

Fresno-Kings-Madera
Regional Health Authority

**CalViva Health
Commission**
Meeting Minutes
July 21, 2020

Meeting Location:
Teleconference Meeting due to COVID-19
Executive Order to Shelter-in-Place
CalViva Health
7625 N. Palm Ave., #109
Fresno, CA 93711

Commission Members			
	Sara Bosse, Director, Madera Co. Dept. of Public Health	✓●	Aftab Naz, Madera County At-large Appointee
✓●	David Cardona, M.D., Fresno County At-large Appointee	✓●	Joe Neves, Vice Chair, Kings County Board of Supervisors
	Aldo De La Torre, Community Medical Center Representative	✓●	Harold Nikoghosian, Kings County At-large Appointee
	Joyce Fields-Keene, Fresno County At-large Appointee	✓●*	David Pomaville, Director, Fresno County Dept. of Public Health
✓●	John Frye, Commission At-large Appointee, Fresno		Sal Quintero, Fresno County Board of Supervisor
✓●	Soyla Griffin, Fresno County At-large Appointee	✓●	David Rogers, Madera County Board of Supervisors
	Ed Hill, Director, Kings County Dept. of Public Health	✓●	Brian Smullin, Valley Children's Hospital Appointee
✓●	David Hodge, M.D., Chair, Fresno County At-large Appointee	✓●	Paulo Soares, Commission At-large Appointee, Madera County
✓●	Kerry Hydash, Commission At-large Appointee, Kings County		
Commission Staff			
✓	Gregory Hund, Chief Executive Officer (CEO)	✓	Amy Schneider, R.N., Director of Medical Management
✓	Daniel Maychen, Chief Financial Officer (CFO)	✓	Mary Lourdes Leone, Director of Compliance
✓	Patrick Marabella, M.D., Chief Medical Officer (CMO)	✓	Cheryl Hurley, Commission Clerk
✓●	Mary Beth Corrado, Chief Compliance Officer (CCO)		
✓	Jeff Nkansah, Chief Operations Officer (COO)		
General Counsel and Consultants			
✓	Jason Epperson, General Counsel		
✓ = Commissioners, Staff, General Counsel Present			
* = Commissioners arrived late/or left early			
● = Attended via Teleconference			

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
#1 Call to Order	The meeting was called to order at 1:31 pm. A quorum was present via conference call in lieu of gathering in public per executive order signed	

Commission Meeting Minutes

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>by the Governor of California on Monday, 3/16/2020, allowing Public Health Plans subject to the Brown Act to hold public meetings via teleconferencing due to COVID-19. A quorum remains a requirement to take actions, but can be achieved with any combination of Commissioners' physical attendance at the public location or by teleconferencing.</p>	
<p>#2 Roll Call Cheryl Hurley, Clerk to the Commission</p>	<p>A roll call was taken for the current Commission Members.</p>	<p><i>A roll call was taken</i></p>
<p>#3 Consent Agenda</p> <ul style="list-style-type: none"> a) Commission Minutes 5/21/2020 b) Finance Committee Minutes 3/19/2020 c) Finance Committee Minutes 4/19/2020 d) QIUM Committee Minutes dated 3/19/2020 e) Public Policy Committee Minutes dated 3/4/2020 f) Finance Committee Charter g) Credentialing Committee Charter h) Peer Review Committee Charter i) QIUM Committee Charter 	<p>All consent items were presented and accepted as read.</p>	<p><i>Motion: Approve Consent Agenda 12-0-0-5</i></p> <p><i>(Smullin / Neves)</i></p> <p><i>A roll call was taken</i></p>

Commission Meeting Minutes

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<p>j) Public Policy Committee Charter</p> <p>Action D. Hodge, MD, Chair</p>		
<p>#4 Conflict of Interest Code</p> <p>Action D. Hodge, MD, Chair</p>	<p>The Conflict of Interest Code was presented with no changes and approved; subject to a 45-day comment period and approval by the FPPC.</p>	<p>Motion: Approve COIC 12 – 0 – 0 – 5</p> <p>(Frye / Nikoghosian)</p> <p>A roll call was taken</p>
<p>#5 Review of Fiscal Year End 2020 Goals</p> <p>Information David Hodge, MD, Chairman</p>	<p>Greg Hund reported the results for fiscal year end 2020 goals. All targeted goals were met with the exception of medical preventative care services which was compromised by COVID-19 shut down.</p>	
<p>#6 Goals & Objective for Fiscal Year 2021</p> <p>Action David Hodge, MD, Chairman</p>	<p>Greg Hund presented the goals and objectives for FY 2021.</p>	<p>Motion: Approve FY 2021 Goals & Objectives 12 – 0 – 0 – 5 (Frye / Neves) A roll call was taken</p>
<p>#7 Standing Reports</p> <ul style="list-style-type: none"> Finance Report Daniel Maychen, CFO 	<p>Finance</p> <p>Total current assets were approximately \$257M; total current liabilities were approximately \$159.6M. Current ratio is 1.61. TNE as of May 31, 2020 was approximately \$107.7M, which is approximately 735% above the minimum DMHC required TNE amount.</p>	<p>Motion: Approve Standing Reports 12 – 0 – 0 – 5 (Griffin / Smullin) A roll call was taken</p>

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<ul style="list-style-type: none"> • Compliance M.B. Corrado, CCO 	<p>Investment income is below what was budgeted by approximately \$553K due to the significant decline in yields due to the COVID-19 pandemic. Premium capitation income actual recorded was approximately \$1.1B which is approximately \$66.3M ahead of budgeted amounts, primarily due to rates being higher than budgeted, and the IGT voluntary rate range program additional funds. Total cost of medical care is ahead of budget also due to additional revenues. Administrative service agreement fees expense is less than budgeted due to enrollment being less than projected. Grants expense is ahead of budget by approximately \$947K due to additional grants being disbursed as a result of COVID-19 to provide additional support to the community. License expense is ahead of what was budgeted by approximately \$63K primarily due to estimates being less than actual. Marketing is ahead of budget due to timing differences; as of June 30, 2020, it is now below what was budgeted. Taxes are below what was budgeted due to CMS approving taxes only retroactive to January 1, 2020. For the first 11 months of the current fiscal year 2020 net income recorded was approximately \$37.4M which is approximately \$30.6M more than budgeted primarily due to the increase in revenue from IGT additional revenue and rates being higher than projected.</p> <p><u>Compliance</u></p> <p>There was one (1) new Fraud, Waste & Abuse case reported to the State in June, bringing the total for the year to 11.</p> <p>All oversight audits are continuing.</p>	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>The final report for the DHCS 2020 Medical Audit was received on 6/30/2020. There were two findings; one related to Individual Health Education Behavioral Assessment (IHEBA), and the second finding related to the Plan’s corrective action policies. The Plan’s Corrective Action Plan (CAP) for the findings is due to DHCS on 7/31/2020.</p> <p>All CAP requirements have been submitted to DMHC in reference to the DMHC 2019 Audit. Currently scheduled for an 18-month follow-up in March 2021.</p> <p>The Annual Network Certification (ANC) and a Plan of Action (POA) filing describing readiness efforts in preparation for the 2021 Subcontracted Network Certification was submitted to DHCS on 4/3/2020. As a result of follow-up correspondence received from DHCS, the Plan submitted revised ANC and POA filings in May and early June. DHCS approved the POA on 6/15/2020. DHCS completed its initial assessment of CalViva Health’s 2020 ANC and identified some deficiencies. As a result of the deficiencies, the Plan must submit applicable documentation to remediate each deficiency by 7/13/20.</p> <p>Governor Newsom’s May Budget Revision for 2020-21 was passed on June 29, 2020. Most lawmakers have rejected the Governor’s cuts to the Medi-Cal program.</p> <p>In regards to COVID-19, most of the CVH staff are working in the office full-time with the exception of a couple either working remote part-time or full-time. HN staff continue to work remote full-time into October 2020.</p>	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<ul style="list-style-type: none"> Medical Management P. Marabella, MD, CMO 	<p>The Plan executed an amendment with the State to the Medi-Cal contract adding requirements related to Mental Health Parity, American Indian Health Services programs, and Adult Expansion Risk Corridor. In addition, it adjusts the capitation rates in 2017-18 by changing Exhibit B, Budget Detail and Payment Provisions.</p> <p>The Public Policy Committee met on June 10, 2020, via telephone conference due to the COVID-19 state of emergency. The following reports were presented: Q1 2020 Grievance and Appeals; the 2019 End-of-Year Health Education Work Plan; and the 2019 End-of-Year Cultural & Linguistics Work Plan. There were no recommendations for referral to the Commission. The next meeting will be held on 9/2/20 at 11:30 AM in Madera County presumably via teleconference.</p> <p><u>Medical Management</u></p> <p>Appeals and Grievances Dashboard</p> <p>Dr. Marabella presented the Appeals & Grievances Dashboard through May 2020.</p> <p>Appeals & Grievances Data:</p> <ul style="list-style-type: none"> The total number of grievances for May has increased slightly from April, however the total number of grievances per month in quarter 2 thus far are fewer than quarter 1. The decreased volume is likely attributable to the decline in overall utilization associated with the COVID 19 pandemic. 	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<ul style="list-style-type: none"> • The majority of Quality of Service grievances this month were noted to be under the Administrative category. • Consistent with other grievance types, the Quality of Care grievances reported in May were fewer compared to previous months. • The Exempt grievance categories were recently expanded to better analyze the data. The number of transportation grievances has decreased from previous months. • The total number of Appeals Received/Resolved per month has decreased from recent months. • Appeal decision rates are noted to have improved. <p><u>Key Indicator Report</u></p> <p>Dr. Marabella presented the Key Indicator Report through May 31, 2020.</p> <ul style="list-style-type: none"> • Membership through May has trended upward potentially attributed to enrollment associated with COVID 19. • In-hospital utilization decreased beginning in March in association with the pandemic; utilization rates have since begun to rise as hospitals begin allowing elective procedures to resume. • Turn-around time compliance for Preservice Urgent improved in May over previous two months. Post-service turn-around time compliance decreased in May. • Bed days and Length of Stay rates remain consistent with 2019. • Case Management results in 2020 thus far, continue to demonstrate positive trends in all areas. 	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>QIUM Quarterly Summary Report</p> <p>Dr. Marabella presented the QI/UM Qtr. 2, 2020 update. One QI/UM meeting was held in Quarter 2, on May 21, 2020.</p> <p>The following guiding documents were approved at the May meeting:</p> <ol style="list-style-type: none"> 1. 2019 Culture & Linguistics (C & L) End of Year Evaluation 2. 2020 C & L Program Description 3. 2020 C & L Work Plan 4. 2019 C & L Language Assistance Program Report 5. 2019 Health Education End of Year Evaluation 6. 2020 Health Education Program Description 7. 2020 Health Education Work Plan <p>In addition, the following general documents were approved at the meetings:</p> <ul style="list-style-type: none"> • Pharmacy Formulary & Provider Updates <p>The following Quality Improvement Reports were reviewed: Appeals and Grievances (A & G) Dashboard and Quarterly A & G reports, Potential Quality Issues Report, California Children’s Services (CCS) Report, and Initial Health Assessment (IHA).</p> <p>The Utilization Management & Case Management reports reviewed included the Key Indicator Report, UM Concurrent Review Report, PA Member Letter Monitoring Report, and additional UMCM reports such as Case Management and Specialty Referral Report.</p>	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
	<p>HEDIS® Activity:</p> <p>In Q2, HEDIS® related activities focused on MY2019 full HEDIS® Data submission to HSAG & DHCS for the new Managed Care Accountability Set (MCAS) measures. Final Attestations and IDSS submission completed by the June 15th deadline.</p> <p>Due to the COVID-19 State of Emergency the new Performance Improvement Projects (PIPs) for all California health plans were officially closed by DHCS on June 30th, 2020. Per the DHCS guidance, Medical Management will take a brief pause in PIP activities over the summer and reset team goals and interventions (including modifications to address COVID-19), resubmit Modules and resume PIP activities with our established teams in the fall.</p> <p>No significant compliance issues have been identified. Oversight and monitoring processes will continue.</p> <p>Credentialing Sub-Committee Quarterly Report</p> <p>In Quarter 2, 2020, the Credentialing Sub-Committee met on May 21, 2020. Routine credentialing and re-credentialing reports were reviewed for both delegated and non-delegated services. Reports covering Q4 2019 were reviewed for delegated entities and Q1 2020 reports were reviewed for both Health Net and MHN. The Credentialing Sub-Committee 2020 Charter was reviewed and approved without changes.</p> <p>Peer Review Sub-Committee Quarterly Report</p> <p>The Peer Review Sub-Committee met on May 21, 2020. The county-specific Peer Review Sub-Committee Summary Reports for Q1 2020</p>	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<ul style="list-style-type: none"> • Operations J. Nkansah, COO 	<p>were reviewed for approval. There were no significant cases to report. The Q1 2020 Peer Count Report was presented with a total of 13 cases reviewed. There were nine (9) cases closed and cleared. There were three (3) cases pended for further information and one (1) case with an outstanding CAP. There were no (0) cases pending closure for Corrective Action Plan compliance. Follow up will be initiated to obtain additional information on tabled cases and ongoing monitoring and reporting will continue.</p> <p><u>Operations Report</u></p> <p>A new category identified as “Average Age of Workstations” was added to the IT Communications and Systems section of report. No other issues, concerns, or items of significance as it relates to IT Communications and Systems.</p> <p>For Privacy and Security, there were two (2) high risk cases that occurred since the May Commission meeting. Member notifications were made.</p> <p>There are no new items to report in reference to the Member Call Center and Website.</p> <p>With regard to Provider Network Activities, a new column was added to track the number of PCP Extenders in the Network. Tracking and trending for this new category began in March 2020. The percentage of PCPs, Specialists, and Behavioral Health Providers accepting new patients has been populated for Q4 2019 and Q1 2020. The COVID-19 pandemic has impacted Provider Relations activities. More touches are</p>	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
<ul style="list-style-type: none"> Executive Report G. Hund, CEO 	<p>occurring telephonically rather than in-person and in-person trainings have been reduced. The report was updated to track the number of "Providers Touched by Provider Relations" rather than the number of "In-Person Visits by Provider Relations" to Providers.</p> <p>With regard to Claims Processing for Q1 2020, numbers have met goal.</p> <p>With regard to Provider Dispute activity, Q1 2020 numbers met goal in all areas with the exception of two PPGs. Management continues to monitor the activities of these PPGs.</p> <p>Executive Report</p> <p>Membership for May shows a significant increase from previous months. Market share shows a slight decrease of approximately .04 of 1%. A meeting is scheduled with Health Net to discuss the areas of concern.</p>	
<p>#9 Closed Session</p> <p>A. Government Code section 59457(b)(1) – Public Employee Appointment, Employment, Evaluation, or Discipline</p>	<p>Regarding item #9.A, involving Public Employee Appointment, Employment, Evaluation, or Discipline; General Counsel Annual Review, per Government Code Section 54957(b)(1). A motion was made and passed unanimously to continue with present Counsel.</p> <p>Closed Session concluded at 2:21 pm.</p>	<p>Motion: Approve General Counsel</p> <p>12 – 0 – 0 - 5</p> <p>(Nikoghosian / Frye)</p>
<p>#9 Final Comments from Commission Members and Staff</p>	<p>None.</p>	
<p>#10 Announcements</p>	<p>None.</p>	
<p>#11 Public Comment</p>	<p>None.</p>	

AGENDA ITEM / PRESENTER	MOTIONS / MAJOR DISCUSSIONS	ACTION TAKEN
#12 Adjourn	The meeting was adjourned at 2:23 pm The next Commission meeting is scheduled for September 17, 2020 in Fresno County.	

Submitted this Day: 9-17-2020

Submitted by: Cheryl Hurley
Cheryl Hurley
Clerk to the Commission