



Public Policy Committee  
Meeting Minutes  
September 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		<b>Staff Members</b>
	Sylvia Garcia, Fresno County Representative	✓	Courtney Shapiro, Director Community Relations
	Kristi Hernandez, At-Large Representative	✓	Cheryl Hurley, Commission Clerk / Director HR
✓●	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
		✓	Lori Norman, Senior Compliance Analyst
		*	= 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.
<b>#2 Meeting Minutes from June 9, 2021</b>	The June 9, 2021 meeting minutes were reviewed. There was one edit needed and minutes were approved as amended.	<b>Motion:</b> Approve June 9, 2021 Minutes

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AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
<p><b>Action</b> Joe Neves, Chair</p>		<p>6-0-0-3 (J. Garner / D. Phillips)</p> <p>A roll call was taken.</p>
<p><b>#3 Committee Membership Update</b></p> <p><b>Information</b> Courtney Shapiro, Director, Community Relations</p>	<p>Leann Floyd’s membership has been extended to August 2023. Jeff Garner and Roberto Garcia memberships have been extended to August 2024.</p>	<p><b>No Motion</b></p>
<p><b>#4 Proposed 2022 PPC Meeting Calendar</b></p> <p><b>Action</b> Courtney Shapiro, Director, Community Relations</p>	<p>The 2022 proposed meeting calendar was presented to the PPC. No conflicts were noted.</p>	<p><b>Motion:</b> Approve Proposed 2022 Calendar to move to Commission for final approval</p> <p>6-0-0-3 (R. Garcia / D. Phillips)</p> <p>A roll call was taken.</p>
<p><b>#5 Enrollment Dashboard Information</b> Mary Lourdes Leone, Chief Compliance Officer</p>	<p>Mary Lourdes Leone presented the enrollment dashboard through July 2021. Membership as of the end of July 2021 was 386,814. CalViva Health maintains a 69.51% market share.</p>	<p><b>No Motion</b></p>

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<p><b>#6 Health Education</b> Member Incentive Programs – Semi-Annual Report Q1 and Q2 2021</p> <p><b>Information</b> Steven Si, Senior Compliance Operations/Privacy Specialist</p>	<p>A report out was given in response to a question asked during the June 9, 2021 PPC Meeting:</p> <ol style="list-style-type: none"> <li>1. The name change to Provider Engagement has no impact on Health Education programs.</li> <li>2. The establishment of Community Engagement is not affected as to the addition or removal of any Health Education programs. The new department is an allocation of resources to further increase the community awareness of CalViva Health’s Health Education programs. More details of the community awareness for this program will be presented during the December 1, 2021 PPC meeting.</li> </ol> <p>With regard to the Member Incentive Programs – Semi-Annual Report Q1 and Q2 2021, a total of 482 CalViva Health (CVH) members participated in one health education program during Q1 and Q2 in 2021. Of the 482 participants, 22 members received an incentive. In total, \$470 worth in gift cards were given to CVH members. Of the 22 award recipients, (36%) were from Fresno County and (64%) from Madera County.</p> <p>In Q1 &amp; Q2, 2021, CalViva Health did not launch any plan-wide QI incentive programs. COVID-19 pandemic presented challenges and limited deployment of direct care programs, including PIPs and PDSA projects with an incentive component included. 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>#7 Health Education Update</b></p>	<p>Upon submission of the PNA to DHCS, the Plan received an Additional Information Requested (AIR) from DHCS to revise the PNA report. In doing so, a</p>	<p><b>No Motion</b></p>

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<p>Population Needs Assessment Report</p> <p><b>Information</b> Steven Si, Senior Compliance Operations/Privacy Specialist</p>	<p>revised PNA report was submitted to DHCS with an approval received in return on 8/12/21. There will be a PNA summary presented at the December 1, 2021 PPC meeting.</p>	
<p><b>#8 Appeals, Grievances, and Complaints</b></p> <p><b>Information</b> Mary Lourdes Leone, Chief Compliance Officer</p>	<p>Mary Lourdes Leone presented the appeals, grievances and complaints report for Q2 2021. Total appeals and grievances for Q2 2021 were 619. There was a total of 201 appeals. There was a total of 418 grievances. Turnaround time for resolved grievance and appeal cases was met at 100% in all areas. The majority of appeals and grievances were from members in Fresno County which has the largest CalViva Health enrollment. The majority of the Quality of Service cases resolved were categorized as “Administrative, “Access-Other” and “Transportation access”. The majority of the Quality of Care cases resolved were “PCP Care”, “Other” and “PCP Delay”. The top categories for Exempt grievances were “Provider Attitude/Service” and “Health Plan Materials/ID Cards Not Received”.</p>	<p><b>No Motion</b></p>
<p><b>#9 2020 DMHC Audit Update / 2020 DHCS Audit Update</b></p> <p><b>Information</b> Mary Lourdes Leone, Chief Compliance Officer</p>	<p>The 2020 DMHC 18-month follow-up audit results are still pending.</p> <p>The Plan recently submitted the last Corrective Action Plan (CAP) to DHCS for the 2020 audit and has asked that the CAP be closed. Results of implementation of activities will be apparent to DHCS when they are onsite for the next audit in 2022.</p>	<p><b>No Motion</b></p>
<p><b>#10 Medi-Cal RX Update</b></p> <p><b>Information</b> Mary Lourdes Leone, Chief Compliance Officer</p>	<p>The Medi-Cal RX program will officially go live January 1, 2022. Members’ outpatient prescriptions will be the responsibility of DHCS and no longer the Managed Care Plan.</p>	<p><b>No Motion</b></p>

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<p><b>#11 CalAim Initiatives: Enhanced Care Management (ECM) &amp; In Lieu of Services (ILOS); Major Organ Transplants (MOT)</b></p> <p><b>Information</b> Mary Lourdes Leone, Chief Compliance Officer</p>	<p>The first three initiatives of the CalAim program; Enhanced Care Management (ECM), In Lieu of Services (ILOS); and Major Organ Transplant (MOT) will become effective January 1, 2022.</p>	<p><b>No Motion</b></p>
<p><b>#12 Final Comments from Committee Members and Staff</b></p>	<p>Jeffrey Nkansah, the Plan’s newly appointed CEO, expressed the importance of encouraging the COVID vaccine.</p> <p>Mary Lourdes Leone is the Plan’s newly appointed Chief Compliance Officer.</p> <p>Courtney Shapiro, Director Community Relations, reported on activity within the three service area counties in assisting with COVID vaccinations providing supplies, incentives, and grants. CVH partnered with Reading Heart over the weekend giving out free books to 450 teachers to fill their libraries. CVH also presented a check over the weekend for \$100,000 to Tzu Chi to continue providing free glasses at school sites.</p> <p>Supervisor Neves shared that CVH partnered with Kings County Housing Authority in providing supplies during their food distribution and COVID vaccination clinic over the weekend.</p> <p>Jeff Garner reported he received a call from a community leader in Corcoran seeking assistance for an incentive program to encourage high school students to get vaccinated. CVH will follow-up after the meeting.</p> <p>David Phillips reported upcoming chamber mixers at their UHC locations.</p>	

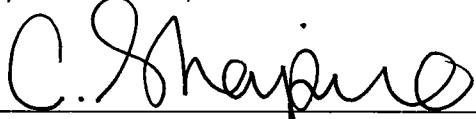
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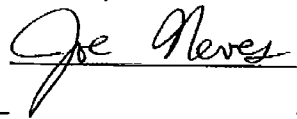
AGENDA ITEM / PRESENTER	DISCUSSIONS	ACTION TAKEN
#13 Announcements	None.	
#14 Public Comment	None.	
#15 Adjourn	Meeting adjourned at 12:23 pm.	

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

Submitted This Day: December 1, 2021

Approval Date: December 1, 2021

Submitted By:   
 Courtney Shapiro, Director Community Relations

Approved By:   
 Joe Neves, Chairman