



Public Policy Committee
Meeting Minutes
December 4, 2019

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
		*	= late arrival

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#1 Call to Order Joe Neves, Chair	The meeting was called to order at 11:39 am. A quorum was present.	
#2 Meeting Minutes from September 4, 2019 Action Joe Neves, Chair	The September 4, 2019 meeting minutes were reviewed. There were no discrepancies.	Motion: Approve September 4, 2019 Minutes 8-0-0-1 (R.Garcia / K. Dat Vu)
#3 Enrollment Dashboard Information Mary Lourdes Leone, Director of Compliance	Mary Lourdes Leone presented the enrollment dashboard through October 2019. Membership as of the end of October was 354,110. CalViva Health maintains a steady 71% market share.	No motion

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<p>#4 Public Policy Committee Revised Charter Action Courtney Shapiro, Director of Community Relations</p>	<p>The Public Policy Committee Charter was revised to add Health Education and also a new requirement per Department of Health Care Services.</p>	<p>Motion: Approve Revised PPC Charter to move to Commission for approval 8-0-0-1 (J. Garner / R. Garcia)</p>
<p>#5 Health Education 2019 Summary and Work Plan Mid-Year Evaluation Information Justina Feliz</p>	<p>The 2019 Health Education Work Plan Mid-Year Evaluation was presented to the PPC Committee. In summary, the report documents progress of 16 program initiatives. Of the 16 initiatives, 12 key initiatives have met or exceeded 50% of the year-end goal and the remaining 4 did not meet 50% of the year-end goal. Efforts are underway to meet all goals by year end.</p>	<p>No motion</p>
<p>#6 Cultural and Linguistics 2019 Summary and Work Plan Mid-Year Evaluation; 2019 Summary and Language Assistance Program Mid-Year Report; and 2019 Summary and Geo Access Report Information Lali Witrago</p>	<p>The 2019 Cultural & Linguistics Work Plan Mid-Year Evaluation was presented to the PPC Committee. In summary, the report provided information on the C&L Services Department work plan activities, which are based on providing cultural and linguistic services support and maintaining compliance with regulatory and contractual requirements. The C&L Work Plan is broken down into the following four sections: 1) Language Assistance Services (LAP), 2) Compliance Monitoring, 3) Communication, Training and Education, and 4) Health Literacy, Cultural Competency, and Health Equity. As of June 30, 2019, all work plan activities are on target to be completed by the end of the year with some already completed.</p> <p>The C&L Language Assistance reports provide information on the language services utilization by CalViva Health</p>	

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	<p>members for January 1 to June 30, 2019 as well as updates on Language Assistance Program (LAP) areas. This report also incorporates MHN Services' Mental Health/Behavioral Health language utilization by CalViva Health members for the same reporting period.</p> <p>During January 1 to June 30, 2019, the number of calls handled by Member Services Department representatives totaled 59,717 across all languages. Of these, 10,225 (17%) were handled in Spanish and Hmong languages. Additionally, 1,341 interpreter requests were fulfilled for CalViva Health members. A total of 1,143 (85%) of these requests were fulfilled utilizing telephonic interpreter services with 148 (11%) for in-person and 50 (4%) for sign language interpretation. MHN Services' Member Services Department representatives handled a total of 2,465 calls across all languages with 205 (8%) handled in Spanish, Hmong and other non-English languages. A total of 63 requests for interpreter services were also fulfilled. Of the 63 requests, 59 (94%) were fulfilled for in-person and four (6%) for sign language interpretation.</p> <p>The 2019 Geo Access report presentation provided information on counties where members who identified as speaking a given language did not live within an appropriate time and distance parameter. Gaps were identified for various languages for PCPs and specialists or both except for Spanish. All members identified as Spanish-speaking members residing in Fresno, Kings and Madera counties had</p>	

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	<p>their access needs meet. Of the members identified as Hmong speakers, seven members residing in Fresno County were identified as having an access gap to a PCP according to the parameters. Khmer and Arabic are the two member language needs with the most gaps. However, Madera demonstrates to be the county with the least gaps. When comparing this information to the 2017 analysis, 2019 analysis demonstrates less gaps in Hmong and no gaps in Spanish. Based on the geographic analysis, the Cultural and Linguistic Services Department will share the report with Provider Network Management to convey this information for the purposes of highlighting the need to develop network priorities for PCPs and specialist sites in Fresno, Kings and Madera Counties that support CalViva Health members' language needs. In addition, the Cultural and Linguistic Services Department will develop a plan to address the gaps in provider language capabilities and member language need.</p>	
<p>#7 Medical Management RY 2019 HEDIS Data Results</p>	<p>Dr. Marabella reported on the RY 2019 HEDIS® data results. In 2019 Managed Care Plans (MCPs) reported on a total of 17 measures (16 HEDIS® measures and the All-Cause Readmission measure, a non HEDIS measure).</p> <p>Managed Care Plans (MCP's) are required to meet MPLs and if performance levels are below MPLs (25th Percentile) an improvement plan must be developed and implemented.</p> <p>For RY 2019 HEDIS® Improvement Plans, results below the MPL include the following:</p>	

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	<ul style="list-style-type: none"> • Monitoring Persistent Meds –Madera County • Monitoring Persistent Meds – Madera County - PDSA • Avoidance of ABX Adults with Bronchitis – Madera County – PDSA • Breast Cancer Screening – Fresno County – PDSA • Diabetes Care HbA1c Testing – Fresno County – PDSA • Childhood Immunizations – Fresno County – PIP • Postpartum Visits (PPC) – Fresno County – PIP 	
<p>#8 Appeals, Grievances and Complaints</p> <p>Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q3 2019. Total appeals and grievances for Q3 2019 were 619. Total appeals for Q3 2019 were 274. Total grievances for Q3 2019 were 345. 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>#9 2019 DHCS Audit Final Report; 2019 DMHC Audit Preliminary Report</p> <p>Information Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone reported on the 2019 DHCS Audit Final Report, and the 2019 DMHC Audit Preliminary Report.</p> <p>The final Corrective Action Plan as a result of the 2019 DHCS Audit Report has been sent to DHCS for review.</p> <p>In November 2019 CVH sent in the responses and CAP addressing the findings of the 2019 DMHC audit. Awaiting final report from DMHC.</p> <p>CVH is currently preparing for the 2020 DHCS audit.</p>	<p>No motion</p>

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#10 DHCS Medi-Cal Proposal: CalAIM Information Mary Lourdes Leone, Director of Compliance	Mary Lourdes reported on the DHCS Medi-Cal proposal of CalAIM. DHCS is trying to streamline the approach to provide a better framework for delivering various healthcare services. Additional information on this program is also available on the DHCS website.	No motion
#11 Final Comments from Committee Members and Staff	A general consensus was reached that power point presentations for the PPC meetings will no longer be printed for each committee member unless requested. Greg Hund, CEO, provided information on the See2Succeed program.	
#12 Announcements	None.	
#13 Public Comment	None.	
#14 Adjourn	Meeting adjourned at 1:20 pm.	

NEXT MEETING **March 4, 2020 in Fresno County**
11:30 am - 1:30 pm

Submitted This Day: March 4, 2020

Submitted By: 
 Courtney Shapiro, Director Community Relations

Approval Date: March 4, 2020

Approved By: 
 Joe Neves, Chairman