



Public Policy Committee  
Meeting Minutes  
June 7, 2023

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
	Lisa Sanchez, Kings County Representative		<b>Staff Members</b>
✓	Sylvia Garcia, Fresno County Representative	✓	Courtney Shapiro, Director Community Relations
✓	Kristi Hernandez, Fresno County Representative	✓	Cheryl Hurley, Commission Clerk / Director, HR /Office
✓	Maria Arreola, At-Large Representative	✓	Mary Lourdes Leone, Chief Compliance Officer
✓	Norma Mendoza, Madera County Representative		Steven Si, Senior Compliance & Privacy/Security Specialist
		✓	Maria Sanchez, Compliance Manager
		✓	Patrick Marabella, MD, CMO
		✓	Amy Schneider, RN, Director, Medical Management
		*	= late arrival
		•	= participation by teleconference

AGENDA ITEM / PRESENTER	DISCUSSIONS	RECOMMENDATION(S) / QUESTION(S) / COMMENT(S)	ACTION TAKEN
<b>#1 Call to Order</b> Joe Neves, Chair	The meeting was called to order at 11:32 am. A quorum was present.		A roll call was taken.
<b>#2 Meeting Minutes from December 7, 2022</b>  <b>Action</b> Joe Neves, Chair	The March 1, 2023, meeting minutes were reviewed.		<b>Motion:</b> Approve March 7, 2023 Minutes 7-0-0-2 (R. Garcia / S. Garcia)
<b>#3 Enrollment Dashboard Information</b>	Maria Sanchez presented the enrollment dashboard through March 2023. Membership as of March 31, 2023, was 437,493. CalViva Health maintains a 67.14% market share. The Plan continues to anticipate that enrollment will decrease as the public health emergency comes to		<b>No Motion</b>

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<p>Maria Sanchez, Compliance Manager</p>	<p>an end. Members are now required to submit documentation for eligibility in order to remain enrolled with CalViva Health/Medi-Cal.</p>		
<p><b>#4 Health Education</b></p> <ul style="list-style-type: none"> <li>• 2022 Summary Work Plan Evaluation</li> <li>• 2023 Summary and Program Description</li> <li>• 2023 Work Plan</li> </ul> <p><b>Information</b> Justina Felix</p>	<p>The 2022 Health Education Work Plan Year-End Evaluation report documents progress of 15 initiatives with 34 performance objectives. Within each initiative, there are multiple objectives. Health Education met 67% of its initiatives by year-end:</p> <ul style="list-style-type: none"> <li>• Of the 15 initiatives, 10 initiatives with 26 objectives met the year-end goal.</li> <li>• Of the remaining 5 initiatives with 7 objectives: 4 objectives did not meet the year-end goal; 2 objectives partially met the year-end goal; and 1 objective met the year-end goal.</li> <li>• Of those 7 objectives, two were impacted based on an assessment of resources; four did not reach the member participation goal; and one did not meet the reach rate.</li> </ul> <p>Accomplishments consist of:</p> <ul style="list-style-type: none"> <li>• 185 members enrolled in the Central California Asthma Collaborative in-home visitation program with 104 members completing the 12-month program.</li> <li>• 112 members enrolled in the Diabetes Prevention Program. Nineteen (19) members enrolled achieved 5% weight loss by the end of the 16-week program.</li> <li>• 185 charlas with a 67%-member participation rate: Promotores Health Network conducted in-person and virtual classes on bailoterapia (physical activity), walking club, literacy club, and health education topics.</li> <li>• 333 members enrolled in myStrength.</li> <li>• Providers submitted 19,180 screening claims for Adverse Childhood Experiences (ACEs) screening.</li> <li>• Rebranded/updated 33-member health education materials: topics included breastfeeding, dental care, heart health, pain control, nutrition, exercise, and weight management.</li> </ul> <p>Barriers encountered and actions to be taken in Q1 and Q2 of 2023 included:</p> <ul style="list-style-type: none"> <li>• Perinatal Education: Lower enrollment than expected into the CVH Pregnancy Program. <ul style="list-style-type: none"> <li>○ Promote the program in the CVH Member Newsletter.</li> <li>○ Promote CVH Pregnancy Program via health education email campaigns.</li> </ul> </li> <li>• Tobacco Cessation Program: Low enrollment in the smoking cessation program. <ul style="list-style-type: none"> <li>○ Promote smoking cessation program in the CVH Member Newsletter and through an email campaign.</li> </ul> </li> </ul>	<p><i>David Phillips asked about the 19,000 screening claims for ACEs, and what is a claim?</i></p> <p><i>Justina Felix replied the "claim" is a questionnaire form that Providers use. It is not an actual claim for benefits.</i></p> <p><i>Courtney Shapiro offered to put information on the CVH Facebook page regarding the Pregnancy, and Smoking Cessation programs.</i></p>	

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	<ul style="list-style-type: none"> <li>○ Begin the exploration if a data exchange process with Kick It California can be done and approved by CVH as part of the enhanced outreach efforts to members about the Tobacco Cessation Program.</li> <li>○ Explore if the Nicotine Replacement Therapy kit pilot can be done for CVH.</li> </ul> <p>The 2023 Health Education Work Plan proposed initiatives include:</p> <ul style="list-style-type: none"> <li>● Conduct patient-level evaluation of the Asthma In-Home program.</li> <li>● Vet and onboard new vendor for the Diabetes Prevention Program.</li> <li>● Continue to implement Fluvention communication campaigns for the 2023 Flu Season.</li> <li>● Continue to promote mental/behavioral health resources to members.</li> <li>● Use lessons learned from the DHCS approval process of the partnering health plan’s submission of the Tobacco Cessation “Nicotine Replacement Therapy kits” pilot project with Kick It California to assess if the same pilot will be implemented for CVH.</li> <li>● Continue to collaborate with community partners to support local priorities and address health disparities to improve breast cancer screening rates for members in Fresno, Kings, or Madera County.</li> <li>● Collaborate with Marketing to update health education resources as needed.</li> </ul>		
<p><b>#5 Appeals, Grievances and Complaints</b></p> <p><b>Information</b>            Maria Sanchez            Dr. Marabella</p>	<p>For Q1 2023 there were 3 Coverage Disputes (Appeals), 92 Disputes Involving Medical Necessity (Appeals), 86 Quality of Care, 127 Access to Care, and 154 Quality of Service, for a total of 462 appeals and grievances. The total for Q1 2022 was 354 which shows there was a significant increase for Q1 2023. The majority of which are from Fresno County.</p> <p>The turn-around time compliance for resolving appeal and grievance cases was met at 100% for all categories.</p> <p>There was a total of 570 Exempt Grievances received in Q1 2023.</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"> <li>● Grievances: 119</li> <li>● Appeals: 24</li> </ul>	<p><i>Courtney Shapiro asked the PPC if they would like to have regular presentations from the Medical Management team with regard to the Appeals and Grievances data.</i></p> <p><i>The PPC responded positively and would like to continue to have more thorough</i></p>	

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	<ul style="list-style-type: none"> <li>Exempt: 32</li> </ul> <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 Access-Other, Transportation Access, and Other.</p> <p>The majority of quality of care (QOC) cases were categorized as PCP Delay, PCP Care, and Other.</p> <p>The top categories of appeal cases were related to Advanced Imaging, Surgery, and Durable Medical Equipment (DME).</p> <p>The top categories for exempt grievances were Health Plan Material-ID Cards Not Received, PCP Assignment/Transfer Health Plan Assignment Change Request, and PCP-HCO Assignment - Change Request.</p> <p>Dr. Marabella further gave a comprehensive explanation of where the data derives from. The information comes from the Appeals &amp; Grievances Dashboard the Plan receives every month from Health Net. The report is divided into Grievances, and Appeals. An expedited grievance is required to be resolved or responded to within 72 hours. A regular grievance is allowed 30-days for resolve or response. The Plan has an acknowledgement letter that is sent to members stating the status of their grievance. There is also a resolution letter sent to members stating their grievance has been resolved with their Provider. There are two different categories of grievances which are Quality of Care (QOC), and Quality of Service (QOS). When complaints come in, the clinical staff will review and decide whether it's a QOC or QOS complaint. There are different ways to file a grievance; either by completing a form in the doctor's office, accessing the form on the CVH website, or calling the complaint telephone number. The intake center receives the complaints and sets them up according to the type of grievance. In addition to the types of grievances, there are sub-categories within QOC or QOS which are also categorized by the intake center. The Appeals process works the same way that the Grievances process works.</p>	<p><i>information on Appeals &amp; Grievances during the PPC meetings.</i></p> <p><i>Adela Corona, promotores representative, provided input on what she hears from the community and how members, when they call for help or assistance, are directed to several different places and must go through several different people before they are able to find out what is going on. On a positive note, now that the promotores are out in the community and at events, transportation complaints are improving.</i></p> <p><i>Courtney Shapiro informed the PPC and public attendees there is an app in</i></p>	

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		<p><i>the works for Modivcare to help with transportation in scheduling and tracking.</i></p>	
<p><b>#6 Health Equity</b></p> <ul style="list-style-type: none"> <li>• 2022 Summary and Work Plan Evaluation</li> <li>• 2022 Summary and Language Assistance Program</li> <li>• 2023 Summary and Program Description</li> <li>• 2023 Summary and Work Plan</li> </ul> <p><b>Information</b> Pao Houa Lee</p>	<p>All 2022 Work Plan activities were completed.</p> <p>For Language Assistance Services:</p> <ul style="list-style-type: none"> <li>• 42 translation reviews were completed.</li> <li>• Bilingual certification/re-certification completed for 78 staff.</li> </ul> <p>For Compliance Monitoring:</p> <ul style="list-style-type: none"> <li>• Investigated and completed follow up on 53 grievances.</li> <li>• Updated all Cultural &amp; Linguistics (C&amp;L) Policies</li> <li>• Three Findhelp trainings were conducted for staff.</li> </ul> <p>For Communication, Training and Education:</p> <ul style="list-style-type: none"> <li>• Training on C&amp;L services conducted for seven Call Center new hire classes (290 staff in attendance)</li> <li>• Conducted four trainings on coding &amp; resolution of C&amp;L related cases for A &amp; G Coordinators (188 staff in attendance)</li> </ul> <p>For Health Literacy, Cultural Competency, and Health Equity:</p> <ul style="list-style-type: none"> <li>• Completed 29 English material review for readability level, content, and layout.</li> <li>• Conducted Implicit Bias training series for providers with 263 attendees.</li> <li>• Completed BCS Health Equity PIP project targeting Southeast Asian women with a 51.35% compliance rate.</li> <li>• Completed Childhood Immunization PIP project targeting children aged 2 or younger with a 34.53% compliance rate.</li> </ul> <p>End of Year Summary for the 2022 Language Assistance Program:</p> <ul style="list-style-type: none"> <li>• A total of 3,476 interpreter requests were fulfilled for CalViva Health members, 2,571 (74%) of these requests were fulfilled utilizing telephonic interpreter services with 838 (24%) for in-person and 67 (2%) for sign language interpretation.</li> </ul>	<p><i>David Phillips inquired if CVH has hired a new Health Equity Officer.</i></p> <p><i>Dr. Marabella replied the CVH has not yet hired the Health Equity Officer, and that Health Net has a Chief Equity Officer that was appointed several months ago. The senior team at CalViva are currently in the process of recruiting for the position.</i></p>	

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	<ul style="list-style-type: none"> <li>• Member Services Department representatives handled a total of 109,176 calls across all languages. Of these, 19,496 (18%) were handled in Spanish and Hmong.</li> <li>• MHN Member Services Department representatives handled a total of 4,504 calls across all languages with 411 in Spanish, 8 in Hmong and 14 in other languages. No requests for an alternate format translation were received. Ninety-one written translation requests were received and fulfilled by MHN Services in 2022.</li> <li>• English material review was completed for a total of 29 CalViva Health documents/materials.</li> <li>• A total of 78 staff were assessed or reassessed for their bilingual skills during this reporting period.</li> <li>• A total of 53 grievances were reviewed by the Health Equity department. Of these cases, 19 were coded as culture perceived discrimination, 19 were coded as culture non-discriminatory, 2 were coded as linguistic perceived discrimination, and 13 were coded as linguistic non-discriminatory. Interventions were identified in 4 of the cases and delivered with support by the Provider Engagement Department.</li> </ul> <p>Notable changes for the 2023 Health Equity Program Description were presented as follows:</p> <ul style="list-style-type: none"> <li>• Expanded the description of Mission statement.</li> <li>• Added Armenian as a language to monitor.</li> <li>• Add sex, ethnic group identification, gender identity, medical condition, genetic information, and mental disability or physical disability to cultural competency training.</li> <li>• Edit the frequency of the PNA report from annually to every 3 years.</li> <li>• Add Health Equity Officer as a new role.</li> <li>• CalViva Health’s Health Equity Officer reports to the Chief Executive Officer and is responsible for providing leadership and health equity services across the organization.</li> </ul> <p>With regard to the 2023 Health Equity Work Plan, 2022 initiatives will continue in 2023 with the following enhancements:</p> <ul style="list-style-type: none"> <li>• Findhelp: Implement Findhelp to address and identify social determinants of health.</li> <li>• Providers’ Cultural Competency Training: Implement gender identity as a new topic for training.</li> <li>• Performance Improvement Project: Include CIS-10 and WCV as measures for this year’s health equity project.</li> </ul>		

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	<ul style="list-style-type: none"> <li>SWOT Analysis Project: Include CIS-10 and W6+ as measures to SWOT Analysis Project.</li> <li>Disparity Leadership Project: Improve food security among Black and Latino members with diabetes A1c greater than 9%.</li> </ul> <p>Language assistance services utilization and language assistance program updates are consistent with previous reporting periods. Language assistance service utilization provided by MHN Services and those provided for medical care varies as only a subset of CalViva Health's total membership receive services for mental health/behavioral health.</p> <p>The Health Equity Department will continue to track C&amp;L and MHN Services' language services utilization and program updates and report to QI/UM committee on a semi-annual basis. The Health Equity Department will continue to work with the A&amp;G Department to ensure cases are coded and reported accurately inclusive of provider retaliation issues. The Health Equity Department will continue to partner with the Provider Engagement Department to ensure providers receive education, resources and training information to help support their cultural and linguistic needs and those of CalViva Health members.</p>		
<p><b>#7 2022 DMHC Audit Update</b></p> <p><b>Information</b> Mary Lourdes Leone</p>	<p>The Plan completed all interviews for the 2022 DMHC Audit in December 2022. Preliminary final report pending as of June 2023, no further updates available.</p>		
<p><b>#8 2022 DHCS Audit Corrective Action Plan</b></p> <p><b>Information</b> Mary Lourdes Leone</p>	<p>The Plan received a final report for the 2022 DHCS audit which included a corrective action plan (CAP). The Plan has been providing monthly updates on the two findings; one being blood lead screening and the second being transportation. DHCS has indicated they will close out the CAP.</p>		
<p><b>#9 2023 DHCS Audit</b></p> <p><b>Information</b> Mary Lourdes Leone</p>	<p>The Plan has completed the interviews and follow up questions as it pertains to the 2023 DHCS audit. Preliminary findings are currently pending.</p>		
<p><b>#10 Medi-Cal Redetermination (Normal</b></p>	<p>The continuous coverage that occurred during the public health emergency (PHE) that ended April 1, 2023, the State and all the Plans have made big promotions to create awareness to</p>	<p><i>Lisa Sanchez asked how members will</i></p>	

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<p><b>Eligibility and Enrollment Resume)</b></p> <p><b>Information</b> Mary Lourdes Leone</p>	<p>Medi-Cal members that the Plans will be going back to the normal redetermination process. All Medi-Cal members have been encouraged, either through websites, mailings, or public venues, to contact the County offices or health plan if assistance is needed with the redetermination process. The first month of redeterminations occurred in June, and members should have received information as such in the form of what is called a “yellow” envelope in the mail with information on how to submit the application for eligibility/redetermination. If the State determines they already have enough information on members’ eligibility and redetermine they are still eligible, the member will not have to go through the redetermination process and will receive a letter from the State informing them of their continued eligibility. This will be on a rolling basis for the next 12-months based off their eligibility/renewal month.</p> <p>Kings and Madera County members can go to <a href="http://www.benefitscal.com">www.benefitscal.com</a> to view their information, and Fresno County members can access <a href="http://www.mybenefitscalwin.org">www.mybenefitscalwin.org</a> to find their information. Both websites are also listed on the CalViva Health Facebook page.</p> <p>Members are encouraged to go onto one of the two listed websites to make sure their contact information is correct and up to date.</p>	<p><i>know what month their original renewal month was.</i></p> <p><i>Mary Lourdes Leone responded that members should receive notification from the County on their renewal. Members can also call the County to inquire as to their renewal date.</i></p>	
<p><b>#11 Annual Public Policy Committee Charter Review</b></p> <p><b>Action</b> Courtney Shapiro</p>	<p>The PPC reviewed the Charter and approved to move forward to Commission for approval with no revisions. The PPC was notified that the Charter will have significant changes in the upcoming months due to the Department of Health Care Services required compositional changes to the committee. The Plan is still working on the changes.</p>		<p><b>Motion:</b> Approve PPC Charter to move to Commission for full approval 7-0-0-2 (Garner / Phillips)</p>
<p><b>#12 2023 CalViva Health Member Handbook/Evidence of Coverage Update (Errata A &amp; B)</b></p> <p><b>Information</b> Maria Sanchez</p>	<p>The Plan published the Department of Managed Health Care (DMHC) and Department of Health Care Services (DHCS) state approved Evidence of Coverage (EOC) on January 1, 2023. Since then, there have been two errata updates: Errata A, which states a Cognitive Health Assessment is now a member benefit, and that under the California Cancer Equity Act, members have a right to go to a National Cancer Institute - designated cancer center; and Errata B, which includes language regarding receiving covered services from street medicine providers. Errata A was posted to the CVH website as of May 1, 2023, and Errata B will be posted to the CVH website on or before July 1, 2023. The Plan anticipates the new template for 2024 to be submitted June 2023.</p>		



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<p><b>#13 Final Comments from Committee Members and Staff</b></p>	<p>Maria Arreola shared a plaque awarded to CalViva promotores and thanked Adela Corona for her help and support. Also, the Farmers Market is from June 1 through September 14, 2023, in Madera.</p> <p>Norma Mendoza shared promotores held nine classes related to Alzheimer’s and had 232 CalViva members participate. She also shared they finished their redetermination training and will start working with member the week of June 12<sup>th</sup>. Adela Corona added that he promotores did an outstanding job, they were given one month to reach 272 people with only three representatives.</p> <p>Kristi Hernandez shared family milestones.</p> <p>Sylvia Garcia shared family milestones.</p> <p>Jeff Garner shared Kings County Action Organization was awarded a grant from the State to bring back the adolescence family life program which helps teen parents through a case management system to continue on a path to where they can be productive and self-sufficient. In addition, the flood in Kings County and throughout the valley is impacting low-income individuals and they are seeing an increase in their food distribution lines, as well as economic and employment issues.</p> <p>Roberto Garcia shared updates from Self-Help Enterprises.</p> <p>David Phillips announced a groundbreaking in Calwa on Friday, 6/8/23. July 8, 2023, UHC is holding a 5k fun run at Woodward Park.</p>		
<p><b>#14 Announcements</b></p>	<p>Courtney Shapiro announced CalViva was awarded \$5.2M in housing specifically it’s an investment with the State in housing on homelessness incentive program. This focuses on support for various priorities including identifying and addressing barriers and cost-effective housing. The See 2 Succeed program made its 5,000<sup>th</sup> pair of glasses. Promoters will have a booth at the reading extravaganza at Story Land; CalViva is a presenting sponsor of Reading Heart. New commercials have been created, but not yet published, and were shown to the Committee for feedback. Every commercial this round has no actors speaking and therefore</p>	<p><i>Feedback provided from PPC member recommended have a male voice in commercials in addition to females.</i></p>	

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	<p>will be able to be in different languages with voice overs. CalViva now has a contract with Univision and the commercials will be shown on Univision.</p> <p>Isabel Rivera announced for CalAIM, they will be starting 7/1/23 a new population of focus of to include children and youth for all three service counties.</p>		
#15 Public Comment	None.		
#16 Adjourn	Meeting adjourned at 12:59 pm.		


**NEXT MEETING** September 6, 2023, in Madera County  
11:30 am - 1:30 pm

Submitted This Day: September 6, 2023,

Approval Date: September 6, 2023

Submitted By

  
 Courtney Shapiro, Director Community Relations & Marketing

Approved By:   
 Joe Neves, Chairman