



**Public Policy Committee
Meeting Minutes
December 1, 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, Director Community Relations
✓•	Kristi Hernandez, At-Large Representative	✓	Cheryl Hurley, Commission Clerk / Director, HR /Office
✓•	Kevin Dat Vu, Fresno County Representative	✓	Jeff Nkansah, CEO
✓	Norma Mendoza, At-Large Representative	✓	Mary Lourdes Leone, Chief Compliance Officer
		✓	Steven Si, Senior Compliance & Privacy/Security Specialist
		✓	Maria Sanchez, Compliance Manager
		✓	Patrick Marabella, M.D., CMO
		✓	Amy Schneider, Director, Medical Management
		*	= 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.
#2 Meeting Minutes from	The September 1, 2021 meeting minutes were reviewed. There was one edit needed and minutes were approved as amended.	Motion: Approve

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p>September 1, 2021</p> <p>Action Joe Neves, Chair</p>		<p>December 1, 2021 Minutes 8-0-0-1 (D. Phillips / J. Garner)</p> <p>A roll call was taken.</p>
<p>#3 Enrollment Dashboard Information Maria Sanchez, Compliance Manager</p>	<p>Maria Sanchez presented the enrollment dashboard through September 2021. Membership as of the end of September 2021 was 389,651. CalViva Health maintains a 69.41% market share.</p>	<p>No Motion</p>
<p>#4 Health Education 2021 Executive Summary and Work Plan Mid-Year Evaluation</p> <p>Information Steven Si, Senior Compliance Operations/Privacy Specialist</p>	<p>The 2021 Health Education Work Plan Mid-Year Evaluation documents progress of 17 initiatives with 33 performance objectives. Within each initiative, there are multiple objectives. Of the 17 initiatives, 12 initiatives with 22 objectives are on track to meet the year-end goal. The remaining 5 initiatives with 11 objectives are off track to meet the year-end goal.</p> <p>The five (5) key initiatives off track are:</p> <ul style="list-style-type: none"> • Diabetes Prevention Program • Mental/Behavioral Health • Tobacco Cessation • Women’s Health • Geomaps 	<p>No Motion</p>

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p>#5 Cultural and Linguistics</p> <ul style="list-style-type: none"> • 2021 Executive Summary and Work Plan Mid-Year Evaluation • 2021 Summary and Language Assistance Program Mid-Year Report • 2021 Summary and Geo Access Report <p>Information Steven Si, Senior Compliance Operations/Privacy Specialist</p>	<p>For the 2021 Work Plan Mid-Year Evaluation, the Cultural and Linguistics activities completed during the first six months of 2021 consist of:</p> <ul style="list-style-type: none"> • Language Assistance Services <ul style="list-style-type: none"> ○ Updated / amended contracts with three vendors. Amendments included contract extensions and adds new rates. ○ Newsletter informing members on how to access language services completed and disseminated. ○ Twenty-seven staff completed their bilingual assessment / re-assessment. ○ Two quarterly LAP and Health Literacy meetings conducted. ○ Population Needs Assessment completed in collaboration with HE and QI departments. ○ Completed annual report of the LAP assessment results for the Timely Access Reporting. ○ LAP training module updated. Total of 4,032 staff have completed the LAP training in Q1 and Q2. • Compliance Monitoring <ul style="list-style-type: none"> ○ C&L reviewed 39 grievance cases with four interventions identified. ○ 2020 grievance trending report will be completed in Q3. ○ Completed, presented and received approval for the 2020 End of Year Language Assistant Program and 2020 End of Year Work Plan reports and the 2021 Program Description and 2021 Work Plan. ○ The CalViva member SDOH assessment is pending DHCS approval. ○ All C&L Policy & Procedures reviewed and updated in Archer. • Communication, Training and Education <ul style="list-style-type: none"> ○ Four call center trainings conducted and training decks updated. ○ Language identification poster for provider office was remediated and posted in provider library. ○ Implemented the 2-part implicit bias training series. ○ Implemented the 2-part-Motivational Interviewing training • Health Literacy, Cultural Competency and Health Equity 	<p>No Motion</p>

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
	<ul style="list-style-type: none"> ○ English material review completed for a total of 59 materials. ○ Revised Provider Health Literacy toolkit. ○ Conducted two trainings on C&L database and Plain Language. ○ Led 6 ICE C&L team meetings. ○ Produced two new documents in support of COVID patient care. ○ Published Cultural Humility and ACEs articles ○ Co-leading internal workgroup meetings with local CBO partner to plan all health disparity and cultural and linguistic components of BCS PIP. ○ Supporting work plan development, and updating and extending the Scope of Work for the community partner. ○ Leading and/or collaborating on the BCS PIP intervention components inclusive of agendas, slide deck, talking points, event survey, appointment reminder, etc. <p>All activities are on target to be completed by the end of the year with some already completed. Will continue to implement, monitor and track C&L related services and activities.</p> <p><u>The report out for the 2021 Summary and Language Assistance Program Mid-Year Report is as follows:</u></p> <ul style="list-style-type: none"> ● Member Services Department representatives handled a total of 52,783 calls across all languages. Of these, 8,960 (17%) were handled in Spanish and Hmong languages. ● A total of 1,706 interpreter requests were fulfilled for CalViva Health members, 1,290 (76%) of these requests were fulfilled utilizing telephonic interpreter services with 368 (22%) for in-person, 48 (3%) for sign language interpretation, and zero requests for video remote interpreting. ● MHN Services' Member Services Department representatives handled a total of 192 across all languages (Spanish, Vietnamese, Punjabi, Cantonese and Arabic) with 182 (95%) handled in Spanish. ● There were 85 requests for interpreter services that were fulfilled. Of these 85 requests, 70 (82%) were fulfilled for in-person, 11 (13%) for sign language interpretation and four (5%) for telephone interpretation. 	

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
	<ul style="list-style-type: none"> • One request for Written Translations were received from CalViva Health members during this reporting period. No requests for Oral or Alternate Format translations. • A total of 59 English material reviews completed for CalViva Health documents/materials, including the member newsletter. • A total of 12 grievance cases were received and reviewed by C&L. <p>C&L language assistance services utilization and language assistance program updates are mostly consistent with previous reporting periods. Interpreter requests and call volume for CalViva Health decreased slightly compared to the same reporting period in 2020. Additionally, while the total membership increased slightly, the percent of LEP members remained consistent.</p> <p>CalViva will continue to track C&L and MHN Services language services utilization and program updates.</p> <p><u>The results of the 2021 Cultural and Linguistic Services Geo Access Assessment are as follows:</u></p> <p>This information summarizes the identified language needs/gaps by county for Fresno, Kings and Madera. Five of the non-English languages with the most speakers were included in the analysis: Spanish, Hmong, Arabic, Lao and Khmer. If one member did not have a primary care provider and/or a specialist that offered their language, a gap is identified. These gaps help identify areas where language support services are more critical to accessing health care services.</p> <p>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 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 specialist and one having an access gap to a PCP, according to the parameters. Khmer and Arabic are the two-member language needs with the most gaps. Madera demonstrates to be the county with the least gaps. When comparing data to the 2019 analysis, 2021 analysis demonstrates more gaps in Hmong and less gaps for Khmer.</p>	

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
	<p>The Cultural and Linguistic Services Department will continue to produce the C&L Geo Access Assessment and report out every other year. Progress updates will be incorporated into the Cultural and Linguistics Services Department’s Work Plan reports regarding the strategies discussed, planned, and implemented and their outcome.</p>	
<p>#6 Medical Management MY 2020 HEDIS® Data Results Information Patrick Marabella, M.D., CMO</p>	<p>Dr. Marabella presented the Healthcare Effectiveness Data and Information Set (HEDIS®) update for MY 2020.</p> <p>Fresno County was below the minimum performance levels (MPL) in the following categories:</p> <ul style="list-style-type: none"> • Antidepressant Medication Management • Breast Cancer Screening • Cervical Cancer Screening • Chlamydia Screening • Childhood Immunization • HbA1c • Controlling High Blood Pressure • Weight Assessment & Counseling • Well-Child Visits – first 15 months of life <p>Kings County was below the minimum performance levels (MPL) in the following categories:</p> <ul style="list-style-type: none"> • Antidepressant Medication Management • Breast Cancer Screening • Childhood Immunization • Immunizations for Adolescents: Combo 2 • Well-Child Visits – first 15 months of life <p>Madera County was below the minimum performance levels (MPL) in the following categories:</p> <ul style="list-style-type: none"> • Antidepressant Medication Management • Chlamydia Screening 	<p>No Motion</p>

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
	<ul style="list-style-type: none"> • HbA1c • Well-Child Visits – first 15 months of life <p>Managed Care Accountability Set updates for December 2021 include:</p> <ul style="list-style-type: none"> • Performance Improvement Projects (PIPs) will continue through 12/31/2022: <ul style="list-style-type: none"> ○ Childhood Immunizations ○ Breast Cancer Screening • DHCS will not impose sanctions or corrective action plans for not meeting the MPL in 2021. • Two PDSA rapid cycle improvement projects required for CalViva Health: <ul style="list-style-type: none"> ○ Cervical Cancer Screening ○ Diabetes Care – HbA1c • COVID-19 Quality Improvement Plan (QIP) – Three strategies to address: behavioral health, chronic disease and well child. 	
<p>#7 Quarterly Appeals and Grievance Report</p> <p>Information Maria Sanchez, Compliance Manager</p>	<p>For Q3 2021 there were 92 Coverage Disputes (Appeals), 122 Disputes Involving Medical Necessity (Appeals), 91 Quality of Care, 151 Access to Care, and 165 Quality of Service, for a total of 621 appeals and grievances. The majority of which are from Fresno County.</p> <p>The turn-around time compliance for appeal and grievance cases was as follows:</p> <ul style="list-style-type: none"> • Standard Grievances: 99.7% • Expedited Grievances: 100% • Standard Appeals: 100% • Expedited Appeals: 95.2% <p>There was a total of 1,105 Exempt Grievances received in Q3 2021.</p> <p>Of the total grievances and appeals received in Q3, the following were associated with Seniors and Persons with Disabilities (SPD):</p>	<p>No Motion</p>

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
	<ul style="list-style-type: none"> • Grievances: 157 • Appeals: 54 • Exempt: 11 <p>The majority of appeals and grievances were from members in Fresno County (largest CalViva Health enrollment).</p> <p>The majority of quality of service (QOS) grievance cases resolved were categorized as Administrative, Access-Other, and Transpiration Behavior.</p> <p>The majority of quality of care (QOC) grievance cases were categorized as PCP Delay, Specialist Care and Other.</p> <p>The top categories of appeal cases were related to Advanced Imaging, Pharmacy, and DME.</p>	
<p>#8 Health Education 2021 Population Needs Assessment Report</p> <p>Information Steven Si, Senior Compliance Operations/Privacy Specialist</p>	<p>Steven Si presented the 2021 Population Needs Assessment.</p> <ul style="list-style-type: none"> • Based on measurement year 2020 (MY2020) data, all CalViva counties demonstrated various HEDIS[®] measures below the 50th percentile minimum performance level (MPL). • The COVID-19 pandemic impacted health care access, resulting in lower performance for some HEDIS[®] measures. • Fresno County had the most measures below the MPL, while Madera had the least. • Under Pediatric Health: <ul style="list-style-type: none"> ○ Madera County performed most favorably, noting three measures under the MPL out of the nine captured for review. Fresno County had eight (89%) of their measures below the MPL. ○ Across all counties, three measures were consistently below the MPL: Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM), Well-Child Visits in the First 30 Months of Life – 0 to 15 Months (W30-15), and Child and Adolescent Well-Care Visits (WCV). • Under Women’s Health: 	<p>No Motion</p>

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
	<ul style="list-style-type: none"> ○ Kings and Madera Counties had the best performance across all CalViva counties, with only one measure each, Breast Cancer Screening (BCS) and Chlamydia (CHL) respectively below the MPL. ○ Fresno County had at least three of five measures below the MPL. In the majority of CalViva counties, BCS and CHL were consistently below the benchmark. ○ All three CalViva counties met the MPL for timeliness of prenatal and postpartum visit HEDIS® measures. ● Under Adult and Chronic Health: <ul style="list-style-type: none"> ○ Kings and Madera Counties met the MPL for three of the six measures. ○ Fresno County missed the MPL on four measures. Antidepressant Medication Management – Effective Acute Phase Treatment and Effective Continuation Phase Treatment are the most recurring measures in CalViva counties below the 50th percentile. <p>The action plan moving forward for 2021-2022 is as follows:</p> <ul style="list-style-type: none"> ● Health Education: continue improving myStrength participation ● Quality Improvement: address disparity for breast cancer screening among Southeast Asian speaking females in Fresno County ● Cultural & Linguistics: increase Language Assistance Program utilization with new Video Remote Interpreting services. 	
<p>#9 2020 DHCS Audit – CAP Update</p> <p>Information Mary Lourdes Leone, Chief Compliance Officer</p>	<p>The last update submitted to DHCS was submitted in August 2021 and included a request from the Plan to accept and close out the corrective action plan (CAP). As of December 1, 2021 no formal written response has been received from DHCS. This remains an open issue.</p>	<p>No Motion</p>
<p>#10 DMHC 2021 18-Month Audit – Update</p>	<p>The Plan has recently received the final report from DMHC regarding the 2021 18-month Audit. Initially there were two deficiencies noted; one dealing with appeals and grievances letters not being</p>	

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p>Information Mary Lourdes Leone, Chief Compliance Officer</p>	<p>clear and concise. This issue has since been corrected and resolved. The second deficiency was related to how the Plan processes certain types of requests called post-stabilization requests and the claims associated with those requests. The DMHC indicated they were not able to determine if the Plan was compliant and has asked the Plan for additional information over the next few months. The DMHC will look towards the next audit in September of 2022 to ultimately make a determination as to whether or not the Plan is compliant.</p>	
<p>#11 CalViva Health Recreation Youth Fund Information Courtney Shapiro, Director, Community Relations</p>	<p>The CVH Recreation Youth Fund was approved by the Commission during budget approval in May 2021 and is a part of the Community Supports Program. The Plan created the youth fund due to the amount of requests received from youth organizations to cover expenses such as allowing children to participate when they otherwise would not be able to due to the cost, or maybe for the purchase of warmups for teams which would stay with organization for future participants. The application can be obtained on the CVH website. The funding is from \$1,000 - \$10,000 and does not cover travel sports or competitive sports.</p>	
<p>#12 Enhanced Care Management (ECM) & Community Supports – Update Information Mary Lourdes Leone, CCO</p>	<p>The Enhanced Care Management (ECM) and Community Supports program is part of a multi-year CalAIM initiative. As an update, the programs go-live on January 1, 2022. In anticipation of that, the Plan has had to submit large types of submissions. The Plan received notice from DHCS that two of the three major submissions have been approved; with the third being conditional upon receipt of a policy description.</p>	
<p>#13 Final Comments from Committee Members and Staff</p>	<p>David Phillips from United Health Centers announced the grand opening of their Clovis facility the week of 12/6/21. There is also a Chamber mixer on 12/15/21 at the Milburn location.</p> <p>Sylvia Garcia announced Cornerstone distributes boxes of food every Wednesday morning.</p> <p>Jeff Garner announced KCAO received additional funding allowing the expansion of subsidized childcare in Kings County for working families. In addition, through a donation from CVH, KCAO was able to work with West Hills College in Lemoore to establish a food pantry on campus.</p>	

CalViva Health Public Policy Committee

AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
	<p>Roberto Garcia announced Self Help Enterprises has a grand opening of Sugar Pine Village in Madera 12/3/21.</p> <p>Tony Gonzalez with CVH Community Engagement introduced two of his team members. Their primary focus is to help CVH implement CalAIM, and the COVID vaccine response plan.</p> <p>Courtney Shapiro followed up with additional information on the COVID response plan with a vaccine event being held 12/5/21. Courtney also announced the new CalViva Health Cares Facebook page. Questions posed on Facebook in Spanish will be answered. Posters provided in English and Spanish will both be posted. Whatever the language is on the flyer that is provided is what is posted.</p> <p>Jeff Nkansah announced new legislation, AB 361, which will change the way in which the meetings will be held moving forward in 2022. PPC members should plan to participate in person for the March 2022 meeting. In addition, Jeff also announced for anyone that is on Medi-Cal or might be experiencing financial hardship and may have a premium they are unable to pay, the State is looking to connect those members and families with a waiver for their premium. Reach out to Courtney Shapiro and will also be posted on the CVH Facebook page. Jeff expressed thanks to the community partners and provider partners, as well as staff and the HN team, for all the work involved with CalAIM.</p>	
#14 Announcements	None.	
#15 Public Comment	None.	
#16 Adjourn	Meeting adjourned at 12:56 pm.	

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

CalViva Health Public Policy Committee

Submitted This Day: March 2, 2022

Approval Date: March 2, 2022

Submitted By: C. Shapiro
Courtney Shapiro, Director Community Relations

Approved By: Joe Neves
Joe Neves, Chairman