



Public Policy Committee  
Meeting Minutes  
March 3, 2021

Teleconference Meeting due  
to COVID-19 Executive Order  
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		<b>Staff Members</b>
✓●	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
		✓	Lori Norman, Compliance Manager
			Jeff Nkansah, COO
		*	= late arrival
		●	= participation by teleconference

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<b>#1 Call to Order</b> Joe Neves, Chair	The meeting was called to order at 11:30 am. A quorum was present via conference call in lieu of gathering in public per executive order signed 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.	A roll call was taken.

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<b>AGENDA ITEM / PRESENTER</b>	<b>DISCUSSIONS</b>	<b>ACTION TAKEN</b>
<p><b>#2 Meeting Minutes from December 2, 2020</b></p> <p><b>Action</b> Joe Neves, Chair</p>	<p>The December 2, 2020 meeting minutes were reviewed. There were no discrepancies.</p>	<p><b>Motion:</b> Approve December 2, 2020 Minutes 7-0-0-2 (R. Phillips / R. Garcia)</p> <p>A roll call was taken.</p>
<p><b>#3 Enrollment Dashboard Information</b> Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the enrollment dashboard through December 31, 2020. Membership as of the end of 2020 was 374,982. CalViva Health maintains a 70.10% market share.</p>	<p><b>No Motion</b></p>
<p><b>#4 Annual Report Information</b> Courtney Shapiro</p>	<p>A link to the Annual Report was included in the .pdf PPC Packet emailed to committee members. The Annual Report is a mandated report and is for the benefit of stakeholders, community partners, and elected officials; however, it is posted on the CVH website for public viewing.</p>	<p><b>No Motion</b></p>
<p><b>#5 Appeals, Grievances, and Complaints Information</b> Mary Lourdes Leone, Director of Compliance</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q4 2020. Total appeals and grievances for Q4 2020 were 564, and for CY 2020 there was a combined 2,141. There was a total of 260 individual appeals for Q4 2020, and a total of 1,032 for CY2020. There was a total of 304 individual grievances for Q4 2020, and a total of 1,109 for CY2020. Turnaround time for resolved grievance and appeal cases was met at 100% in all areas with the exception of Expedited Appeals at 96%. The majority of appeals and grievances were from members in Fresno County which has the largest CalViva Health enrollment.</p>	<p><b>No Motion</b></p>

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<p><b>#6 2021 DMHC 18-Month Follow-Up Audit; 2020 DHCS Audit Monthly CAP Updates</b></p> <p><b>Information</b> Mary Lourdes Leone, Director of Compliance</p>	<p>The 2021 DMHS 18-month follow-up audit is currently in process. Scheduled conferences begin 3/4/21. Further information and feedback will be presented at the June PPC meeting.</p> <p>Regarding the 2020 DHCS audit, CVH continues to provide monthly updates to DHCS. This will continue until DHCS is satisfied with the Plan's corrective actions.</p>	<p><b>No Motion</b></p>
<p><b>#7 Health Education</b> <i>Member Incentive Programs Semi-Annual Report Q3 and Q4 2020</i></p> <p><b>Information</b> Steven Si, Operations &amp; Privacy Specialist</p>	<p>A total of 340 CalViva Health (CVH) members participated in five health education and quality improvement incentive programs during Q3 and Q4 in 2020, which is a 55% decrease compared to Q1 &amp; Q2 2020. Of the 340 participants, 58 members received an incentive. In total, \$1,500 worth in gift cards were given to CVH members which is a 90% decrease compared to Q1 &amp; Q2 2020. Of the 58 award recipients, (16%) were from Fresno County, (5%) from Madera County and (79%) from Kings County.</p> <p>In Q3 &amp; Q4, 2020, CalViva Health continued to fulfill member requests based on the 2019 Member Incentive Statewide Program. In 2020, statewide incentive approach was put on hold and CalViva Health did not launch the plan-wide incentive program. COVID-19 shelter-in-place orders limited deployment of direct care programs, including PIPs and PDSA programs with an incentive component included. This influenced the number of incentives distributed in Q3 and Q4 of 2020. As COVID-19 evolves, CalViva Health will continue to follow CDC, state and local data to make informed decisions concerning outreach events and special projects.</p>	<p><b>No Motion</b></p>
<p><b>#8 Annual Compliance Report</b></p> <p><b>Information</b></p>	<p>The Member Service Call Center received 97,620 calls, of which 96,979 were handled. Overall service level was 96%.</p>	<p><b>No Motion</b></p>

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<p>Mary Lourdes Leone, Director of Compliance</p>	<p>The Member Service Call Center for Mental Health received 4,990 calls, of which 4,919 were handled. Overall service level was 87%.</p> <p>The Provider Network remains stable. New benefits or programs introduced in 2020 include:</p> <ul style="list-style-type: none"> <li>• Preventive Care Outreach Project Implementation</li> <li>• The aged, blind and disabled (ABD) persons could be transitioned into Medi-Cal Managed Care with no share of cost. The transition is voluntary in CalViva counties.</li> <li>• The transition of pharmacy services for Medi-Cal managed care to fee-for-service (FFS). This was delayed in late 2020 and is pending an updated transition date from DHCS.</li> </ul> <p>In 2020, 73 Member communications were reviewed by the Plan. These included 12 Printed Provider Directories and 1 Member Newsletters.</p> <p>In 2020, contracted providers were sent approximately 234 Provider Updates with information on contractual and regulatory matters as well as health plan news and announcements. Thirty-four (34) informational letter templates for contracted providers and 17 forms intended for provider use.</p> <p>The 2020 Regulatory audits and performance evaluations included:</p> <ul style="list-style-type: none"> <li>• 2020 DHCS Annual Medical Survey Audit</li> <li>• 2019 DMHC Audit, including the 18-month Follow-up Audit</li> <li>• HEDIS® 2020 Compliance Audit™</li> <li>• DHCS 2018-2019 Performance Evaluation Report</li> </ul> <p>Moving forward in 2021, the Plan expects to undergo additional audits and reviews from regulatory agencies. The Plan anticipates developing new policies</p>	

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	<p>and implementing/revising existing processes as a result of new regulatory guidance and laws effective in 2020 and 2021.</p> <p>In addition, the Plan expects the reporting requirements to intensify; specifically, the DHCS will increase its oversight and monitoring of health plan activities. DHCS is refocusing efforts to implement CalAIM</p>	
<p><b>#9 Medi-Cal Rx Update</b></p> <p><b>Information</b> Mary Lourdes Leone, Director of Compliance</p>	<p>In reference to the Medi-Cal RX, the State will be sending out a notice to members as to the status of the Medi-Cal RX initiative. Additional specifics are expected later in the year as to their intent to relaunch the program.</p>	<p><b>No Motion</b></p>
<p><b>#10 2021 CalViva Health Member Handbook/Evidence of Coverage</b></p> <p><b>Information</b> Steven Si, Operations &amp; Privacy Specialist</p>	<p>The CVH Member Handbook/Evidence of Coverage for 2021 has been postponed until additional updates are received from the regulators in reference to the Medi-Cal RX transition. Members are to continue to use the 2020 Member Handbook/Evidence of Coverage.</p>	<p><b>No Motion</b></p>
<p><b>#11 Promotores Health Network Update</b></p> <p><b>Information</b> Tony Gonzalez, Health Education Specialist</p>	<p>Tony Gonzalez provided an in-depth presentation of the Promotores model and followed up with an update on the Promotores Health Network.</p>	<p><b>No Motion</b></p>

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<p><b>#12 Announcements / Final Comments from Committee Members and Staff</b></p>	<p>David Phillips announced a second UHC health center opened in downtown Fresno. UHC will also begin giving vaccines to those in agriculture, education, and food service. UHC vaccinated 800 Sanger Unified staff the last week in February, and will be vaccinating 1,000 FUSD staff the first weekend in March. COVID testing events continue.</p> <p>Jeff Garner reported on KCAO and stated information regarding their services can be found on their website and also on Facebook. KCAO is focusing on rental assistance.</p> <p>Roberto Garcia provided an update on Self-Help Enterprises and their newest multi-family project in Porterville.</p> <p>Greg Hund announced the 10<sup>th</sup> Anniversary of CalViva Health. Since inception, CVH has made community investments of approximately \$12,000,000 focusing on meeting the needs of local food banks, women’s shelters, and community-based organizations that meet the needs of the Plan’s member.</p> <p>Courtney Shapiro shared information on recent funding which includes sponsorship of a local church that provides distance learning support; an organization call HOPE (helping others pursue excellence) focusing on men and women of color assisting them in the pursuit of entrepreneurship; Storyland Playland; Fresno EOC WIC; Best Buddies; Girl Scouts cookie buyout; presenting sponsor for the Two Cities marathon; and partnered with River Parkway Trust for their river camp low income children in Fresno and Firebaugh.</p>	
<p><b>#13 Public Comment</b></p>	<p>None.</p>	

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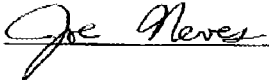
AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#14 Adjourn	Meeting adjourned at 12:59 pm.	

**NEXT MEETING**      **June 9, 2021 in Fresno County**  
**11:30 am - 1:30 pm**

Submitted This Day: June 9, 2021

Approval Date: June 9, 2021

Submitted By:   
Courtney Shapiro, Director Community Relations

Approved By:   
Joe Neves, Chairman