



Public Policy Committee
Meeting Minutes
Jun 9, 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 | | 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 |
| | | ✓ | Maria Sanchez, Compliance Manager |
| | | ✓ | Jeff Nkansah, COO |
| | | * | = late arrival |
| | | ● | = participation by teleconference |

| AGENDA ITEM / PRESENTER | DISCUSSIONS | ACTION TAKEN |
|---|---|------------------------|
| #1 Call to Order Joe Neves, Chair | The meeting was called to order at 11:32 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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| <p>#2 Meeting Minutes from March 3, 2021</p> <p>Action Joe Neves, Chair</p> | <p>The March 3, 2021 meeting minutes were reviewed. There were no discrepancies.</p> | <p>Motion: Approve March 3, 2020 Minutes 8-0-0-1 (D. Phillips / R. Garcia)</p> <p>A roll call was taken.</p> |
| <p>#3 Enrollment Dashboard Information Mary Lourdes Leone, Director of Compliance</p> | <p>Mary Lourdes Leone presented the enrollment dashboard through April 30, 2021. Membership as of the end of April 2021 was 382,052. CalViva Health maintains a 69.74% market share.</p> | <p>No Motion</p> |
| <p>#4 Health Education Information Steven Si, Operations & Privacy Specialist</p> | <p>The 2020 Health Education Work Plan Year-End Evaluation report documents progress of 19 initiatives with 44 performance objectives. Within each initiative, there are multiple objectives. Of the 19 initiatives, 11 initiatives with 27 objectives met the year-end goal. The remaining 8 initiatives with 17 objectives did not fully meet the year-end goal. Of the 17 objectives, 7 were impacted by the COVID-19 pandemic, 5 were impacted by DHCS delays in providing contract approval and new guidance regarding text messaging programs, 2 were caused by Madera County Department of Public Health losing funding to offered DSME classes and 3 did not meet performance goals.</p> <p>Notable changes to the 2021 Health Education Program Description consist of internal department changes from Provider Relations to Provider Engagement, added Community Engagement, and updated various program descriptions. In addition, the department's vision was added to the Policy Statement and Purpose, and department goals were updated.</p> | <p>No Motion</p> |

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| <p>#5 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 Q1 2021. Total appeals and grievances for Q1 2021 were 586. There was a total of 226 appeals. There was a total of 360 grievances. Turnaround time for resolved grievance and appeal cases was met at 100% in all areas with the exception of Standard Appeals at 99.4%. 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>#6 Cultural and Linguistics</p> <p>Information Steven Si, Operations & Privacy Specialist</p> | <p>All 2020 Work Plan activities were completed as follows:</p> <p>Language Assistance Services:</p> <ul style="list-style-type: none"> • 116 translation reviews completed • Bilingual certification/re-certification completed for 81 staff <p>Compliance Monitoring:</p> <ul style="list-style-type: none"> • Investigated and completed follow up on 60 grievances • Updated all C&L Policies <p>Communication, Training and Education:</p> <ul style="list-style-type: none"> • Training on C&L services conducted for nine Call Center new hire classes (129 staff in attendance) • Conducted two trainings on coding & resolution of C&L related cases for A & G Coordinators <p>Health Literacy:</p> <ul style="list-style-type: none"> • Completed 145 English material review for readability level, content and layout, and conducted C&L Database trainings (41 staff in attendance) • Completed Health Literacy Month activities with 2,000 staff having participated <p>Cultural Competency:</p> <ul style="list-style-type: none"> • Conducted Implicit Bias training series for providers with 234 attendees • Heritage/CLAS Month activities (articles, webinars, and a virtual activity completed) with nearly 3,000 staff having participated <p>Health Equity:</p> | <p>No Motion</p> |

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| | <ul style="list-style-type: none"> • Continued work on the BCS Health Equity PIP targeting Hmong women • Provided trainings to 16 Fresno Center Staff/AmeriCorp members on Cultural Competency Awareness, SDoH, Aunt Bertha-Community Connect, Interpreter Services and Bilingual Assessment for the BCS Health Equity Project <p>Notable changes for the 2021 C&L Program Description along with the 2021 Work Plan consist of the following: Interpreter Services:</p> <ul style="list-style-type: none"> • Added video remote interpreting services to the list of interpreter service available • Staffing structure updated to reflect the change in organizational structure. • Updated protected classes to the standard comprehensive list with expanded classes • Complete 2020 PNA action plan activities to expand language assistance program awareness and utilization. • Development of behavioral health/ACEs resources and tools for providers. • Implementation of two-part provider implicit bias training series offering up to four CME/CE credits. • Developing a series of cultural tip sheets for providers on various health topics providing culturally competent patient care guidance. | |
| <p>#7 Population Needs Assessment (PNA) Update</p> <p>Information Steven Si, Operations & Privacy Specialist</p> | <p>The Population Needs Assessment is published annually and due to DHCS on June 30, 2021. CVH requested an extension to the due and was granted the extension to August 2, 2021.</p> | <p>No Motion</p> |
| <p>#8 2019 DMHC Follow-Up Audit Update</p> | <p>No new updates to report.</p> | <p>No Motion</p> |

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| <p>Information Mary Lourdes Leone, Director of Compliance</p> | | |
| <p>#9 2020 DHCS Audit Update Information Mary Lourdes Leone, Director of Compliance</p> | <p>CVH continues to provide monthly updates to DHCS.</p> | <p>No Motion</p> |
| <p>#10 Annual Public Policy Committee Charter Review Action Courtney Shapiro, Community Relations Director</p> | <p>The PPC Committee reviewed the Charter and approved to move forward to Commission for approval with no revisions.</p> | <p>Motion: Approved PPC Charter to move to Commission for full approval 9-0-0-0 (J. Garner / K. Vu) A roll call was taken.</p> |
| <p>#11 2021 CalViva Health Member Handbook/Evidence of Coverage Update Information Steven Si, Operations & Privacy Specialist</p> | <p>As of early June, the 2021 CVH Member Handbook is available on the CVH Website and is currently active for mailing for all members.</p> | <p>No Motion</p> |

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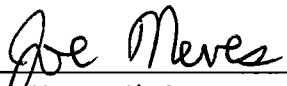
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| #12 Final Comments from Committee Members and Staff | <p>David Phillips reported UHC continues to administer COVID vaccines. Open House celebrations to take place for new UHC sites that opened in 2020. New site facility to open in Clovis prior to September 2021.</p> <p>CVH office temporarily lost connection during final comments from Committee Members.</p> | |
| #13 Announcements | <p>Greg Hund announced his retirement effective July 31, 2021 and this will be his last Public Policy Meeting.</p> <p>CVH 10 Year Anniversary video has been posted on the CVH website.</p> <p>Commission will be reviewing guidelines to return to in-person meetings; the PPC will be notified of final decision for in-person meeting in September.</p> | |
| #14 Public Comment | None. | |
| #15 Adjourn | Meeting adjourned at 12:24 pm. | |

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

Submitted This Day: September 1, 2021

Approval Date: September 1, 2021

Submitted By: 
 Courtney Shapiro, Director Community Relations

Approved By: 
 Joe Neves, Chairman