	<p>No motion</p>

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<p>CalViva Health Education Incentive Programs Semi-Annual Report Q3 & Q4 Report</p> <p>Information Jeff Nkansah, Chief Operations Officer Steven Si, Operations & Privacy Specialist</p>	<p>Steven Si, Operations & Privacy Specialist will be providing report to the PPC Committee.</p> <p>A total of 8,502 CalViva Health (CVH) members participated in twelve health education and quality improvement incentive programs during Q3 and Q4 in 2019. Of the 8,502 participants, 8,181 members received an incentive. In total, \$230,155 worth in gift cards were given to CVH members. Of the 8,181 award recipients, (80%) were from Fresno County, (8%) from Kings County and (12%) from Madera County. Ten of the incentive programs had higher award recipients compared to Q1 and Q2, 2019 due to collaborative efforts between Health Education, Quality Improvement and Provider Relations/Practice Transformation to help close patient care gaps on various measures and improve health outcomes for CVH members. Four new incentive programs were implemented in Q3-Q4: Immunizations for Adolescents (IMA), Adolescent Well-Care (AWC), and Well-Child Visits (W15), and the Breast Cancer Screening and Cervical Cancer Screening Focus Group.</p>	
<p>#9 Population Needs Assessment</p> <p>Information Steven Si, Operations & Privacy Specialist</p>	<p>Steven Si presented the Population Needs Assessment report.</p> <p>The Group Needs Assessment (GNA) has been replaced with the Population Needs Assessment (PNA) and will be conducted on an annual basis. The goal of the PNA is to improve health outcomes for members and ensure that</p>	<p>No motion</p>

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	<p>MCPs are meeting the needs of all their Medi-Cal members by identifying member health needs and health disparities; evaluating health education, cultural and linguistic (C&L), and quality improvement (QI) activities and available resources to address identified concerns; and implementing targeted strategies for health education, C&L, and QI programs and services. The due date is June 30, 2020.</p>	
<p>#10 Annual Operational Compliance Report</p> <p>Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the Annual Operational Compliance Report. The Member Service Call Center received 116,930 calls, of which 116,107 were handled. Overall performance standards were exceeded.</p> <p>The Provider Network remains stable. New benefits or programs introduced in 2019 include:</p> <ul style="list-style-type: none"> • Full-Scope Medi-Cal Expansion to Undocumented Young Adults • Restoration of Medi-Cal Optional Benefits • Maternal Mental Health Continuity of Care • Preventive Care Outreach Project Implementation <p>In 2019, over 70 communications were reviewed by the Plan. It also included 12 Printed Provider Directories and 2 Member Newsletters.</p> <p>In 2019, contracted providers were sent approximately 217 Provider Updates with information on contractual and regulatory matters as well as health plan news and announcements.</p>	<p>No motion</p>

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	<p>Regulatory audits and performance evaluations included 2019 DHCS Annual Audit and Final Report, and 2019 DMHC Tri-Annual Audit. Overall, the Plan performed well in meeting the 2019 DHCS Audit. The DHCS Final Report was received in October 2019 and indicated only three deficiencies. The Plan submitted a Corrective Action Plan to the DHCS in December 2019. The State Supported Services final report found no deficiencies. The DMHC issued their Final Report of the 2019 Audit on February 5, 2020 citing two deficiencies as corrected and two deficiencies uncorrected. DMHC will conduct an 18-month follow-up audit to validate corrective actions have been implemented.</p> <p>Moving forward in 2020, the Plan expects to undergo additional audits and reviews from regulatory agencies. The Plan anticipates developing new policies and implementing/revising existing processes as a result of new regulatory guidance and laws effective in 2019 and 2020.</p>	
<p>#11 2020 CalViva Health Member Handbook / Evidence of Coverage Information Jeff Nkansah, Chief Operating Officer</p>	<p>Jeff Nkansah provided an update on the Member Handbook/Evidence of Coverage. The Plan is currently sending out the 2020 Member Handbook to all members.</p>	<p>No motion</p>
<p>#12 Announcements</p>	<p>Greg Hund announced the Plan is assisting the Provider Network in recruiting new physicians via grants.</p>	

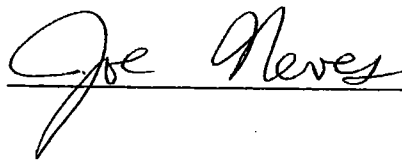
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	<p>Information on the funds available via the USDA grants for telehealth access and rural communities has been shared with Federally Qualified Health Centers (FQHCs).</p> <p>R. Garcia announced Self-Help just finished a full transitional housing project in Visalia to help the homeless with transitional housing.</p> <p>D. Phillips announced the Milburn location will hold its grand opening on April 9, 2020 and is open for business.</p> <p>Chairman J. Neves reminded everyone to participate in the 2020 Census.</p>	
#13 Public Comment	None.	
#14 Adjourn	Meeting adjourned at 12:32 pm.	

NEXT MEETING **June 10, 2020 in Kings County**
11:30 am - 1:30 pm

Submitted This Day: March 4, 2020

Approval Date: March 4, 2020

Submitted By: 
 Courtney Shapiro, Director Community Relations


 Approved By: _____
 Joe Neves, Chairman