



Public Policy Committee
Meeting Minutes
June 1, 2022

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
	Vacant, 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	✓	Mary Lourdes Leone, Chief Compliance Officer
	Norma Mendoza, At-Large Representative	✓	Steven Si, Senior Compliance & Privacy/Security Specialist
		✓	Maria Sanchez, Compliance Manager
		*	= 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 11:34 am. A quorum was not present. The meeting took place as an informational session only. No action was taken for action items.	A roll call was taken.
#2 Meeting Minutes from March 2, 2022 Action Joe Neves, Chair	Action postponed until the September meeting.	Motion: None taken
#3 Committee Membership Update	Sylvia Garcia has been reappointed for an additional three-year term through May 2025. The Kings County seat is vacant and active recruitment is ongoing.	

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<p>Information Joe Neves, Chair</p>		
<p>#4 Enrollment Dashboard Information Maria Sanchez, Compliance Manager</p>	<p>Maria Sanchez presented the enrollment dashboard through March 2022. Membership as of March 31, 2022 was 401,429. Membership is expected to decrease as then end of 2022 nears. CalViva Health maintains a 68.74% market share.</p>	<p>No Motion</p>
<p>#5 Health Education Information Steven Si, Senior Compliance Privacy/Security Specialist</p>	<p>Steven Si presented the 2021 Health Education Annual Evaluation and the 2022 Health Education Program Description and Work Plan.</p> <p>In reference to the 2021 year-end Annual Evaluation, Health Education met 71% of its initiatives by year-end. Of the 17 initiatives, 12 initiatives with 22 objectives met the year-end goal. The remaining 5 initiatives with 11 objectives did not meet the year-end goal. Of the 11 objectives, 2 were cancelled; 2 were impacted by DHCS delays in providing contract approval; and 7 did not meet performance goals.</p> <p>Health Education accomplishments for 2021 consist of:</p> <ul style="list-style-type: none"> • Successfully submitted the 2021 PNA, receiving high remarks from DHCS. • Enrolled 127 members into the Central California Asthma Collaborative in-home visitation program. • Promotores in the Promotores Health Network program successfully conducted a total of 87 charlas with a 67% member reach rate. • In collaboration with the Population Health team, conducted over 1,000 calls on COVID-19 topics and including relaying community-based vaccination clinics. 	<p>No Motion</p>

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	<ul style="list-style-type: none"> • Completed and mailed Member Newsletter to 928,000 members. • Supported members and providers with behavioral health resources including 14 provider communications, the enrollment of 59 members in myStrength, and the submission of 16,43 ACEs screening claims. • A total of 776 participated in the Fit Families for Life Home Edition Program and 561 in the Healthy Habits for Healthy People program. • Distributed a total of 1,715 CalViva Health Pregnant Program packets and 678 Newborn packets to members. • Enrolled 172 CalViva Health members in smoking cessation services offered by Kick It California. <p>In reference to the 2022 Health Education Program Description, notable changes for 2022 consist of Cultural and Linguistics Department renamed to Health Equity. Disease Management Program changed to Chronic Condition Management. California’s Smokers’ Helpline changed to Kick It California. And updating of various program descriptions.</p> <p>In reference to the 2022 Health Education Work Plan, major initiatives include:</p> <ul style="list-style-type: none"> • Submission of the 2022 Population Needs Assessment. • Implement Fluvention and-COVID 19 communication campaigns with a focus on 5-11-year-olds. Work with schools, health departments, CBOs, and other relevant stakeholders to increase flu vaccination rates. • Launching a targeted member outreach in 2022 for the Diabetes Prevention Program with the goal of increasing member enrollment. • Continue to collaborative and implement the Asthma In-Home Visitation program for the Central California Asthma Collaborative. • Continue to promote mental/behavioral health resources to members and explore opportunity to work with Population Health Management to build referral process to members. 	

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	<ul style="list-style-type: none"> • Launch the Tobacco Cessation Nicotine Replacement Therapy kits pilot project with Kick It California, upon DHCS approval. • Community Engagement and Promotores Health Network will continue to collaborate with community partners to support local priorities and address SDOH. • Continue to collaborate with Marketing to update educational resources as needed. 	
<p>#6 Appeals, Grievances and Complaints</p> <p>Information Maria Sanchez, Compliance Manager</p>	<p>For Q1 2022 there were 9 Coverage Disputes (Appeals), 93 Disputes Involving Medical Necessity (Appeals), 84 Quality of Care, 81 Access to Care, and 87 Quality of Service, for a total of 354 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: 99.5% • Expedited Grievances: 100% • Standard Appeals: 100% • Expedited Appeals: 100% <p>There was a total of 681 Exempt Grievances received in Q1 2022.</p> <p>Of the total grievances and appeals received in Q1, the following were associated with Seniors and Persons with Disabilities (SPD):</p> <ul style="list-style-type: none"> • Grievances: 76 • Appeals: 25 • Exempt: 19 <p>The majority of appeals and grievances were from members in Fresno County (largest CalViva Health enrollment).</p>	<p>No Motion</p>

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	<p>The majority of quality of service (QOS) grievance cases resolved were categorized as Administrative, Access-Other, and Interpersonal.</p> <p>The majority of quality of care (QOC) grievance cases were categorized as PCP Delay, Specialist Care and PCP Care.</p> <p>The top categories of appeal cases were related to Advanced Imaging, Pharmacy, and Other.</p> <p>The top categories for exempt grievances were Provider Attitude/Service, Health Plan Material-ID Cards not Received, and PCP Assignment/Transfer Health Plan Assignment Change Request.</p>	
<p>#7 Health Equity Information Steven Si, Senior Compliance Privacy/Security Specialist</p>	<p>Steven Si presented the 2021 Health Equity 2021 Summary and Work Plan Evaluation, the 2021 Summary and Language Assistance Program, the 2022 Summary and Program Description, and the 2022 Summary and Work Plan.</p> <p>In reference to the 2021 Annual Evaluation of Cultural & Linguistics, now known as Health Equity, all 2021 Work Plan activities were completed. For Language Assistance Services 83 translation reviews completed. Bilingual certification/re-certification was completed for 70 staff. Compliance Monitoring investigated and completed follow up on 53 grievances. All C&L Policies were updated. Training on C&L services was conducted for 15 Call Center new hire classes (293 staff in attendance). Two trainings were conducted on coding & resolution of C&L related cases for A & G Coordinators (172 staff in attendance). Health Literacy completed 89 English material review for readability level, content and layout, and conducted C&L Database trainings (17 staff in attendance). In addition, completed Health Literacy Month activities with 2,000 staff having participated. In the area of Cultural Competency, Implicit Bias training series was conducted for providers with 1,005 attendees. Heritage/CLAS Month activities (articles, webinars, and a virtual activity completed) was completed with 3,810 staff having participated. Health Equity continued work on the BCS Health Equity PIP targeting Southeast Asian women. Provided trainings to 18 Fresno Center Staff/AmeriCorps members on</p>	<p>No Motion</p>

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	<p>Cultural Competency Awareness, SDoH, findhelp, Interpreter Services, and Bilingual Assessment for the BCS Health Equity Project. And continued work on Childhood Immunization PIP targeting children aged 2 or younger.</p> <p>In reference to the 2021 Cultural and Linguistic Services (C&L) Language Assistance Program, a total of 3,092 interpreter requests were fulfilled for CalViva Health members, 2,108 (68%) of these requests were fulfilled utilizing telephonic interpreter services with 869 (28%) for in-person and 115 (4%) for sign language interpretation. The Member Services Department representatives handled a total of 98,255 calls across all languages. Of these, 18,047 (18%) were handled in Spanish and Hmong languages. MHN Member Services Department representatives handled a total of 4,643 calls across all languages with 429 in Spanish, 11 in Hmong and 79 in other languages. No requests for an alternate format translation were received. Fourteen written translation requests were received and fulfilled by MHN Services during 2021. English material review was completed for a total of 89 CalViva Health documents/materials. A total of 70 staff were assessed or re-assessed for their bilingual skills during this reporting period. A total of 53 grievances were received by the Health Equity Department. Of these cases, 20 were coded as culture perceived discrimination, 19 were coded as culture non-discriminatory, 2 were coded as linguistic perceived discrimination, and 12 were coded as linguistic non-discriminatory. Interventions were identified in 7 of the cases and delivered with support by Provider Engagement representatives.</p> <p>Highlights of notable changes for the 2022 Health Equity Program Description consists of:</p> <ul style="list-style-type: none"> • Interpreter Services: Updated patient care delivery to include additional interpretation services due to COVID-19 changes. • Health Equity Services Department Staff Roles & Responsibilities: Staffing structure updated to reflect the change in organizational structure; and Department name change from Cultural and Linguistic to Health Equity. 	

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	<p>For the Health Equity Work Plan, 2021 initiatives will continue in 2022 with the following enhancements:</p> <ul style="list-style-type: none"> • Population Needs Assessment (PNA): Complete 2021 PNA action plan activities to expand language assistance program awareness and utilization • Providers' Training Series: Implement additional provider training series, topics include general implicit bias and maternity care, offering up to four CME/CE credits. • Health Literacy: Rebranding the Health Literacy Program and exploring new system to host English Material Review (EMR) Database 	
<p>#8 Population Needs Assessment Update</p> <p>Information Steven Si, Senior Compliance Privacy/Security Specialist</p>	<p>Steven Si provided an update in reference to the Population Needs Assessment (PNA). CalViva is on track to submit the PNA report by the due date of June 30, 2022. The DHCS announced in May new requirements and new All Plan Letters (APLs) will be released as a result. The PNA report will now be required to be submitted to the DHCS every three years.</p>	<p>No Motion</p>
<p>#9 2021 DMHC Follow-up Audit Update</p> <p>Information Mary Lourdes Leone, Chief Compliance Officer</p>	<p>In reference to the 2021 DMHC Follow-Up Audit, there has been no final determination or closure of the audit report and remains open.</p>	<p>No Motion</p>
<p>#10 2020 DHCS Audit Update</p> <p>Information</p>	<p>In reference to the 2020 DHCS Audit, corrective actions have been submitted and this audit also remains open.</p>	

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Mary Lourdes Leone, Chief Compliance Officer		
#11 2022 DHCS Audit Information Mary Lourdes Leone, Chief Compliance Officer	The DHCS audit for 2022 was conducted in April. CVH anticipates an exit conference will be had in mid-July; at that time preliminary results will be announced.	No Motion
#12 2022 DMHC Audit Information Mary Lourdes Leone, Chief Compliance Officer	The Plan is currently preparing all documents for the 2022 DMHC audit which will take place September 19, 2022. Due date for all submissions is Friday, June 3, 2022.	No Motion
#13 Annual Public Policy Committee Charter Review Action Joe Neves, Chair	Postponed until September meeting as a quorum was not present.	No motion
#14 2022 CalViva Health Member Handbook / Evidence of Coverage Update (Errata B) Information	All Plans are required to publish an Errata to the 2022 Evidence of Coverage by July 1, 2022. This will be both on the CVH website and in print. Sections updated are Section 3 – How to Get Care in relation to “minor consent”; and Section 4 – Benefits in relation grief cognitive assessment for aged 65+.	No Motion

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Mary Lourdes Leone, Chief Compliance Officer		
#15 Final Comments from Committee Members and Staff	<p>Jeff Nkansah, CEO for CVH, provided updates in reference to the Public Health Emergency. Both CMS and DHCS' goal is to ensure there is no adverse impact to Medi-Cal beneficiaries. When the Public Health Emergency ends, the goal is to ensure that whatever coverage the beneficiary us eligible for remains intact. The health plan will be conducting outreach initiatives, placing information on the CVH website, and using social media to assist members with ensuring their contact information is current and up-to-date. The PHE has been extended to October, and this is expected to be the last extension of the PHE.</p> <p>In relation to the several changes in program documents, departments, etc., this is primarily due to Medi-Cal going through a transformational change. Numerous changes taking place are going to take effect in the Plan's health plan arrangements beginning January 1, 2024. Initiatives are taking place within the Plan's administrative support in preparation to operate under the new requirements.</p> <p>Courtney Shapiro provided an update on CalViva's sponsorships and grants. Two months prior CVH funded a project for an organization called Martin Park by Webster Elementary. CVH funded \$100K from the greenspace budget to build a play structure in the vacant lot. In addition, for the Youth Recreation fund, CVH funded a boxing program in the amount of \$10K to purchase all new equipment. This is located at Romain Park and run through the Police Activity League (PAL) for youth to box five days a week for free. CalViva is also the presenting sponsor for Reading Heart which is a book donation program. Reading Heart is having their reading extravaganza June 11, 2022 at Story Land; free to those attending. There will be approximately 25,000 books available for kids to fill a bag. This is a live event with super heroes, celebrity readers, and non-profit vendors.</p>	

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	<p>Public Policy meetings will resume in all service area counties (Madera and Kings Counties) for starting in 2023.</p> <p>Roberto Garcia provided an update for Self-Help Enterprises.</p> <p>David Phillips provided an update for United Health Centers. They had their grand opening for the Kings Canyon & Minnewawa location. There are an additional three new health centers opening this year; Kingsburg, Hanford, and one located in an elementary school in southeast Fresno. Four more health centers will be opening in 2023; and four more opening in 2024. The UHC golf tournament will be Friday October 14, 2022.</p>	
#16 Announcements	None	
#17 Public Comment	None	
#18 Adjourn	Meeting adjourned at 12:36 pm.	

NEXT MEETING **September 7, 2022 in Fresno County**
11:30 am - 1:30 pm

Submitted This Day: September 7, 2022

Approval Date: September 7, 2022

Submitted By: 
 Courtney Shapiro, Director Community Relations & Marketing

Approved By: 
 Joe Neves, Chairman